

TrueText™ Texting

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The SMS Feature

Live two-way texting is just one of the features that sets Patient Communicator apart from other platforms. Your text communications are sent and received in real time, no different than your cell phone. It'll provide you the ability to not only message your patients with notifications, but to communicate and respond to your patients at times that are convenient for you.

We use texting by SMS which means Short Messaging Service. By definition, this will allow 160 characters to each outbound message. This will include the spaces and punctuation.

We use your practice phone number for texting where possible. When it hasn't been possible, a unique texting number has been assigned to your practice. This number is the number seen by the patient when the text arrives to their phone. It's the reason why our text templates always start with your practice name in the form of a key word %PracticeName%. It'll help your patient know who the text is from, letting them know this is a message they need to pay attention to.

Your patients are going to text you. If they know you respond to text messages, they'll use the texting more and more. It's the primary reason we recommend that you stay logged into Patient Communicator throughout the work day. Just minimize the browser screen to stay logged in, allowing you to be notified by popup or audio notification when a new message has arrived.

It's possible to initiate text a text message to your patients from:

- SMS Inbox screen
 - Appointment Confirmations inbox screen
 - Patient Details screen
 - Schedule Breakdown
 - Unconfirmed Breakdown
 - Communication Center
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