Manually message a patient

How can I send a "one-off" email and/or SMS message?

You can send a message by any of the following ways:

From the Homepage :

- Click Today's Schedule , and then from the *Schedule Breakdown* that displays the appointment list, click on the relevant email or cell icon. (If you choose email, you can just send an email, or select a specific template).
- Click Tomorrow's Schedule , and then from the *Unconfirmed Breakdown* that displays the appointment list, click on the relevant email or cell icon. (If you choose email, you can just send an email, or select a specific template).
- Click SMS Inbox , and then click the window to display the SMS messages. Click the relevant **Reply** link to send a one-off SMS.
  You can also click on the message bubble to view the message string, and reply from there.
- Click Appointment Confirmations , and then click the window to display the appointment confirmations.
  Click the relevant **Reply** link to send a one-off SMS, or an email.

From Appointments tab

- Click a day on the calendar or choose a date range to view your appointments.
  Click on the relevant email or cell icon. (If you choose email, you can just send an email, or select a specific template).
- See the Appointments tab article

From Communication Center tab

- Find the relevant patient using one of the filter tabs, follow the instructions and then send an email/SMS. A voice message to the home phone may also be sent from here.
- See Communication Center article.

From **Patients** tab

- Click Patients , search for the patient, click the underlined patient name to open the Patients Details screen, click on the email or SMS icon to the right of the patient name.