Reminder Manager

- Communication is denoted in the various reports listed above.
ClientTell Reporting of Text and eMail Messages

- If a patient confirms an appointment via an email or a text message, the confirmation will appear as follows:
  
  - Status Column: Answered - Confirmed.

  - Notes Column: Denotes the method of communication (e. g. text, iPhone (for all cell phones) or email). If blank, then the method of communication was phone.

- If a patient cancels an appointment via an email or a text message, the cancellation will appear as follows:

  - Status Column: Answered - Cancelled.

  - Notes Column: Denotes the method of communication (e. g. text, iPhone (for all cell phones) or email). If blank, then the method of communication was phone.
- If the patient does not respond to the email or text, he/she will appear in the report under the Other section.

- Status Column: Do Not Call – message will state do not call because this website was originally designed for phone calls. Vendor is working to update the message.
- Notes Column: Indicates the method of communication attempt (e.g., Text or email)
Preference Manager

- Should a patient choose to opt out of receiving texts, we will be notified via the Preference Manager.

- Click on Do Not Contact Manager and Get Started
ClientTell Reporting of Text and eMail Messages

- If a patient opted out, his/her name would appear in the section below.

- If a patient indicates that he/she did not receive your text message; however, vendor shows as delivered, we can choose the Search Global DNC Records to see if the patient opted out of this service previously.
- Enter the patient’s cell phone number in the box below to display previous opt out status.