

Patient Message Exchange FAQs

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Why do I see a random phone number that discusses a company's litigation?

Please note that we have contacted the vendor regarding this concern, and they have agreed to provide a short 5-6 digit code rather than the phone number.

How can I make sure PMX alerts go through to patients?

- Try to persuade your patients from having the cell phone as the call method of contact. If need be, text messages are much more reliable.
- Remind patients that a missed call more than likely has to do with an upcoming appointment. If they receive a missed call, they should call back ASAP.
- If you notice a pattern of missed alerts, please gather as much information as possible and contact Office Practicum Support. We can contact our third-party vendor with specific examples and find exactly where the problem is occurring.

Troubleshooting PMX Alerts

There are a few reasons why an alert from the Patient Message eXchange may not go through to the patient.

- The specified notification type is set to Cell Phone. Cell phones have a tendency of not being 100% reliable with how they operate. Sometimes our system:
 - Will think a cell phone picks up when it doesn't.
 - Can't navigate the voicemail system and considers the call to have gone through, when it never did.
 - Leaves the patient with a missed call with no message.
- The Spam folders may also be blocking the alert from being sent to the patient. Notify your patients to set up their address book to allow your practice's emails if they are being blocked.
- Your ISP may be blocking the communications from being sent out. This is different from Spam folders blocking an email. You will need to contact us if you notice that none of your alerts are being sent out.
- If the Reply to phone number contains characters other than numeric values or is blank the phone number is invalid and will fail. Check the **Reply To** number in PMX by accessing **Practice Management tab > Patient Message eXchange > Telephone** tab.

What are the Patient Message eXchange Character Limits?

- Patient Message eXchange **text** messages are a **maximum of 116 characters**.
- Patient Message eXchange **email** messages are a **maximum of 2020 characters**.
- Patient Message eXchange **voicemail** messages are a **maximum of 2048 speak-able characters (including spaces)**. This is equivalent to approximately 400-500 words.

How do I send recalls and reminders to the patient when they reach 18?

Once a patient reaches the age of maturity, you can modify the parent contact record to no longer receive recall and appointment reminder notifications. Follow the steps below.

1. Navigate to Family Contacts: **Clinical, Practice Management or Billing** tab > **Patient Chart** > **Family Contacts**.
2. Select the contact record and change **Authority** to None or Emergency.
3. Click the **Save** button.

Add the patient to the Family Contacts to receive recall and reminder notifications, follow the steps below.

1. Navigate to Family Contacts: **Clinical, Practice Management or Billing** tab > **Patient Chart** > **Family Contacts**.
2. Click the **Add** button and complete the information in the window.
 - **Preferred Contact Methods:** Click the drop-down in Recalls and Reminders and select the method.
 - **Role/Reason:** Click the drop-down and select Self.
 - **Authority:** Click the drop-down and select Exclusive.
 - **Res?:** Click the checkbox in the reside column.
3. Click the **Save** button.

For detailed information on adding Family Contacts, click [here](#).

Are survey links sent via PMX?

If the practice does not use the portal, the survey link is sent via PMX.

However, if the practice uses the IntelliChart Patient Portal, PMX does not send the survey link since notification of a new survey to complete is sent, by secure message, to the patient's portal account:

- Any appointment templates that your practice has set up to include surveys will automatically push those surveys to the patient portal for completion upon confirmation of the appointment.
- After confirming an appointment, notification of a new survey to complete is sent by secure message to the patient's portal account, triggering an email notification that there is a new message available for them to view in the portal.
- They complete the survey, which returns the results directly into OP - all with no manual work for your staff.