

# Are survey links sent via PMX?

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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.