

PMX+ Automated Messages Overview

Last Modified on 10/18/2024 12:18 pm EDT

✘ This is a contracted feature. Contact solutions@officepracticum.com to learn about implementing this in your Practice.



Our Training Team hosted a series of reoccurring weekly webinars during the migration period. [Click here](#) to view the webinar on-demand.

About

The PMX+ module allows you to send **Automated Messages** for **Appointment Confirmations** and **Reminders**. An Automated Message is a recurring message that is scheduled for automatic delivery to your kiddos parents/contacts based on a set of rule delivery criteria. Parents/Contacts can respond to either confirm or cancel their kiddos appointment via text, email or phone. Responses are captured in OP and the Schedule is updated appropriately.

With Automated Messages your practice will save time by eliminating the administrative burden of setting up these messages repeatedly each day, and for each delivery format (email, text, call).

How do they work?

OP sends message to Parent

Once Automated Messages are enabled, Appt Confirmations will be automatically delivered to any family contact that has a "Reminder" contact preference set

Preferred Contact Methods

Recalls: Home Phone

General: Home Phone

Portal:

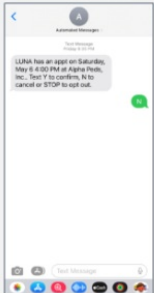
Reminders: Text to Cell

Family Contacts

#	Name	Role/Relation	Authority	Rec'd
1	KIRA GRANDEK	Mother	Joint	<input checked="" type="checkbox"/>

Parent responds

Parents will receive the message via their preferred contact method (text, email or phone) with the option to confirm or cancel the appointment



OP updates your schedule

OP will automatically capture and process the parents response by updating the schedule and Billing Status

Chart: HERMIONE GRANDER (9331) Schedule

My View: Test Read Fowler COVID Complete All Doctors Nursing Only

Date: 5/10/2023

Tasks: Mine Auto refresh Exclude checked out Exclude not checked in Show billing panel

Drag a column header here to group by that column

Patient	Staff	TOV	Billing Status	Confirm Status
POTTER, HARRY	REED FOWLER	EST SICK VISIT	Cancelled	Unconfirmed

My View: Test Read Fowler COVID Complete All Doctors Nursing Only

Main Office

2035 - (RRR) REED FOWLER

00				
10	POTTER, HARRY	889-278-2300 (6-1335) - EST SICK VISIT ACNE - RRR		
20	BOVEGODO, LUNA	(111-222-3333) (0-9322) - RRR		
30				
35				

Step 1

Step 2

Step 3


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✘ [When Should I Use Automated Messages?](#)

✘ [How Will Automated Messages Benefit Me?](#)

✘ [Standard Delivery Logic, or When Are My Patients/Parents Being Notified?](#)

✘ [Standard Automated Message Templates](#)



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