

# PMX+ Automated Messages Overview

Last Modified on 09/06/2023 2:22 pm EDT

 This is a contracted feature. Contact [solutions@officepracticum.com](mailto: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:

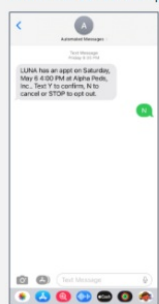
Reminders: Text to Cell

**Family Contacts**

#	Name	Role/Reason	Authority	Res?
1	KIRA GRANER	Mother	Joint	<input 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

CHIEF: HERMIONE GRANGER (9321) Schedule

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

Date: 5/10/2023

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

Patient	Staff	TOV	Billing Status	Confirms Status
FOTTER, HARRY	REED FOWLER	EST SICK VISIT	Cancelled	(Unconfirmed)

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

Main Office

2035 - (RES) REED FOWLER

ID	Staff	TOV	Billing Status	Confirms Status
10	FOTTER, HARRY (889-275-2300 ID: 9315)	EST SICK VISIT ACHE - PER		
20	LOVEGOOD, LUNA (111-222-3333 ID: 9522)	- PER		

**Step 1**

**Step 2**

**Step 3**

www.officepracticum.com

- [+ 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](#)