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Patient Repeat
Text Reminders

Toniq User Guide

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Texting is a chargeable feature. This new functionality will only work if the pharmacy is registered for texting. Contact the support desk if you wish to register.

PATIENT REPEAT TEXT REMINDERS

New interactive output makes patient selection easier in version 5.22

TEXT ONLY

Repeat reminder functionality is currently implemented for text messages only, so patients must have mobile phone numbers recorded in the dispensary patient record. Repeats for all period of supply dispensing, except daily dispensing, are considered for reminders. Once reminded the patient is NOT suggested for a reminder again until their next repeat is due, to avoid nagging.

Contacts menu

1. **Quick contact patient**
2. **Quick contact prescriber**
3. **Quick contact staff**
4. **Maintain contact lists**
5. **Patient repeat reminders**
6. **Maintain message templates**

Repeat reminders use pre-set message templates. Set up at least one message text template in **6. Maintain message templates** first.

There are options to tailor the list of patients considered for messaging and there are also options to remove patients from the list presented before sending the message.

The aim is to get the reminders setup so that they can be run and sent without the need to review them at great length first.

Edit Patient F2	Edit List F3	Sent History F4	View History F5	View previous messages sent to this patient.	Edit Message	Contact Patient F7	Contact All F9	Send messages, immediately.	Accept Details F12

Repeats due from: 11/05/18 to 14/05/18   Patient count: 45, Item count: 60

	Repeat No due	Medicine	Repeat due	Expiry	
To remove some patients before sending messages	2739080/2	LAMICTAL 100mg Disp Tablets	13/05/2018	12/07/2018	✉
	2724021/3	HUMIRA 40mg/0.8ml Pen	13/05/2018	12/06/2018	✉
	2732411/2	SYMBICORT 200/6 Turbuhaler	13/05/2018	27/06/2018	✉
on, Mr H	2724591/3	INVEGA SUSTENNA 100mg/ml Syr...	14/05/2018	13/06/2018	✉
, A J	2739179/2	ZINC+CASTOR OIL Ointment	13/05/2018	12/07/2018	✉
Mrs H	2744236/3	FENTANYL SANDOZ 50mcg Patches	14/05/2018	24/05/2018	✉
, Ms T	2732246/2	FLIXONASE 50mcg Nasal Spray	13/05/2018	27/06/2018	✉

Name: Mr ...
Address: ...

Message (96 characters)
Hi There, just reminding you that the next supply of your medicine can be picked up now. Regards

Delivery - Toniq SMS
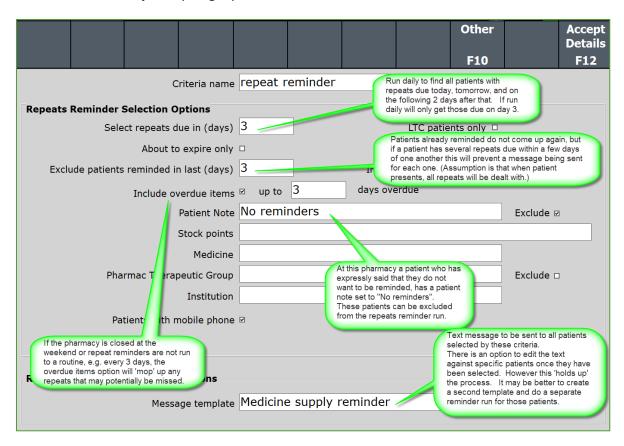Successfully sent
Success

REMINDER CRITERIA

The feature can be run for everyone with a mobile phone who has a repeat expiring in the next e.g. week. It will consider all Rxs with outstanding available repeats except for daily dispensings.

It can be setup to remind specific groups of patients:

- LTC patients only
- Patients with overdue repeats as well as repeats due
- Patients identified with a particular note, or patients without the note
- Institution patients are automatically excluded, but can optionally be included
- Patients with just expiring repeats

								Other F10	Accept Details F12

Criteria name repeat reminder

Run daily to find all patients with repeats due today, tomorrow, and on the following 2 days after that. If run daily will only get those due on day 3.

Repeats Reminder Selection Options

Select repeats due in (days) 3   LTC patients only ☐

About to expire only ☐

Exclude patients reminded in last (days) 3

Patients already reminded do not come up again, but if a patient has several repeats due within a few days of one another this will prevent a message being sent for each one. (Assumption is that when patient presents, all repeats will be dealt with.)

Include overdue items ☑ up to 3 days overdue

Patient Note No reminders   Exclude ☑

Stock points

Medicine

Pharmac Therapeutic Group   Exclude ☐

Institution

Patient with mobile phone ☑

If the pharmacy is closed at the weekend or repeat reminders are not run to a routine, e.g. every 3 days, the overdue items option will 'mop' up any repeats that may potentially be missed.

At this pharmacy a patient who has expressly said that they do not want to be reminded, has a patient note set to "No reminders". These patients can be excluded from the repeats reminder run.

Text message to be sent to all patients selected by these criteria. There is an option to edit the text against specific patients once they have been selected. However this 'holds up' the process. It may be better to create a second template and do a separate reminder run for those patients.

Message template Medicine supply reminder

Reminders are specific to a patient *and* their medicine history. It is possible to:

- Filter out patients already reminded about another repeat due, in the last few days
- Excludes daily dispensing
- Can optionally exclude Rx items for certain medicines (or therapeutic groups)

Once successfully reminded, a patient will not be considered again until another repeat matches the criteria set. Message history is available, either by patient or by batch.
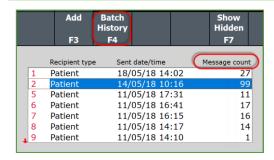
MESSAGE HISTORY (F4)

A record of all sent text message reminders is kept in the database.

These can be viewed:

- By batch (how many were sent on what day and to whom) **F4 Batch History**
- By patient from **Patient Diary** via **F4 Sent History** on the reminders screen
- Message by message on the patient history grid as a colour block – like a diary item

BATCH REMINDER MESSAGE HISTORY

To see details of who was sent a message on a particular date, or to get an idea of how many messages are being sent, use the **F4 Batch History** function key.

Available from the **Patient repeat reminders** menu option.

PATIENT REMINDER HISTORY

Text reminder history is accessible from **F4 Sent History** for the patient who is highlighted on the reminder screen (see screen shot on page 2).

It is also available from the **Patient Diary** – using **F9 Repeat Remind**:
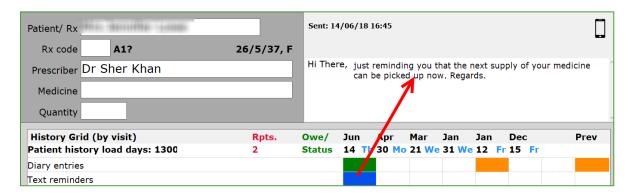

The history is also viewable from **Patient History**, **F10 Other** > **Text reminders history**.

PATIENT HISTORY GRID

A new line in the history grid shows individual text reminders:

Unlike other diary items, text reminders cannot be edited.

BULK EDIT PATIENTS

If a list of patients who were sent a reminder on a particular date, or in a particular date range, is required, there are new selection criteria in Bulk Edit Patients.

Where groups of patients are sent different reminders, they can be isolated, provided the messages are setup with different content. Just add distinctive message content (e.g. *warfarin* or *due* or *waiting*) into the **Messages containing** selection:

FUTURE DEVELOPMENT OF TXT MESSAGES

Currently patients who have email cannot be messaged through this new functionality. If reminders are wanted for patients with email addresses and no mobile phone, the **Repeats Due** report will need to be used to create a contact list.

If patients have a mobile phone recorded and an email address but have specified a preference to be emailed, identify them using the patient note (e.g. *Email reminders*) to exclude them from the txt message reminders.

Development is planned to include emailing in the new functionality.

Also planned is the handling of replies from patients to give a better end to end flow to the reminder.