

### SMS Telehealth reminder

Given the increase in the use of Telehealth to connect with clients, below is a simple way to get your remote connection details to a client along with their appointment details.

1: Create a specific Telehealth SMS Reminder template in Data Maintenance > Reminder templates, something like the following:

Contact Type	Template Name	Message Subject Line	Template Text	Practice Default Template	Character
SMS				<input type="checkbox"/>	0
SMS	Telehealth		Hi [ClientFirstName], your appt with [PractitionerFullName] on [Date] [Time]. Please connect using the following Zoom link To cancel or change please reply.	<input type="checkbox"/>	159

2: Create your Telehealth meeting and copy the meeting Invitation (or URL) as in the example below.

*Please note that this example uses Zoom but you could use any other remote meeting software in the same way e.g. Skype or Go to Meeting*

### Claire Lawrence's Zoom Meeting

3:00 PM - 3:30 PM | Starts in 16 minutes

Meeting ID: 115-586-989

[Hide Meeting Invitation](#)

Paula Colloty is inviting you to a scheduled Zoom meeting.

Topic: Paula Colloty's Zoom Meeting  
Time: Mar 17, 2020 03:00 PM Auckland, Wellington

Join Zoom Meeting  
<https://zoom.us/j/115586989?pwd=Q3V5eWNSR0Z6U3NLMlAwM1drQm5ZZz09>

Meeting ID: 115 586 989  
Password: 005519

One tap mobile  
+115586989# US Toll

Dial by your location  
US Toll

Meeting ID: 115 586 989  
Find your local number: <https://zoom.us/u/aeostrWJ5Cq>

3: In the Appointment Book

Right click on the relevant Client's appointment

Select Send SMS

Select a the Telehealth SMS Template from the drop down

*• If the adhoc SMS is created from an appointment, then any merge fields will updated in the template*

Paste in the Telehealth Meeting Link

• Note the character count on the bottom left.

Click Send

4: A copy of any SMS sent will be in the Client Details > Documents / Phone Calls > Contacts section