




myMPS

How to guide

Custom Settings

To format the colours for the **Providers** and the **Branches**, click the  button above the calendar and click on '**Confirmation & reminders**', '**Display**' or '**Your Preferences**'.

'**Confirmation & reminders**' will open the '**Calendar Settings - Confirmations and Reminders**' window. You are able to customise the confirmation and reminder messages that are sent to patients.

Note: The customised confirmations and reminders are set at a practice level and not at the provider level.

You will notice that the page is broken into two, '**Appointment Confirmations**' and '**Appointment Reminders**'.

Appointment Confirmations			
<input checked="" type="checkbox"/>	Send email confirmation when appointment is made		Edit template
<input type="checkbox"/>	Send SMS confirmation when appointment is made - COMING SOON!		

Appointment Reminders			
<input checked="" type="checkbox"/>	Send email reminder	2 hours	before appointment Edit template
<input checked="" type="checkbox"/>	Send SMS reminder	2 hours	before appointment Edit template

Activating and customising appointment confirmations

An appointment confirmation email will be sent as soon as the appointment is saved on **myMPS**. In order to ensure your messages are delivered, It is vital that the patient email address and cellphone number you have recorded are correct.

To edit the confirmation template, click on '**Edit template**' on the right.

This will open the '**Email Template - Appointment Confirmation**' window where you will be able to edit the email that will be sent to your patients. There is a default template, however, if you would like to customise the message, you are able to do so.

Subject: Appointment booked

Body: Dear \${PatientFirstName}
Thanks for booking an appointment with us. Below are the details.
When: \${AppointmentDate} at \${AppointmentTime}
Doctor: \${DoctorFullname}
Where: \${PracticeAddress}
If you have any questions, please contact us on \${PracticeOfficeNo}.
Kind regards,
\${DoctorInitialsSurname}
Please don't reply to this email.

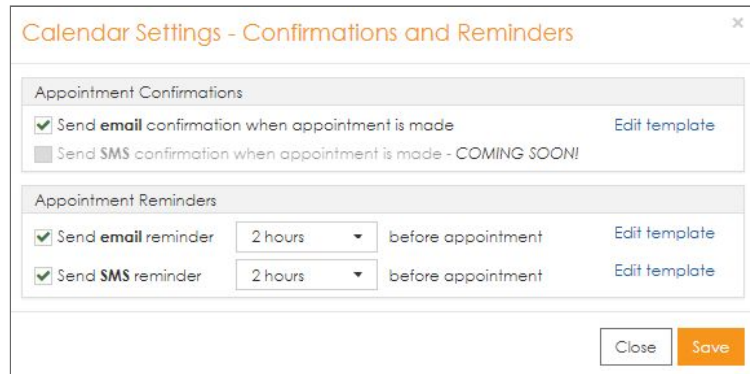
To add a placeholder for information specific to the appointment, eg. '**AppointmentDate**' or '**AppointmentTime**', select from the '**Variable**' drop down list.

Once you have finalised your template, click '**Save**'.

Activating and customising appointment reminders

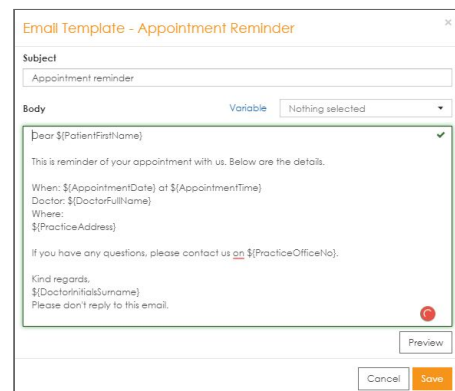
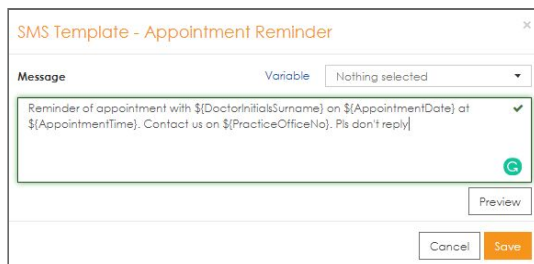
Appointment reminder messages are sent out at planned intervals before the appointment. You have the option of sending SMS or email reminders, or both.

To decide which mechanism you will use or when the message will be sent, make your choices in the '**Appointment Reminders**' section of the '**Calendar Settings - Confirmations and Reminders**' window.



You will also be able to edit the reminder templates by clicking '**Edit template**' next to the email or SMS reminder options. There is a default template, however, if you would like to customise the message, you are able to do so.

Depending which you select, it will bring up either the '**Email Template - Appointment Reminder**' or the '**SMS Template - Appointment Reminder**' screen.



To add a placeholder for information specific to the appointment, eg. '**AppointmentDate**' or '**AppointmentTime**', select from the '**Variable**' drop down list.

Once you have finalised your template, click '**Save**'.

Note: Booking reminder SMSes and emails are free of charge.