CareMsg Quick Guide

**Interface LIVE DATE 08/28/2018**

How to delete an appointment:

From the *Appointments* link select the *Reminders* tab > click on the drop-down menu under *Name* and select *External ID*

Enter patient MRN, appointment date and click *Apply*



Highlight the appointment to be deleted and click *Delete Appointment*





How to access the “Daily RSVP” and “Daily RSVP – Not Going” reports:

From the *File Center* link click on the *Exported* tab



\*\*\*The 410 zip file is the Daily RSVP and the 411 zip file is the Daily RSVP-Not Going\*\*\*

Click on Download and open the file. Users will need to filter the files by Department/Appointment Date and remove columns that are not needed. The files will always contain appointments for today and the next day. Text reminders and the reports are generated daily.

How to view patients sharing same mobile #:

From the *Appointments* link select the *Reminders* tab > click on the drop-down menu under *Name* and select *Phone*

Enter phone number and click *Apply*



Reminders:

* Patient demographics are updated instantly.
* Patients that have confirmed their appointments via text will automatically be removed from the “Confirm Appointments Report”.
* If a clinic cancels an appointment, the patient will receive a text notifying them of this change.