

## Bulk Send SMS messages to Patients

Sending an SMS message to all patients, or to a subset of patients can be done using your Sinch Message Media login – they provide an easy to use mechanism for sending bulk messages.

### Overview

- Use Audit4 to find the list of patients you want to send to
- Save the list into an Excel file (or CSV)
- Use the Message Media Campaign to send to these patients

### Select the Patients

#### Option 1: Patient Search

1. In Audit4 Home, click on **Audit and Search**
2. Select **Patient Search** (it is part of the General Category).
3. You will not want to send to deceased or discharged patients so set the criteria as shown.

**Audit & Search - Patient Search**

Report Parameters

Inputs Results Outputs

Status  Active  Unassigned  
 Discharged  Never Set  
 Deceased  Other

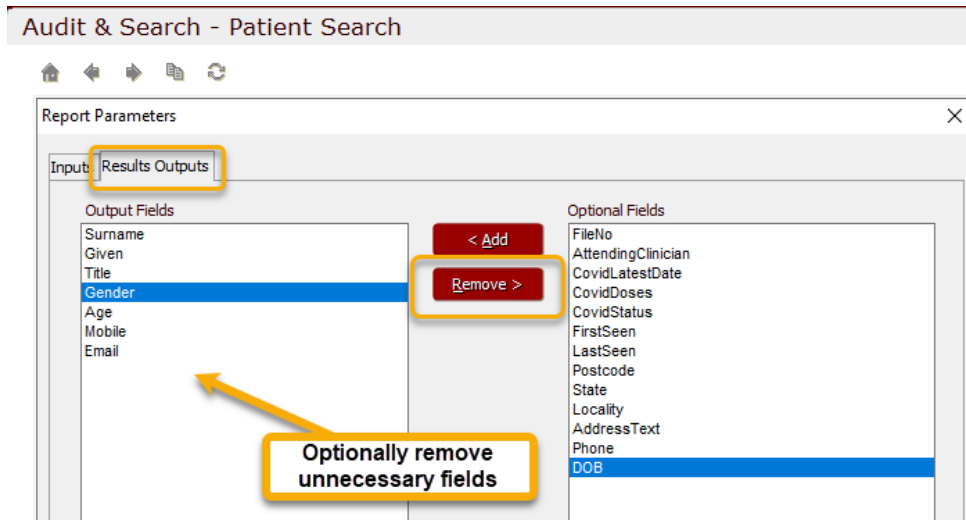
Last Seen From [ ] Last Seen To [ ]  
First Seen From [ ] First Seen To [ ]

Title [ ] Given [ ] Surname [ ]  
Gender [ ] Age From [ ] Age To [ ]  
Postcode [ ] Locality [ ]

Referring Doctor [ ]  
Attending Clinician [ ]  Has Consult Note  
Medication Class [ ]  Exclude  Current Only  
Condition A [ ]  Exclude  
Condition B [ ]  Exclude

To get ll patients that are not discharged or

- Click on **Results Output** and remove the unwanted columns to simplify the output.

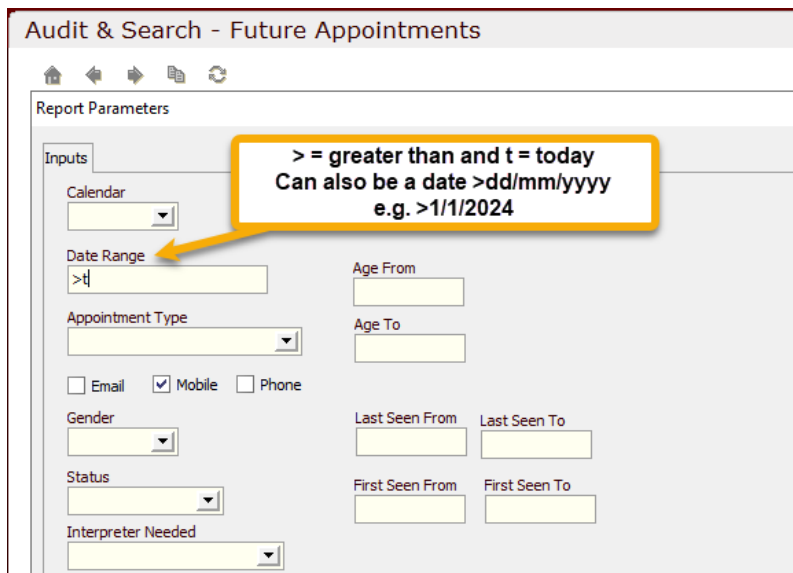


- Click **OK**.

## Option 2: Future Appointments

This can be good if you just want to find all the patients with appointments after a particular date to send them a special message.

- In Audit4 Home, click on **Audit and Search**.
- Click on the **Appointments** Category.
- Select **Future Appointments**.



- Set other criteria and click **OK**.

## Make the Excel file

Now that you are viewing your list of patients (confirm the Mobile number is showing) then:

1. Carefully select the table including the column headings and copy and paste into a spreadsheet.

Alternatively, you can just right click Select All, then Right Click copy and then paste this into your excel spreadsheet and then delete the rows above the data table. Make sure the spreadsheet Row 1 has the column headings.

2. Sort by Mobile column and delete those rows that have no Mobile or the number is obviously not a proper mobile number e.g. (03) 1234 5678 - someone has accidentally put a non-mobile number in the mobile field. NB: If the leading 0 is not shown - don't worry as Excel is hiding this and MessageMedia will handle this.
3. Save your Spreadsheet.

## Send via MessageMedia Campaign feature.

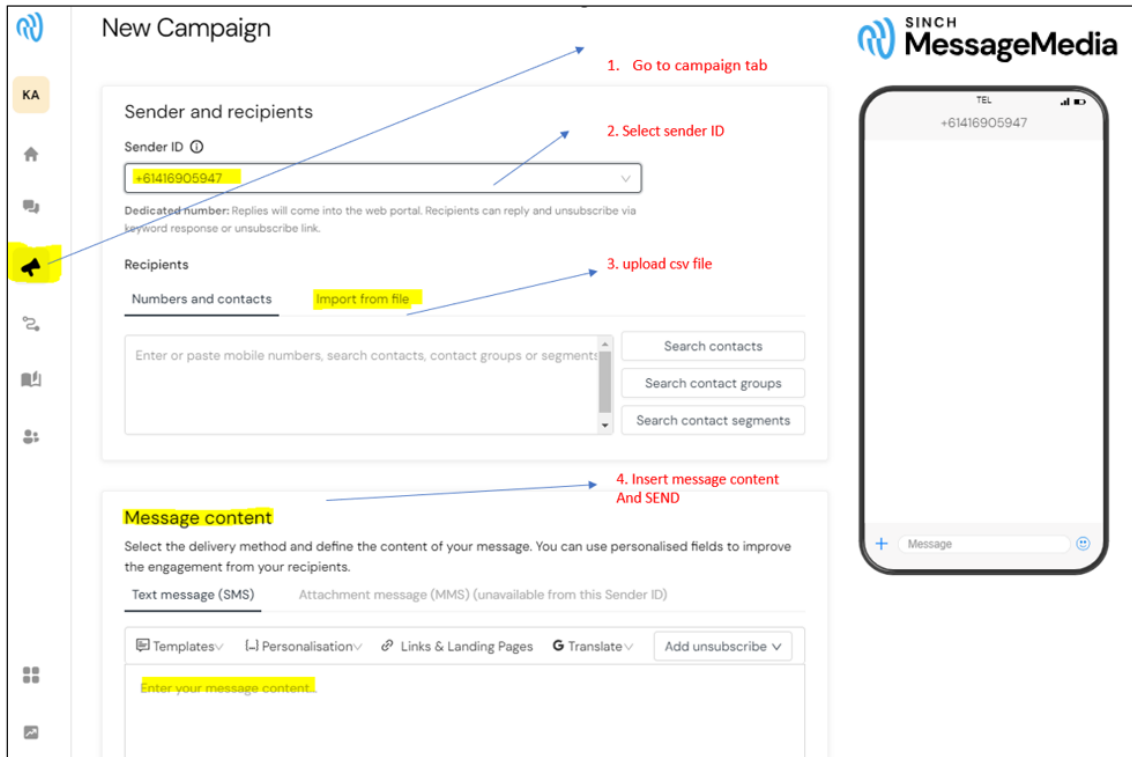
Instructions - or see screenshot next page:

1. Login to Sinch MessageMedia here:

<https://hub.messagemedia.com/login>



2. Go to **Campaigns** by clicking on this icon on the left-hand menu.
3. Under Recipients, select **Import from file**.
4. Import the file.
5. In Message Content can write the message you want to send, and you can select the columns from the file (e.g., Patient given name, Appointment date etc.)
6. Match the **#mobilenumber#** to the Mobile column.
7. If you are happy with the preview, click Send now or use the other options to schedule the messages.



## Don't have a Sinch Message Media Account?

If you are not using Audit4 Appointments or have not been setup to do SMS Messaging in Audit4 then you may not have an account with Sinch Message Media - contact S4S Support for more details.