



Patient Reminder Module

Quick Broadcast Instructions for Inclement Weather

The Broadcast service enables you to call patients if you have to close the office due to inclement weather; broadcast a message like 'flu shots have arrived'; or announce that your office is moving, to name just a few! Most of the time, it is used for inclement weather. To do this, you can log into your account from anywhere using your home computer or using your home or cell phone to activate calls. Here are the steps to take:

Step 1: Record your Message

- a) Go to Talksoft's Website: www.talksoftonline.com
- b) Click on '**Customer Login**' at the top right and enter your **email** and **password** to log in, (*previously emailed to you from STI's Technical Support*)
- c) On the left hand side in the '**Broadcast**' section, click on '**Messages**'
- d) Follow the directions on the screen as follows:
 1. Dial Talksoft at 866-376-1048
 2. Enter your Account Number _____
 3. Enter your Access Code _____
 4. Choose Option 3 for "Broadcast Messages"
 5. Choose option 5 to "Record your Broadcast Message"
 1. Example: *"Hello, this is the office of Michael Boswick calling to inform you that due to recent storms our office has been left without power. All appointments for September 21st are canceled. Please call our office at 111-555-1212 to reschedule. Thank you."*

Step 2: Select your Appointments

- a) On the left hand side in the '**RemindMe**' section, click on '**Activity Report**'
- b) Be sure the '**Appointment Date**' radial button is selected, and choose the date (or range of dates) that you are cancelling appointments for and click '**Search**'
- c) Once you confirm the appointments seen on the page, click the '**Broadcast**' link to the right of the Search button
- d) This will bring up a dialog that will allow you to create a "name" for the distribution list you are about to create, you may change the default name if you wish or simply click '**Ok**'
- e) You are brought to the '**Manage Distribution List**' page, which allows you to delete any patients so they are not contacted (ie. no phone number), to do so, simply click '**Delete**' to the right of their name for each
- f) Once you are satisfied, click the '**Schedule A Call**' link at the top

Step 3: Schedule the Outgoing Call

- a) You are brought to the '**Schedule an Outgoing Call**' page, which shows you the message that will be sent at the top, which should be the message you just recorded
- b) It will default to the distribution list that you previously created in step 2, but you may choose another distribution list in the dropdown list if necessary
- c) Select the date and time that you want the calls to start going out, if other than "right now" which is the default

- d) Read and checkmark the disclaimer, and as soon as you click the '**Schedule Calls Now**' button, calls will start at the time you designated