



To: All WRS Users
From: WRS Development Team
Date: 04/16/2020
Re: SMS Appointment Reminders for Telehealth Visits

WRS previously announced the release of Telehealth functionality to assist providers in conducting remote patient encounters during the COVID-19 Pandemic.

Please complete the [Telemedicine Signup Form](#) to enable functionality for your practice immediately, or review previous Release Notes [HERE](#) to learn more.

We are pleased to now also offer functionality that allows your patient to access the patient check in module and the telehealth visit via SMS text message.

ITEMS IN THIS RELEASE



[SMS Appointment Reminders](#)



[How It Works](#)

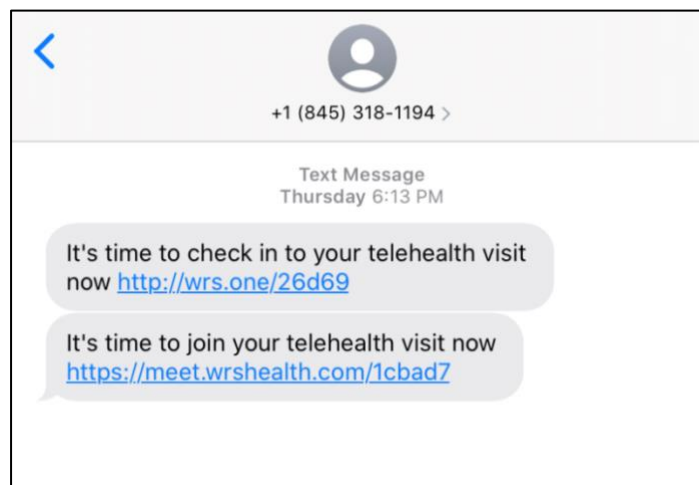
SMS Appointment Reminders

WRS Health is implementing functionality that allows your patient to check in to their visit using the check in module and begin their telehealth visit from an SMS message. There are two messages sent to each patient per appointment- a message asking the patient to check in and a message for the patient to join.

This functionality not only enables the patient to access these features from an additional avenue, but it acts as a reminder in order to reduce no-shows at your practice.

How It Works

For these messages to be sent successfully, the patient needs to have a cell phone number on file. On the day of the appointment, the patient will receive two text messages. One message will be sent 60-minutes prior to the appointment, telling the patient it is **time to check in**. The second message will be sent 30-minutes prior, alerting the patient that it is time to **join the visit**.



Please see the release notes on [check in module and telehealth](#) for further instructions on this new enablement.