Real-Time Updates

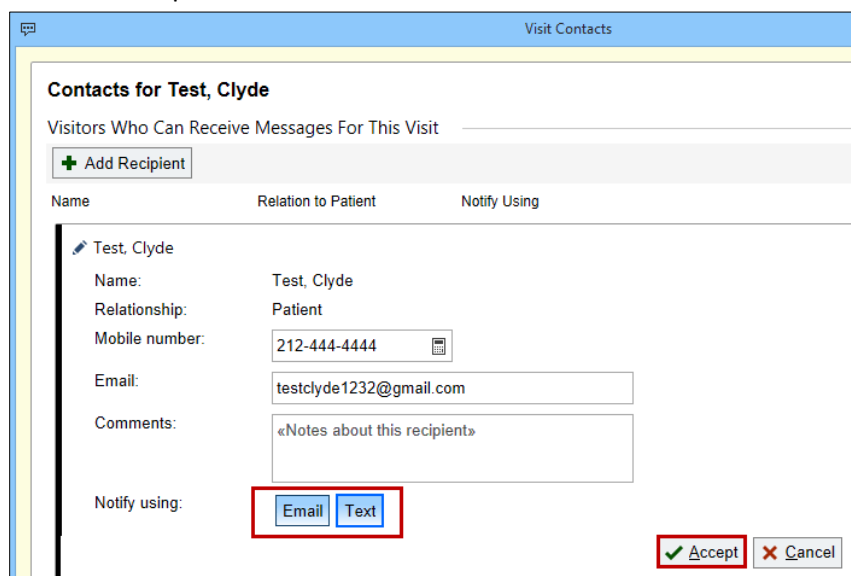| Expected Go Live Date	June 1, 2020
Impacted Locations	All Regions
Intended Audience	Scheduling and Registration

Real-Time Updates allow end-users to send text messages or emails to individuals to communicate updates about their specific appointment. Buttons to trigger this functionality have been added to the DAR toolbar. To access the buttons click the dropdown arrow next to Patient Messaging.
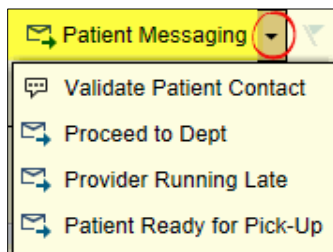
## Validate Patient Contact

Validate the appropriate person and contact information to text/email for that appointment. Messaging is authorized for that appointment only.

1. Click Validate Patient Contact from the dropdown menu.
2. Verify the information with the patient.
3. Make changes as needed to the information.
4. Add a new contact or visitor by clicking Add Recipient.
5. Add a Comment if appropriate.
6. Click the Email or Text button to notify the patient.
7. Click Accept then Close the Visit Contacts window.
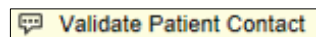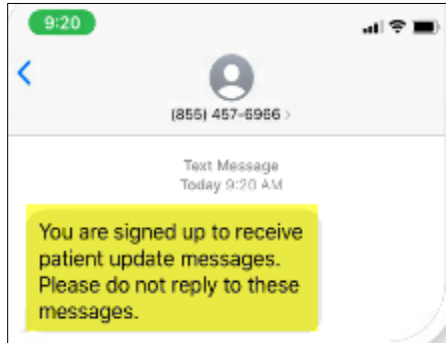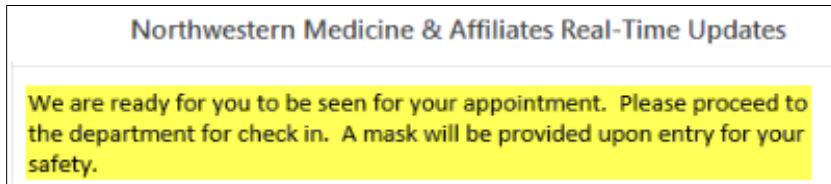
Patient will see this Text message.
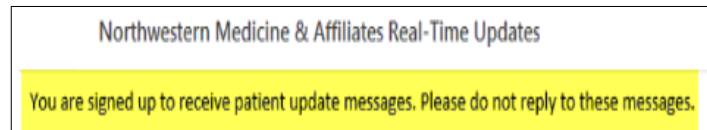
Patient will see this Email message.

Proceed to Department

If a patient is waiting outside the department, send a message letting them know to proceed to the department.

1. Click Proceed to Dept from the dropdown menu. `Proceed to Dept`
2. A message will display to them that they are ready to be seen for their appointment.

Provider Running Late

Send a message to a patient letting them know their provider is running late.

1. Click Provider Running Late from the dropdown menu. `Provider Running Late`
2. A message will display that their provider is running late.
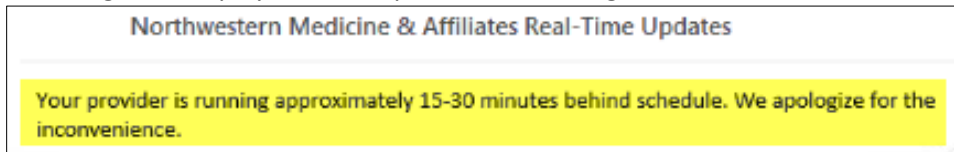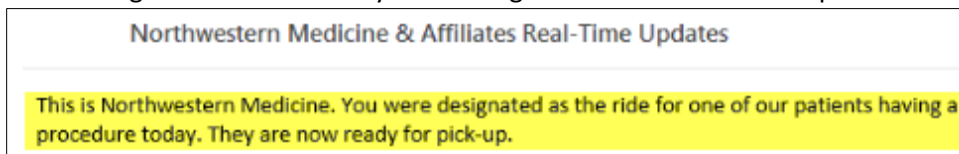

Patient Ready for Pick-Up `Patient Ready for Pick-Up`
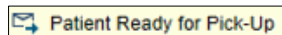
Send a patient's designated ride a message letting them know the patient is ready for pick-up.

1. Click Patient Ready for Pick-Up from the dropdown menu.
2. The message will state that they were designated as the ride for the patient.

Communication Preferences

- All patients will be Text-enabled for Real-Time Updates by default.
- End users can modify the text and email settings on the Communication Preferences form on the Interactive Facesheet.

Patients can modify the text and email settings on the Communication Preferences form via MyChart.

Troubleshooting

If a text message doesn't reach a patient it likely means they've opted out of NM texts from AT&T in the past and need to opt themselves back in.

- Have the patient text "UNSTOP" to 855.457.6966.
- Once the patient receives a response, send then a test message to confirm they received it.
- If this still does not work then collect the patient's carrier information and open a SNOW ticket.

Or, if attempting to text a patient to a phone number that doesn't accept texts, you will see this when attempting to validate the contact:

If this should happen, you can make updates to the patient's Communication Preferences.