![Carestream Dental - The Exchange logo]

Search all content

MOD kevin_moloney
Moderator

10-23-2018 11:56 AM

Phoenix Weekly Release 0.0.0.2551

Care Management Platform (CMP)

Weekly Release

Build 0.0.0.2551 | October 23rd, 2018

These are the highlights of the changes available in this week's Care Management Platform (CMP) release. It should be noted that this week's release contains several Voice of Customer items that deliver on recent requests from customers that are actively using CMP to operate their practices.
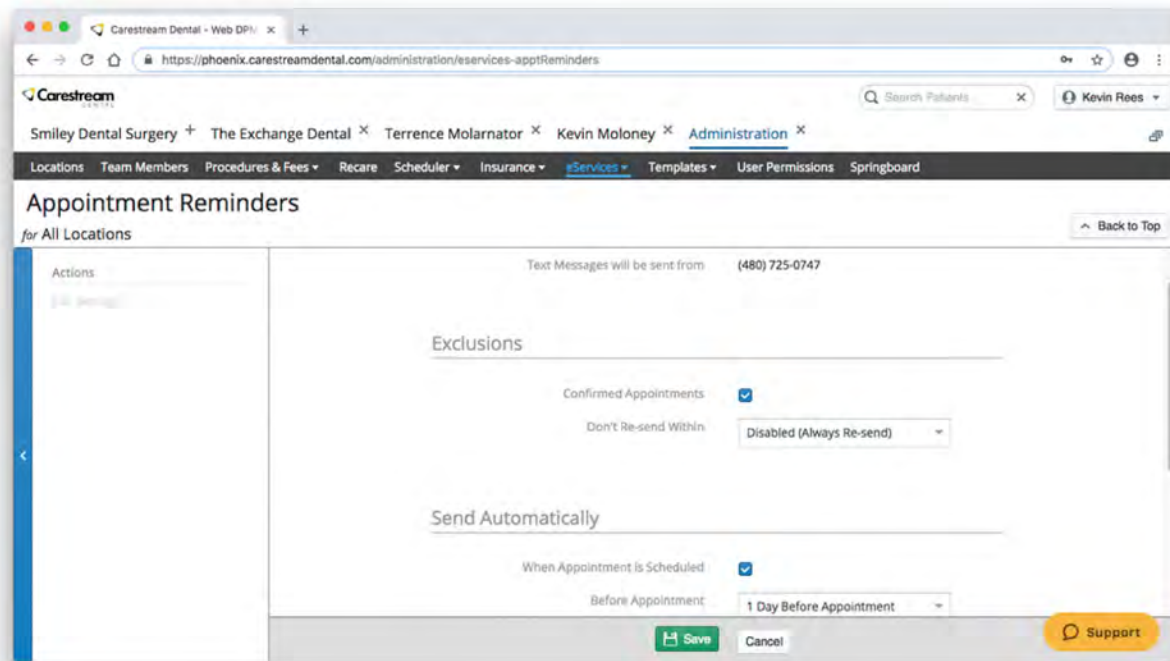
SMS Appointment Reminders

As with last week's release of Patient File Uploads, this week's release contains another significant enhancement to workflow support in CMP - text-based appointment reminders. SMS Appointment Reminders provides an easy way to remind patients about

their scheduled appointments by sending text messages to their mobile phone. This service also includes the ability for patients to confirm their appointments by responding to the SMS reminder.

CMP provides an easy way for practices to enable this service themselves, without the need for calling support or excessive configuration. The Appointment Reminders UI is now accessible via the Administration tab under eServices → Appt. Reminders. From there, users will simply click on "Enable Now" and an available phone number will be automatically selected for the practice based on the customer's primary location. Numbers are selected based on the location's associated area code, city and state, or state (based on number availability). As explained in the dialog, this number will be used as the sender when appointment reminders are sent to patients. If, for some reason, the customer doesn't like the selected number, the process can be cancelled and started again and CMP will select the next available number.
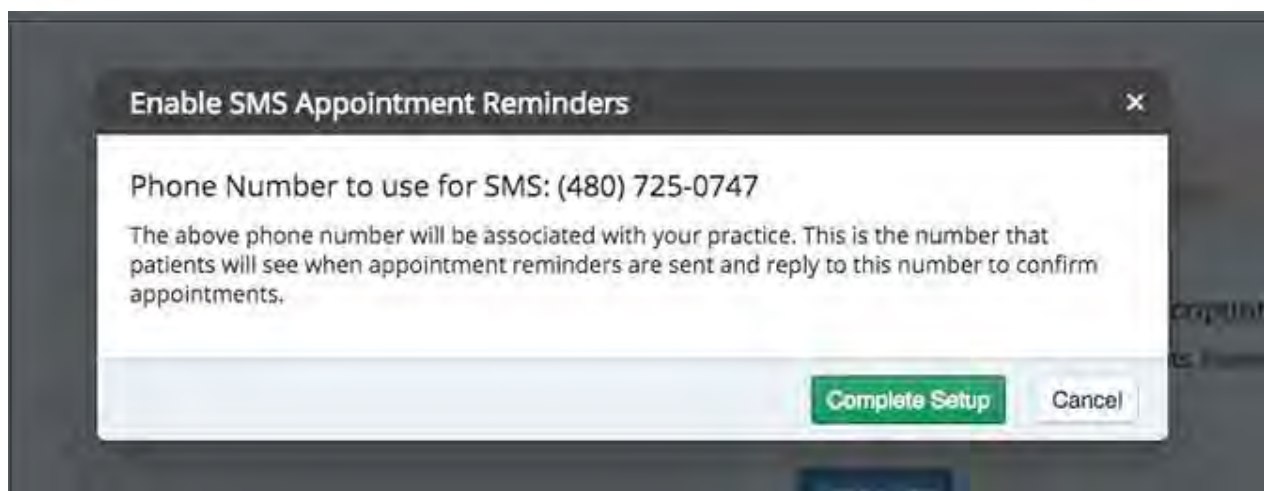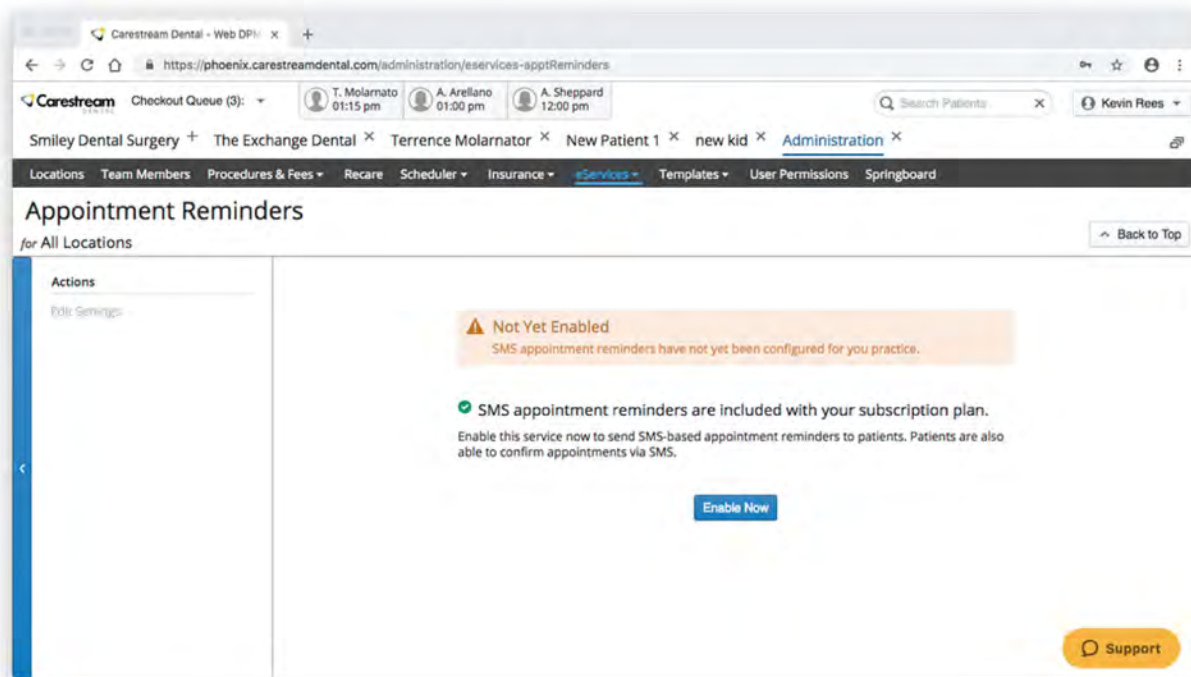
Once enabled, users can determine how, when, & under what conditions they would like their patients to receive text-based appointment reminders. This includes the ability to exclude sending reminders for appointments that have already been confirmed, automatically sending reminder at the time of scheduling, and /or resending a reminder at a fixed time period before the scheduled appointment day. After specifying the desired rule set for handling reminders, CMP will automatically start issuing appointment reminders to those patients with defined mobile phone numbers that have upcoming appointments.

Appointment reminders can also be manually issued to an individual patient or to a group of patients from several appointment-related screens throughout CMP. For example, appointment reminders could quickly be issued to all patients with appointments (subject to the aforementioned configuration rules) based on the user's current Schedule view or that are currently displayed in the filtered Confirmation List UI. Alternatively, an additional reminder could be issued to an individual patient via the associated Appointment Details UI. Patients can also reply to these reminders to automatically confirm the appointment, removing any requirement for users to manually

process appointment reminder responses. Finally, patients can also opt-out (or be opted-out) from receiving appointment reminders, if so desired.
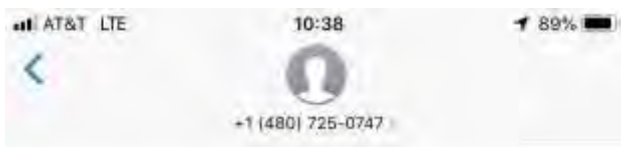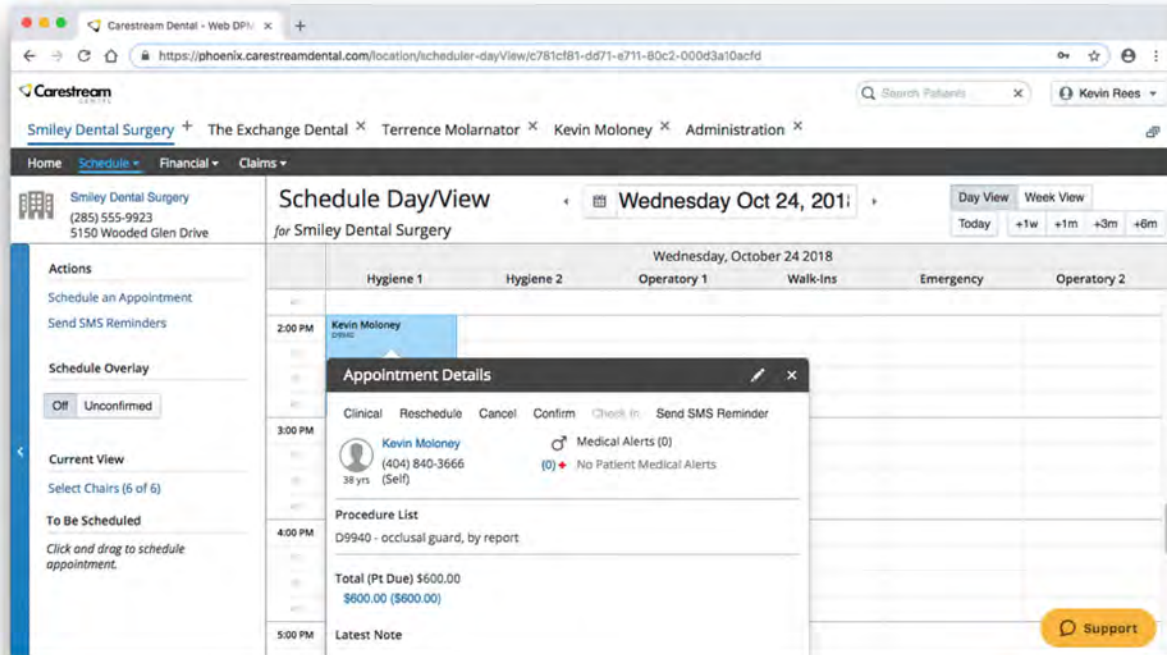
We are excited to provide this new functionality to our current customer base and look forward to receiving feedback on how it enhances their business practices. As we receive VOC on our SMS Appointment Reminders service, we will continue to implement workflow enhancements to make the service even better. In the upcoming weeks' releases, users should be on the lookout for the release of the initial version of clinical note templates, ePayments integration, and the initial release of cloud imaging.

Optimizations and Fixes

The following fixes and optimizations have been added to CMP this week.

1. Addressed a defect in the Provider Schedule Planning UI that generated an error when saving changes to a provider's default hours.
2. Fixed a defect in the Team Member Record UI that would sometimes create an additional user record on the backend when the user's email address was changed.
3. Resolved a defect with automatically provisioned tenants that would sometimes fail to upgrade when initially created.

✏️ Add tags

👍 | 2 Kudos

Reply

Sort: Newest to Oldest

Reply...

Post Reply

CORPORATE HEADQUARTERS

Carestream Dental LLC
3625 Cumberland Blvd. Ste. 700
Atlanta, GA 30339

CONTACT

Contact Us

Support Locator

Training

ABOUT US

Blog

Media Room

QUICK LINKS

Carestream Dental Institute

Carestream Dental Website