January 2024 Release Notes

Last Modified on 02/02/2024 11:35 am EST

New Telehealth URL

We have added the ability to add the link for a Public Waiting Room to reminders to simplify your Video Chat text and email reminder workflow.

Once the link is set up, select it from the new Public Wating Room dropdown.

| nin | Title/Name Dr. Smith | |
|------------------------|--|---|
| | I tile/Name U/C Smith Color Example Patient - Example Appointment Description | |
| Bock | Loiot Example valuet Escape Apportante Lescapon | |
| Johnson | C Patients can View/Select | |
| Michaels | Tevens der remotence | |
| Phil Send Reminders | Available Public Walting Rooms Dr. Smith's Virtual Clinic | |
| Smith | Delete this calendar (0 future appointments) | |
| fom lew Calendar | A set a billion | |
| lew Calendar | Availability Monday | |
| | Monay O | |
| | 9:00am.5:00pm Appointment Type(s) ZPatients can View/Select | |
| | | |
| | Tuesday | |
| | S:00am.8:10pm Appointment Type(s) | • |
| | | |
| | Wednesday | |
| | S:00am-5:00pm Appointment Type(s) Patients can View/Select | |
| | Stutam-Stutym Appointment Type(s) Patients can View/Select | |
| | Thursday | |
| | • • • | |
| | 7:00am-1:00pm Appointment Type(s) Patients can View/Select | |
| | 3:30pm-6:30pm Appointment Type(s) Z Patients can View/Select | |
| | L Friday | e |
| | | |
| | 9:00am-5:00pm Appointment Type(s) Z Patients can View/Select | |
| | L L Saturday | |
| | No time slots exist for this day. | |
| | Sunday | e |
| | No time slots exist for this day. | |
| | the same analytic in and and | |
| | | |
| | Blackout Dates | |
| | | |
| | Add | |

Next, when setting up or editing your text or email reminder scripts, you can select the [telehealthurl] variable to link the waiting room you set up.

| Text Script | × | |
|---|---|--|
| Script Name | Active Default text script | |
| Manage Script content and languages When making charges to a script, update all language versions to maintain consistent messaging. Patient in from entering any D4 HIPAA-compliant method of communication. Refers in from entering any D4 HIPAA-compliant method of communication. | Personalize your message Use the variables below to personalize your message. Variables will always apport in English * « required • (facted) • (facted) • (facted) | [telehealthurl] |
| English Message This is a reminder for [firstname]. You have a telehosith appointment with [with] at [practicename] on [date] at [time]. You can access your teleholish call with the link below. We look forward to seeing you. [telehealthurt] | The data of the appointment (cime) The time of the appointment (type) The type of the appointment (ciaction of the appointment (ciaction of the location or practice (address) | Include a direct URL link to an appointment's associated provider's public waiting room. |
| + <u>Add Seanish version</u> Q. Preview | The calendar the appointment appears on • [graditioname] The practice name • [graditioname] • [graditioname] • [graditioname] • Bundle appointments based on the timeframe set in your appointment filtering extings. Appointments schedule in this set of the set of the set of the set of the set in clocked and filter your and the set of the set in clocked and filter your and the set of the set in clocked and direct URL link to an appointment's associated provider public waiting room. Need Help? | |
| | Discard | |

For more information see our article Adding a Waiting Room Link to Your Reminders.

Updated SMSSend API Flows

To comply with new regulations from the Federal Communications Commission (FCC) through the Telephone Consumer Protection Act (TCPA) we have been making changes to our SMS-based products to ensure compliance with these regulations.

For API Partners:

Individual SMS number verification is required for each account, as well as each location and/or queue before SMS messages can be sent. For new accounts, locations, or queues, the initial call to <code>/SmsSend</code> will initiate the submission process for SMS number verification. SMS number verification can take 2-5 business days, so we recommend waiting until confirmation that SMS number verification has been completed prior to allowing your customer to begin utilizing SMS quick send.

Starting on January 31st, 2024, when /SmsSend is called for an account, location, or queue that doesn't have a verified SMS number, a 4035 error will be returned stating, "SMS number not verified; verification has been requested." until the SMS number provisioning and verification process has been completed.

Please note that if we find incomplete business information on file required to submit for SMS number verification, a 4039 error will be returned stating, "On file account business information is insufficient for verification." Please use /PracticeUpdate/1.1 to supply required business information such as address and website for individual accounts.

SMS Send From Numbers

You will soon be able to view the SMS numbers assigned to your practice (as well as queues or locations) as you are sending an SMS text message. Along with the number, we will display the carrier approval status so you know if the number is ready to be used. You will also be able to add a number to the location or queue if it does not have one already assigned.

| Send a Text Message X | | | | | | |
|-----------------------|---|----------|------------------------|--|--|--|
| | | | | | | |
| l want to send a | Secure Text | SMS Text | What's the difference? | | | |
| Send to * | Search by name, type number, or email | | x | | | |
| Send From * | Please Select Location | | - | | | |
| | Select an SMS Approved Location below. | | | | | |
| A | Default Location: (406) 555-0120 | | SMS Approved | | | |
| ** | Anne Arbor (Northern Offi: (704) 555-07 | 127 | SMS Approved | | | |
| Template | Columbus: Number Pending | | 📓 SMS Pending | | | |
| Form | Dublin : (219) 555-0114 | | SMS Approved | | | |
| Tom | Powell : No Number | | Add Number | | | |
| Message * | Worthington: (229) 555-0109 | | SMS Approved | | | |
| | | | | | | |
| | | | Discard Send SMS Text | | | |