PRIMARY SENSE

SMS LIST FUNCTIONALITY FACT SHEET

Frequently asked questions (FAQs) for the SMS list feature in Primary Sense.

Background

Primary Sense helps GPs and other general practice staff identify patients at risk of hospitalisation and poor health outcomes.

The SMS list feature allows practices to identify specific patients to communicate with via SMS.

These FAQs will help practices better understand what the feature is and how to use it.

FAQs

What is the SMS list feature?

The SMS list feature is a new Primary Sense functionality. It gives general practices the ability to generate an SMS list from the patient list reports in Primary Sense.

Where do I find the SMS list feature?
In all Primary Sense reports, there is a button that will export the desired list into a file that can be uploaded into a practice's SMS system to send SMS communication to patients.

Patients without Accreditation Or PIPQI measures recorded

Who can use the SMS list feature?

All practice staff.

Why should my practice use the SMS list feature?
It makes it easier for practices to identify specific patients you want to send communication directly to their mobile phones. With a click of a button, a list of specific patients is downloaded, and it can be easily uploaded into the system a practice uses to send SMS to patients. Use the SMS list to identify patients to communicate about appointment reminders, treatment plans and alerts.

What lists can be downloaded from the SMS feature?

- Patients of a specific doctor – makes it easy to send bulk communication
- Lists specified by age, smoking status or allergy status

How do you use the SMS list feature?

View this Quick Reference Guide for instructions.

Can Primary Sense send SMS?

No. The SMS list you download from Primary Sense needs to be uploaded into the system a practice uses to send SMS to patients.

Does the SMS list work with all practice management systems?

The SMS list has been tested with HotDocs, a popular SMS system. Please contact your PHN's Primary Sense Team if the SMS list does not work in your practice. Find contact details here.