

Prescription Texting Service - Text Message Templates August 2018

Message Name	When to use	Text Content	Set up (Initial & ✓)
Message header and footer	Should appear on all text messages sent from your pharmacy.	How to set up: On the main dispensing screen of MPS, click on Utilities>System Settings>Options. Header: Leave this blank – delete any existing text. Footer: From your Pharmacy Team at [Insert Location]. (e.g. <i>From your Pharmacy Team at Bourke's Allcare Pharmacy</i>).	
Welcome Text	As soon as a customer signs up for our prescription texting service	Welcome to the Allcare pharmacy prescription texting service. Thank you for signing up. You are now registered to receive text alerts about your prescription. Please do not reply to this message. If you need to speak to a member of our team or to opt-out, call [Insert Telephone Number].	
Ready to Collect	To remind patients to collect their repeat prescription once it has been prepared in the pharmacy	PRESCRIPTION READY: Your monthly prescription is now ready for collection. Thank you for your custom and loyalty. Please do not reply to this message. If you need to speak to a member of our team or to opt-out, call [Insert Telephone Number].	
Owing Collection	To let patients know that an item that was out of stock has arrived and is ready for collection	PRESCRIPTION BALANCE: The balance of your prescription is now ready for collection. Thank you. Please do not reply to this message. If you need to speak to a member of our team or to opt-out, call [Insert Telephone Number].	
Expired Prescription	To let patients know that their repeat prescription has finished and needs to be renewed before another supply can be dispensed	EXPIRED PRESCRIPTION NOTICE: The prescription we have on file for you is now expired. Please have it renewed at your earliest convenience. Thank you. Please do not reply to this message. If you need to speak to a member of our team or to opt-out, call [Insert Telephone Number].	
Ready to Collect – 2 week reminder	To remind patients that they still need to collect their prescription – this should be send two weeks after the initial text if the prescription has not yet been collected	PRESCRIPTION REMINDER: This is a reminder that your prescription is ready for collection. Thank you for your loyalty and custom. Please do not reply to this message. If you need to speak to a member of our team or to opt-out, call [Insert Telephone Number].	
Prescription Order by Patient – order reminder	To remind patients that their prescription needs to be ordered from their GP (if we collect it from the surgery)	PLEASE ORDER YOUR PRESCRIPTION: Your repeat prescription is due to be dispensed in the coming days. Please order a new prescription from your GP surgery at your earliest convenience and contact us on the below phone number to let us know when it will be available for us to collect on your behalf. Thank you. Please do not reply to this message. If you need to speak to a member of our team or to opt-out, call [Insert Telephone Number].	
Item Ordered Ready to Collect	To let customers/patients who have requested a once-off text message know that an item they ordered has arrived in the pharmacy	The item you ordered has arrived in the pharmacy and is ready for collection. Thank you. Please do not reply to this message. If you need to speak to a member of our team, call [Insert Telephone Number].	

Note:

- To set up a template, go into any patient's PMR and click on the text icon next to their surname as if you were going to send a text. Type the text template content in the box that appears and then click Save. You will then be prompted for a template name – save as per **Message Names** in above table. Repeat for all templates.
- Make sure that all templates match the above text exactly. Send a test text of each template to the staff member's mobile to check that all spelling and formatting is correct