# AllyDVM: 2-way Texting

Two-Way Text Overview

What is 2-way Text?

AllyDVM's 2-way Text feature allows a hospital to send and receive text messages from clients using either a 6 digit SMS number (preferred) or the hospital's main line number*. For incoming texts, clients should use the mobile number on file within the PMs.

- **Templates:** Use pre-loaded templates within ALLYDVM when sending text messages. These are pre-populated with personalized variables like the client name and practice information.

Direct Message Templates

Text Message Templates ∨		Email Templates
🗑	✏	Appointment has been created!
🗑	✏	Appointment has been created - New Client
🗑	✏	Appointment Confirmation Request
🗑	✏	Prescription Refill Received
🗑	✏	Surgery went well
🗑	✏	Fecal Test Negative
🗑	✏	Heartworm Test Negative
🗑	✏	Pet Ready for Pick Up
🗑	✏	Boarding Update
🗑	✏	Paw Print Alert - Other Pet in Household Needs Appointment
🗑	✏	Bell Alert - Pet in Household Missing Reminders
🗑	✏	New Text Number
🗑	✏	Walk-In Policy

- **Personalize it:** Address the client by name and include the hospital information.

- **Keep it short:** If you need to free type, keep the message clear and short.

- **Normal language:** Use clear full sentences using layman terms without abbreviations or emoticons.

- **Office hours:** Send text messages during office hours. Be respectful and don't send a text between 8pm – 8am if you have extended hours.

- **Frequency:** Send limited text messages each month. We recommend up to 1 text per week originating from the practice.

*Main-line number texting requires a one-time $112 setup fee

NVA
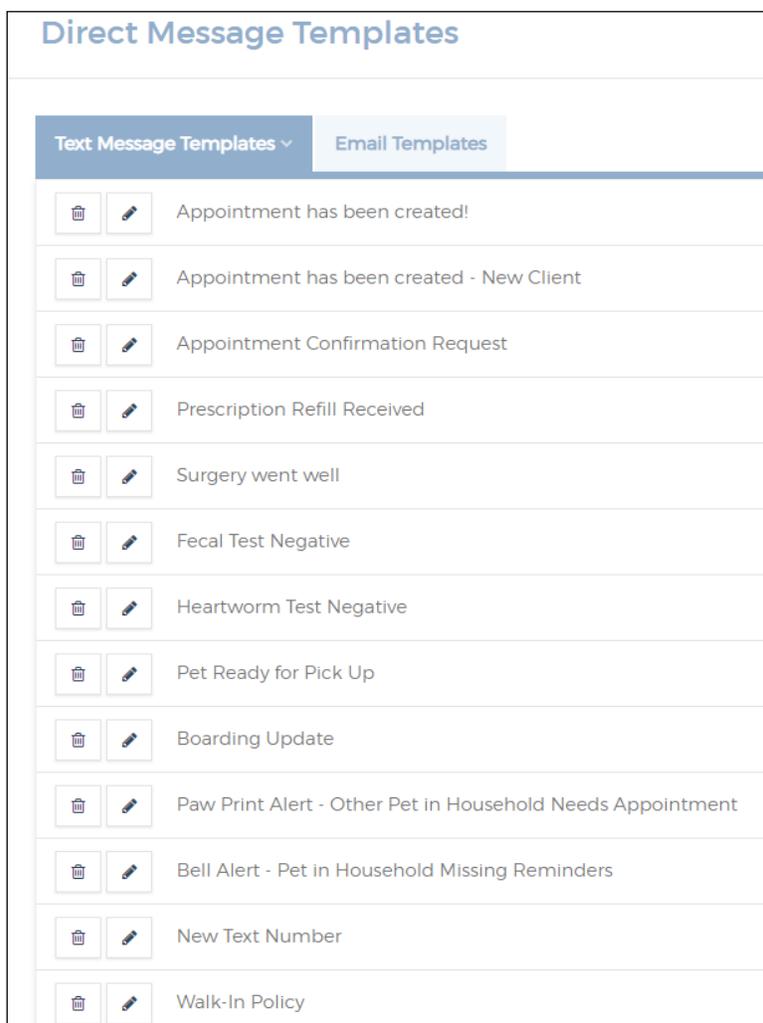
Outgoing Texts
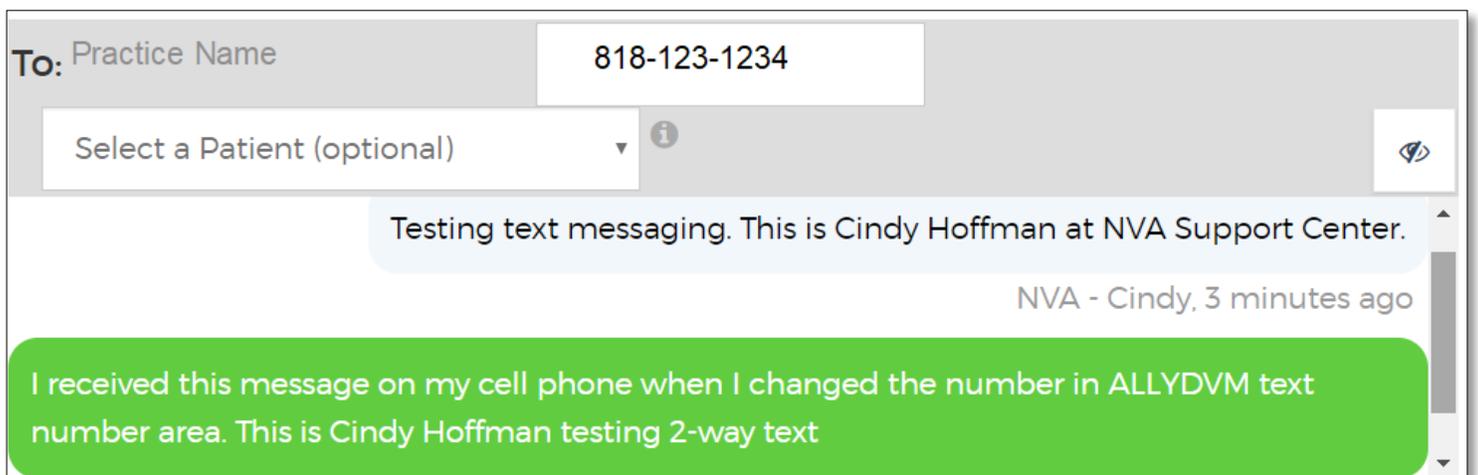## CONSIDERATIONS, HOSPITAL AND CLIENT EXPERIENCE

You can send text messages to clients within your PMs by searching & selecting the client's name under the Direct Messages tab.
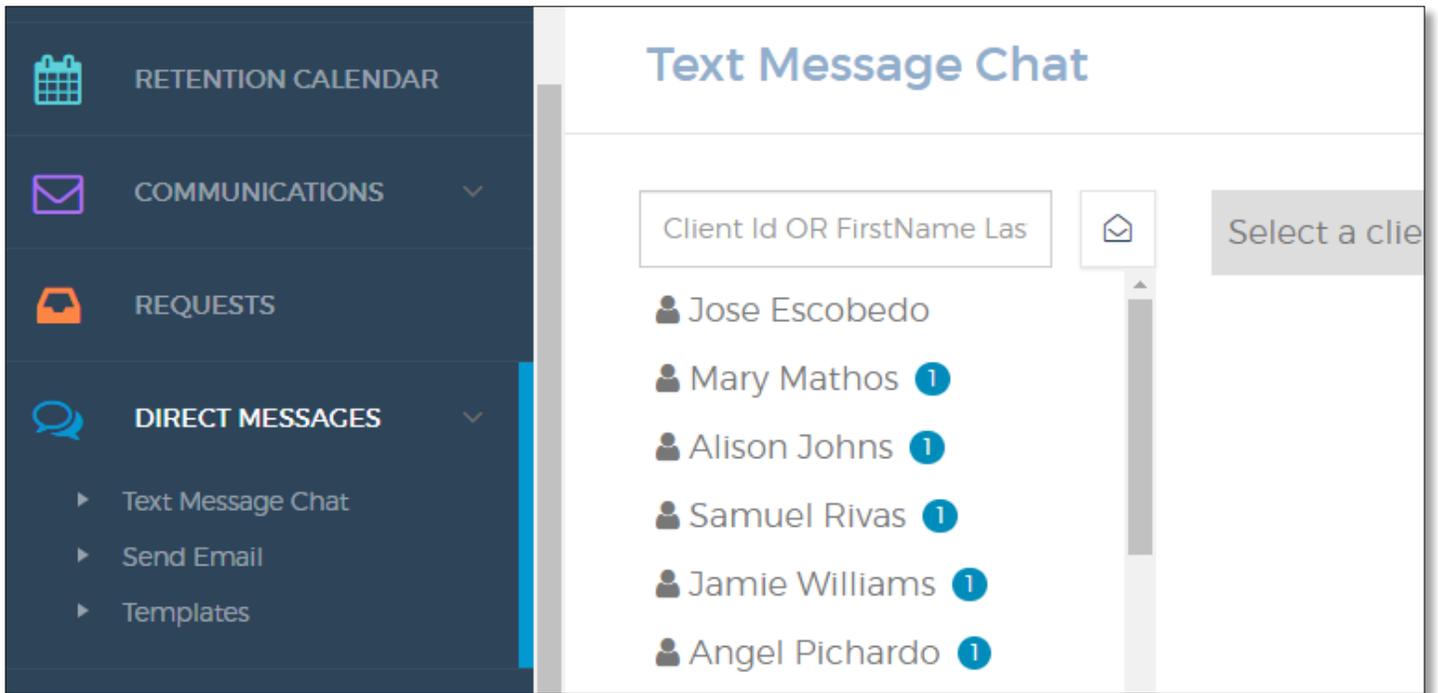
Need to send a text message to a client that is not in your PMS?
Use your PMS test account!
- 1) Search by your test account name
- 2) Type in the number of the client you would like to text
- 3) Send message

Incoming Texts

CONSIDERATIONS, HOSPITAL AND CLIENT EXPERIENCE

When your hospital receives a text message, AllyDVM will try to match the sender to a client within your PIMs.

If the sender's phone number is not in your PIMS, you will still receive the message but it will be received as an email.

HOSPITAL VIEW

From: no-reply@mail.myallypage.com [mailto:no-reply@mail.myallypage.com]
Sent: Tuesday, April 21, 2020 9:20 PM
To: Hospital Name
Subject: You received a text from 8183009996

A client sent us a text that we cannot automatically process:

The SMS number 8183009996 sent your practice the following message:
Hi. I'm testing text messaging from new clients. This is Cindy Hoffman at NVA Support Center. I hope you are all safe.

We have no record of a previous communication with this sms number.

The sender will receive the following message:

CLIENT VIEW

If you are not using your landline for texting:

We can't find your phone number in our records. Please call the hospital at 123-345-6789 for further assistance.

If you are using your landline for texting:

+123-345-6789 is a landline #. Reply Y to send all TXT messages to this # or voice messages for $0.25/msg. +std msg fee.

NVA

FAQs

My hospital is not using 2-way text. Can I still send text message healthcare reminders?

Yes, your hospital can still sent healthcare reminders via text message. However, clients will be limited in their ability to respond to these messages. See below for an example.
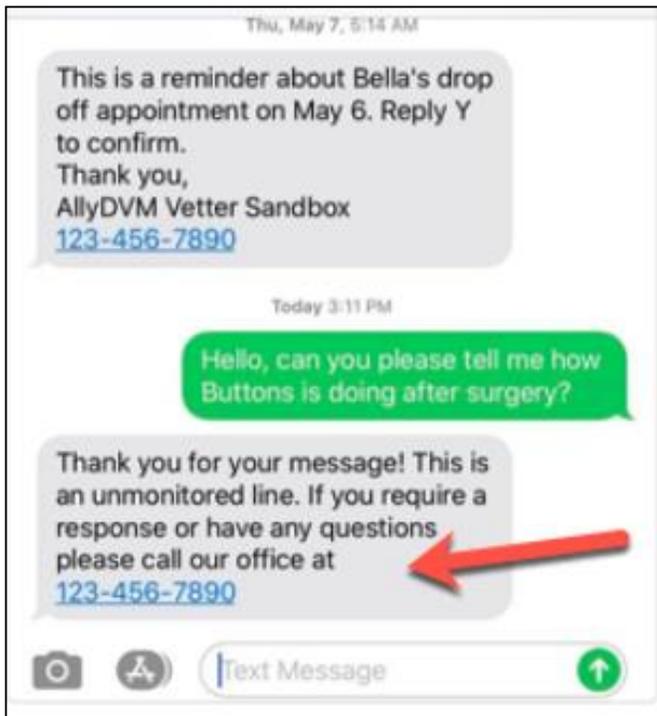
If the client responses with anything other than "Y", they will receive this message.

I don't think a client is receive my text messages. How can I check?

Use the SMS Activity report to check the deliverability of your text messages. This report is located under the *Reports* tab.