



# AllyDVM: Two-Way Text Best Practices

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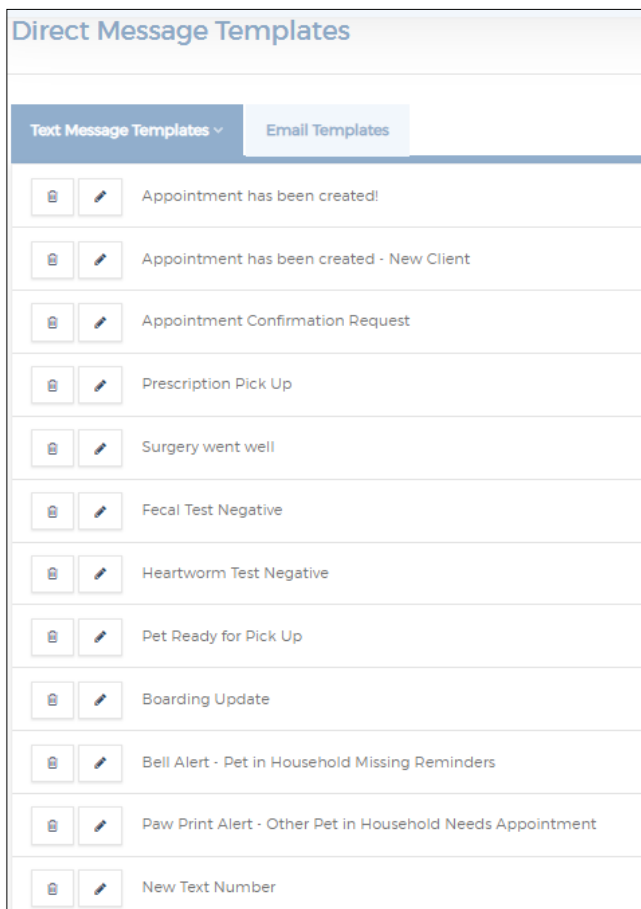


# Two-Way Text Best Practices

## What is 2-way Text?

ALLYDVM's 2-way Text feature allows a hospital to send and receive text messages from clients. 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.
- **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.



# Clients without cell phone in PMS

## OUTGOING: 2-WAY TEXT

- **New Client:** If you want to send a confirmation to a new client, use your Test Account in the PMS.
  - Pull up the test account name and change the phone number with the client you are sending a message to.
  - The client can respond to this number until it is changed in ALLYDVM.
- **Existing Client:** Client that doesn't want their cell phone updated in the PMS, can still have a text message sent to them if they request one.
  - Pull up the client account and change the phone number.

The screenshot shows a text messaging interface. At the top, the recipient is identified as "Practice Name" with the phone number "818-123-1234". Below this is a dropdown menu labeled "Select a Patient (optional)" with a downward arrow and an information icon. To the right of the dropdown is a small icon of a person. The main message area contains a light blue bubble with the text "Testing text messaging. This is Cindy Hoffman at NVA Support Center." and a timestamp "NVA - Cindy, 3 minutes ago". Below this is a green bubble with the text "I received this message on my cell phone when I changed the number in ALLYDVM text number area. This is Cindy Hoffman testing 2-way text".

# Clients without cell phone in PMS

## INCOMING: 2-WAY TEXT

- All Clients: If a client texts the hospital and their phone number is not in the PMS, the text will not go through and you won't see it in ALLYDVM.
- Email alerts are only sent to the hospital if email alerts are enabled in ALLYDVM

## CLIENT VIEW

### ALLYDVM SMS

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

### LANDLINE SMS

+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. Details @ vtext.com, TexttoLandline

## 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.