

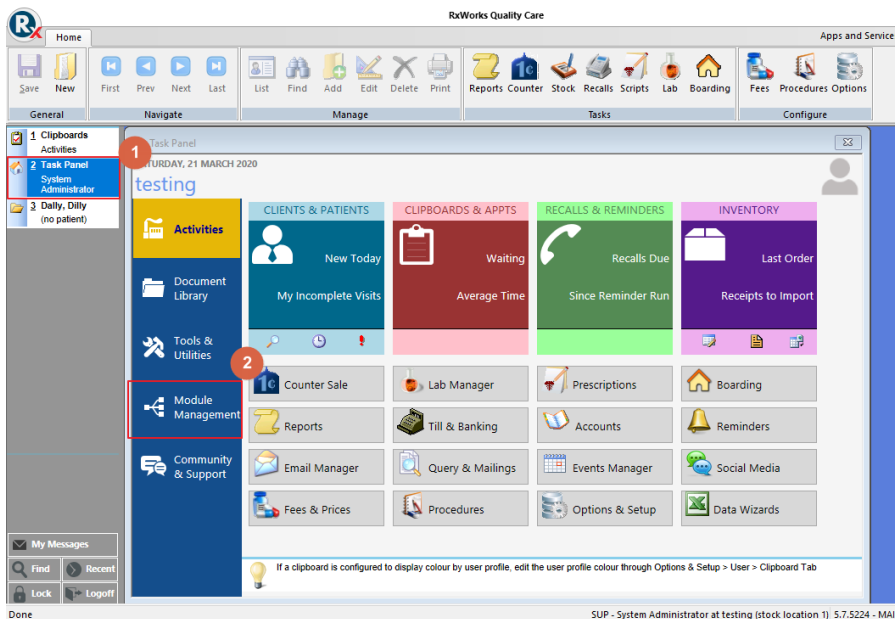
Adjusting your AMM Rules for Covid-19

Here are some helpful templates to use during COVID-19 to notify clients of measures you will be using in clinic.

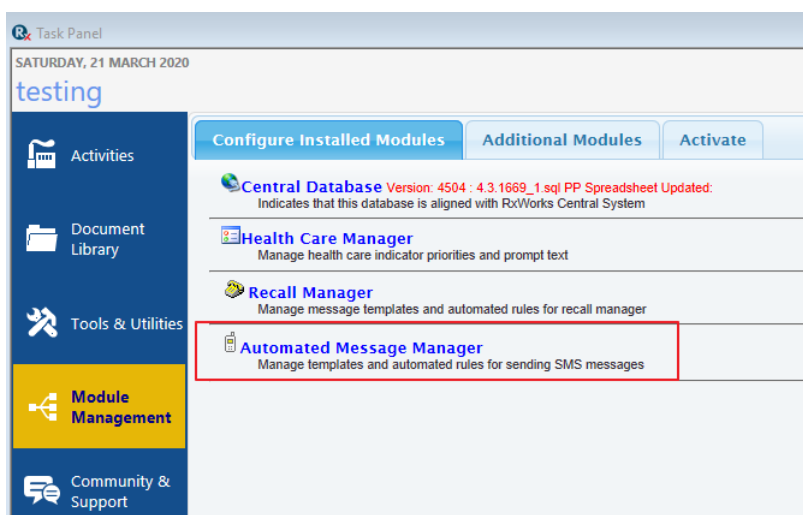
Adding Templates to your AMM

To add templates

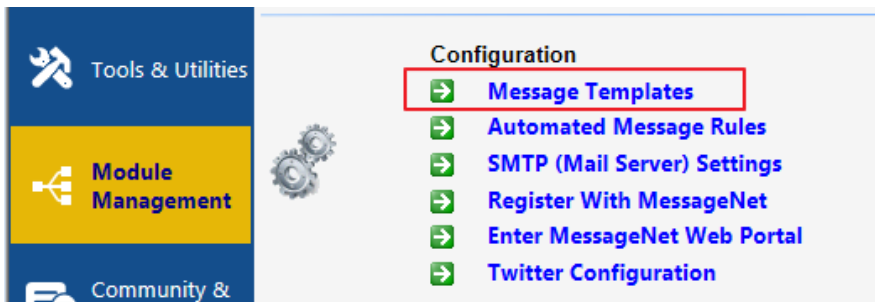
- Navigate to Task Panel
- Select Module Management

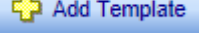


- Select Automated Message Manager



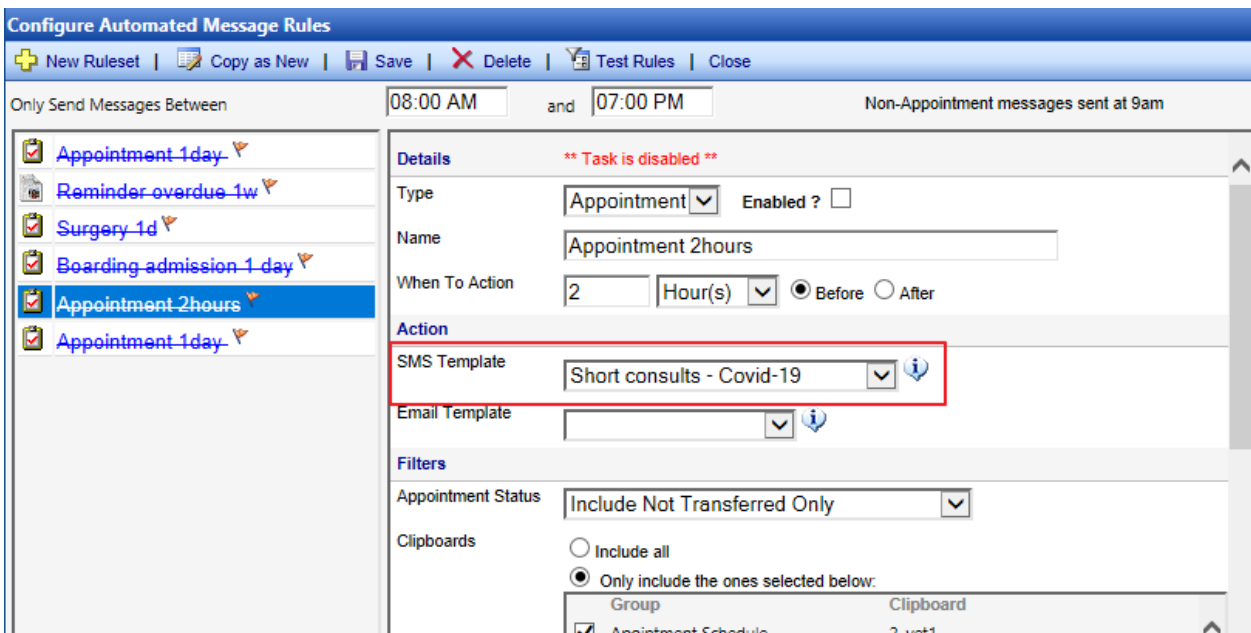
- Select Message Templates



- Select **Add Template** 
- Choose either SMS or EMAIL and copy in the templates from this document

Once you have added the selected templates that your clinic requires, or may require in future, you will then need to add these to your current AMM rules or create new rules.

These templates can be added to rules in the Automated Message Rules section under each rule in the section shown below.



Each of these templates can be copied into the message templates section of RxWorks. Some of these contain merge fields to help address clients and keep communication personalised.

SMS Templates

Short consults

Hi {Client First Name}, as per the current health crisis we are shortening our consult times to reduce risk to staff and clients. {Patient Name}'s app is {Appointment Time} {Appointment Date} pls call {Clinic Phone No} if any concerns.

Single entry consults

Hi {Client First Name}, as per the current health crisis we are only permitting 1 person in the consult/clinic per patient. {Patient Name}'s app is {Appointment Time} {Appointment Date} pls call {Clinic Phone No} if any concerns.

Drop off for surgery



Hi {Client First Name}, as per the current health crisis drop offs for surgery can be done by car to minimise risk, please call {Clinic Phone No} when you are outside and a staff member will come out to get {Patient Name}.

Tele-Consults

Hi {Client First Name}, Your Tele-Consult is at {Appointment Time} please be ready at this time and have {Patient Name} contained to assist vet remotely diagnosing. Pls call {Clinic Phone No} if any concerns.

EMAIL Templates

Shorter consults

Subject: {Clinic Name} changes for consults

Body:

Hi {Client First Name},

Due to the current health crisis we are implementing measures to ensure the safety of our clients and staff.

We will be reducing the consult times during this time to keep waiting rooms clearer and we are advising that only one person per patient can be present in our consults and it is preferred that any other people that have accompanied this person remain outside or in a vehicle.

If you are insolation and have concerns for your pet, please call us on {Clinic Phone No} and we will work with you to find the best solution.

We appreciate your assistance at this time.

Your Vet Team

{Clinic Name}

{Clinic Phone No}

Tele-Consults

Subject: {Clinic Name} is introducing Tele-Consults

Body:

Hi {Client First Name},

Due to the current health crisis we are introducing Tele-Consults that will allow us to consult remotely for those with concerns or in isolation.

Please call us on {Clinic Phone No} to discuss our remote consult options and what will best suit your pets' current needs.



We appreciate this is a trying time and your pet's health and public safety is our priority.

Your Vet Team

{Clinic Name}

{Clinic Phone No}