



## **Medtech32 Australia ManageMyHealth™ SMS**

### **Release Notes**



These Release Notes contain important information for all Medtech32 users.  
Please ensure that they are circulated amongst all your staff.  
We suggest these should be filed safely for future reference.

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For further information on this release, or any other queries regarding Medtech32 ManageMyHealth™™ SMS, please contact the Medtech Helpdesk on 1800 148 165 → Option 1, or email [ausupport@medtechglobal.com](mailto:ausupport@medtechglobal.com).

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## Prerequisites

Please review the following pre-requisites and ensure they are met prior to running the Update:

- Ensure the minimum version and build requirements are met.

### **IMPORTANT NOTE**

**Your practice MUST be on Medtech32 VERSION 7.5.0 BUILD 3035 OR ABOVE to upgrade from InTouch SMS and/or setup ManageMyHealth™ SMS. If you ARE NOT currently on this version or higher, please DO NOT continue.**

This can be checked by logging into Medtech32 and selecting *Help ► About Medtech32*.

- Ensure the person(s) who will be performing the upgrade/setup have **READ THROUGH** the release notes.

**IMPORTANT:** This document contains valuable information that, if not read, could seriously affect the upgrade/setup process and/or possible down time of your network.

- Ensure you are ALWAYS logged onto Windows with **ADMINISTRATIVE RIGHTS** when performing ANY installation, update, or maintenance tasks.
- **"User Account Control" (UAC)** MUST be **DISABLED** as a policy across ALL Server and Client computers that are running on **Windows Vista or Windows 7 or Windows 2008**.
- ManageMyHealth™ SMS MUST be setup and run on the **Medtech32 Server ONLY**. It CANNOT be run on any Medtech32 Client machines or Briefcasing laptops.
- Ensure you have ALREADY APPLIED for a ManageMyHealth™ SMS Account and have ALREADY RECEIVED the **Username** and **Password**.

**NOTE:** A copy of the Request for SMS Account for Medtech SMS Service form is attached at the end of this document.

## Introduction

ManageMyHealth™ SMS (previously called InTouch SMS) enables practices to send SMS reminders via the ManageMyHealth™ Portal to your patients from Medtech32. It is fully integrated with Medtech32 to provide an audit trail on patients who have been contacted via SMS reminders.

This release notes provide an overview on how to setup and run ManageMyHealth™ SMS, and what changes and enhancements are included in this Release.

### **IMPORTANT NOTE FOR INTOUCH SMS USERS**

**WARNING:** Quite a number of changes and enhancements had been made to ManageMyHealth™ SMS (previously called InTouch SMS), including a new SMS engine that runs as a Windows Service in the background to provide improved message delivery and error handling.

Existing customers that are currently using InTouch SMS must first setup ManageMyHealth™ SMS (which replaces the existing InTouch SMS) in order to continue sending SMS messages from Medtech32.

### **IMPORTANT NOTE**

**WARNING:** It is HIGHLY recommended to employ ONLY qualified system engineers when performing ANY installation and upgrade. The consequences of ruining a database during upgrade could possibly lead to data corruptions, and as a result – data loss and systems downtime.

If in doubt, please consult with your IT technician/service provider, or contact one of the Medtech Channel Partners listed on our web site:

<http://www.medtechglobal.com/aus/medtech-online-au/support-3.html>

## ManageMyHealth™ SMS Account

### SMS Account Application

Ensure you have ALREADY APPLIED for a ManageMyHealth™ SMS Account and have ALREADY RECEIVED the **Username** and **Password**.

A copy of the Request for SMS Account for Medtech SMS Service form is attached at the end of this document in Appendix A. Please return the completed and signed form via fax to 03 8690 8010.

**NOTE:** Please allow at least 2 working days (based on Auckland public holidays) for activating a new SMS Account.

### SMS Account for Multiple Locations

For customers with multiple Locations within the same Medtech32 database, or with multiple Medtech32 databases, you can either choose to share the same SMS Account across all locations, or apply for a separate SMS Account for each location.

**NOTE:** If you would like to apply for a separate SMS account for each location, please fill in a separate Request for SMS Account for Medtech SMS Service form for each location.

### SMS Account Top-up

Upon activating a new SMS Account, the number of pre-purchased SMS messages you have selected when filling in the Request for SMS Account for Medtech SMS Service form will be automatically loaded into your SMS Account.

As stated in the Terms and Conditions of the Request for SMS Account for Medtech SMS Service form, Medtech will automatically top-up your SMS Account with the same number of text messages as you have original selected, whenever 90% of the pre-purchased messages have been used. It is not necessary to contact Medtech in order to top-up your SMS Account.

## SMS Account Statement

If a statement of usage is required, please contact the Medtech Helpdesk on 1800 148 165 → Option 1, or email [ausupport@medtechglobal.com](mailto:ausupport@medtechglobal.com).

**NOTE:** No statements will be posted or emailed unless otherwise requested.

## SMS Account Cancellation

If you do not wish to continue using ManageMyHealth™ SMS, you must submit a SMS Account cancellation request in writing to the Medtech Accounts Department at least 2 working days (based on Auckland public holidays) in advance via fax to 03 9690 8010, or email [accountsau@medtechglobal.com](mailto:accountsau@medtechglobal.com).

**NOTE:** Unused SMS messages at the time of cancellation are NOT refundable.

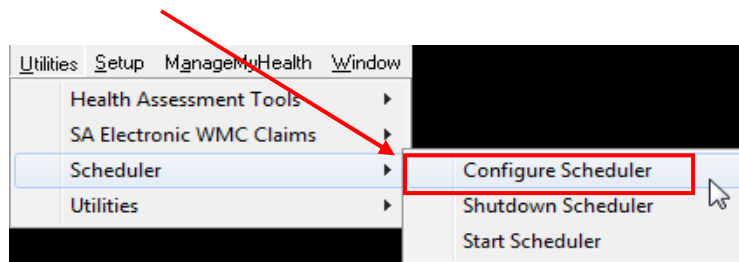
# ManageMyHealth™ SMS Communicator Service

## Prerequisite

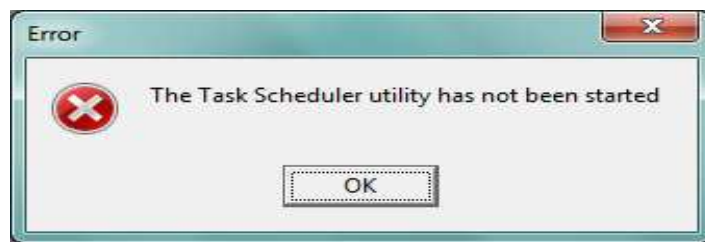
If your practice has had a previous version of the SMS Utility, the new update will remove the old installation from your system. However, if the "InTouchInterface.exe" utility has been added to your Scheduler, it will not be removed.

## Delete InTouch Scheduled Task from Medtech32

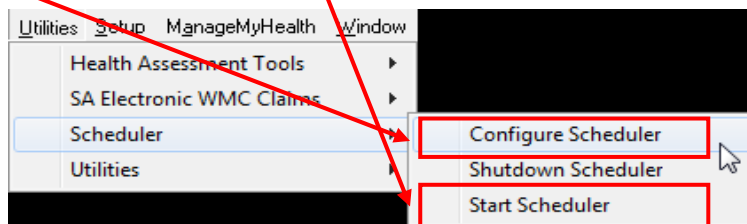
To delete the "InTouchInterface.exe" utility from the Medtech32 Task Scheduler, from within Medtech32, go to Utilities > Scheduler > Configure Scheduler.



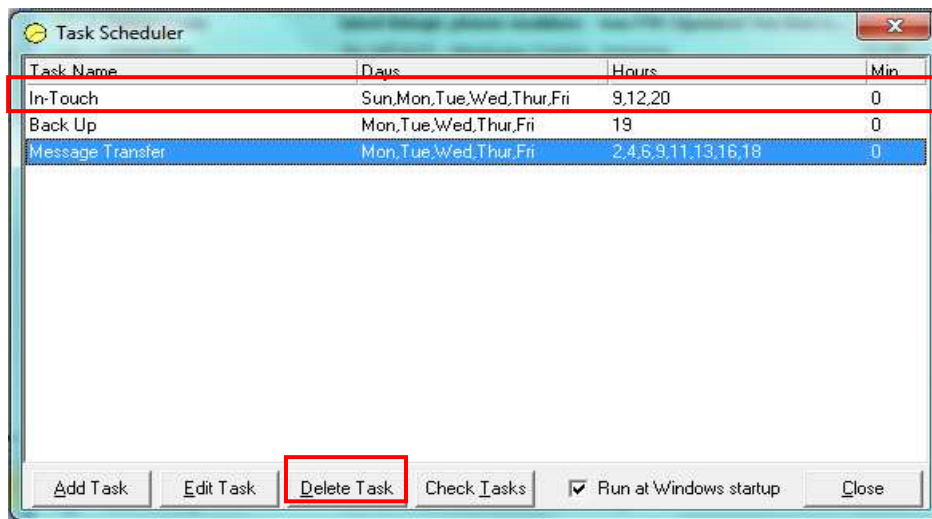
If you receive the following message:



Then you need to select the 'Start Scheduler' option, and then select the 'Configure Scheduler' option.



The Medtech32 Task Scheduler screen will open and display those scheduled tasks that have been set up already.



- Select and Highlight the line referring to the "InTouchInterface.exe" Scheduled Task.
- Click on the 'Delete Task' option.
- Click OK to the message prompt requesting confirmation for deleting the Scheduled Task.

## Delete InTouch Scheduled Task from Windows

**Note:** If the "InTouchInterface.exe" utility does not appear in the Medtech32 Scheduler, then it may have been set up in the Windows Scheduled Tasks. To check this, go to:

Start > Programs > Accessories > System Tools > Scheduled Tasks.

- Select and Highlight the line referring to the "InTouchInterface.exe" Scheduled Task.
- Right Click and select the Delete option.
- Click Yes to the message prompt requesting confirmation for deleting the Scheduled Task.

## ManageMyHealth™ SMS Communicator

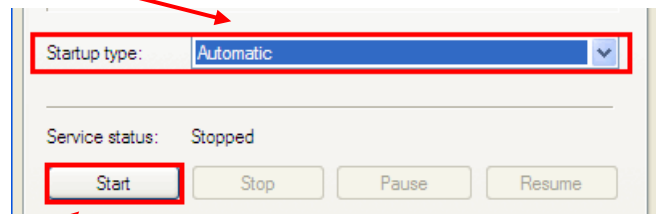
A Windows Service called ManageMyHealth™ SMS Communicator had been implemented to manage the SMS message data sent from Medtech32. The service will be added automatically upon installation of the ManageMyHealth™ upgrade; however it will have the following **default** settings.

- **Start Up Type = Manual**
- **Service Status = Stopped**



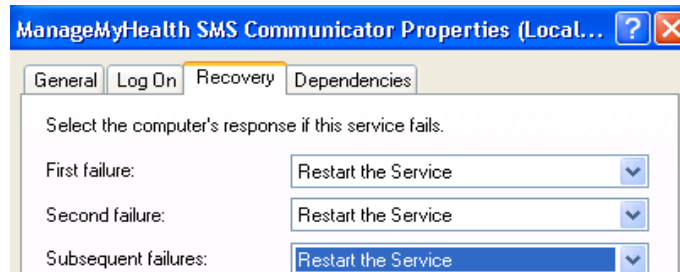
Before using the SMS functionality for the first time, you need to ensure the default settings have been changed accordingly. To change the settings:

1. Log onto the Server with Administrative rights.
2. Click on the Start menu > Control Panel > Administrative Tools > Services.
3. Double-click on ManageMyHealth™ SMS Communicator.
4. Select 'Automatic' from the Start-up Type drop-down list.

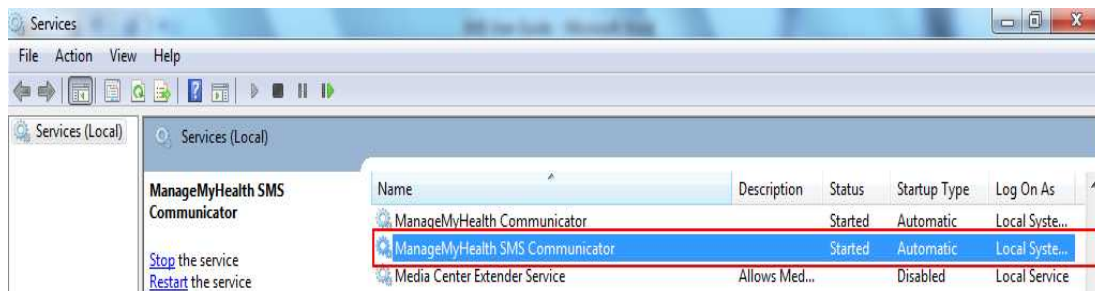


5. Click the 'Start' button in the Service Status section. Once the service has started, the Service Status will change from "Stopped" to "Started".

6. Right Click on the SMS Communicator Service and select Properties.
  - Click on the Recovery Tab.
  - Set the Service to re-start after failures.
  - Click Apply and then click OK.



7. The screen should display as shown below. Close out of the Services window.



## Database Backup Script Considerations

Because the ManageMyHealth™ SMS Communicator is constantly interacting with the database, it is important to stop the service when carrying out physical file backups of the databases.

It is recommended that the following commands are inserted into the backup scripts (if any), so as to STOP the SMS Communicator service before the daily backup process begins, and RE-START the Communicator once the daily backup process has successfully completed.

- This task should be undertaken by a qualified IT technician.
- It is applicable ONLY to a backup of the physical database file.

Stop command to be added:

**NET STOP "ManageMyHealthSMSCommunicator"**

Start command to be added:

**NET START "ManageMyHealthSMSCommunicator"**

## Database Maintenance and Upgrade Consideratons

The ManageMyHealth™ SMS communicator **MUST** be stopped before carrying out any database maintenance such as Backup and restore, and before carrying out any Medtech upgrades.

## Briefcasing Checkout Consideratons

The ManageMyHealth™ SMS communicator **MUST** be stopped before running a Briefcase complete Checkout.

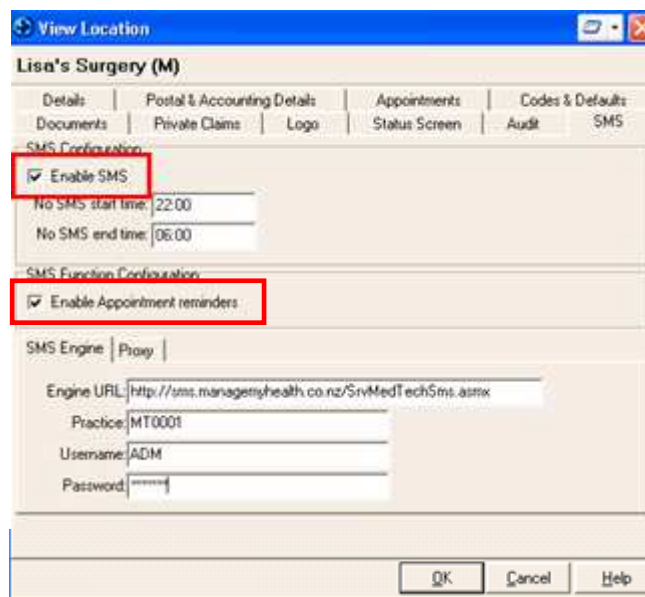
# ManageMyHealth™ SMS Setup

## SMS Location Setup

When your practice registers for the ManageMyHealth™ SMS service, you will be provided with the User Account details which need to be entered into your Medtech application.

To access the ManageMyHealth™ SMS setup screen:

1. Log into Medtech with System Administrator rights.
2. Click on Setup > Location > Location Settings – Double Click on your location
3. Click on the SMS tab.



4. Put a tick in the 'Enable SMS' checkbox.
5. In "No SMS start time" enter a time to STOP SMS messages being sent out (to avoid messages being sent at a time when patients would NOT wish to receive them).
6. In "No SMS end time" enter a time to RESUME the SMS messages being sent out.
7. Put a tick in the "Enable Appointment Reminders" Checkbox.
8. Enter the Engine URL as shown in the screenshot: The URL is as follows:  
**http://sms.managemyhealth.co.nz/SrvMedTechSms.asmx**

9. Enter the Practice ID, Username, and Password (provided during SMS registration) into the tab at the bottom of the screen.

NOTE: If you do not have these details please contact Medtech Helpdesk on 1800 148 165 → Option 1 or email [ausupport@medtechglobal.com](mailto:ausupport@medtechglobal.com).

10. If your practice uses a proxy server, click on the Proxy Tab and enter the Proxy settings – as shown below.

**\*\*Please check with your technician if you are unsure of those details\*\***

SMS Function Configuration

Enable Appointment reminders

SMS Engine: Proxy

Server: Medtech Port: 23

Username: Medtech\mt32user

Password: [masked]

NOTE:

- If a proxy server is used there should be a single username and password for all users and computers using the ManageMyHealth™ SMS service.
- In a domain environment the username should be entered in the format of domainname\username
- The proxy exception settings should include the following URL, protocol, and port number (refer to the 'Systems Requirements document').

11. Click OK.

12. If you practice has multiple Locations, repeat Step 2 to Step 11 for ALL other Locations.

## SMS Outbox Document Template Setup

To use SMS reminders, you will need to create the SMS Template that will be utilised for the reminder messages. The template is created as an Outbox Document in SMS format.

To create a new SMS Template:

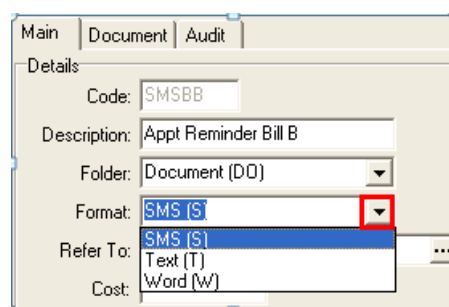
1. Log into Medtech with System Admin rights.
2. Click on the Setup > In/Out Box > Out Box Document.
3. Click the New icon or press (Ctrl+N).



4. Enter a unique code and description for the document into the applicable fields.

HINT: Including the word **SMS** as part of the code into the code makes it easier to identify. If creating separate reminders for each provider it is also advisable to clearly identify the provider and reminder type in the Code and Description fields.

5. Select the applicable Outbox folder for the template from the Folder drop-down list. If required, create a new **SMS** folder.
6. Select SMS from the Format drop-down list.

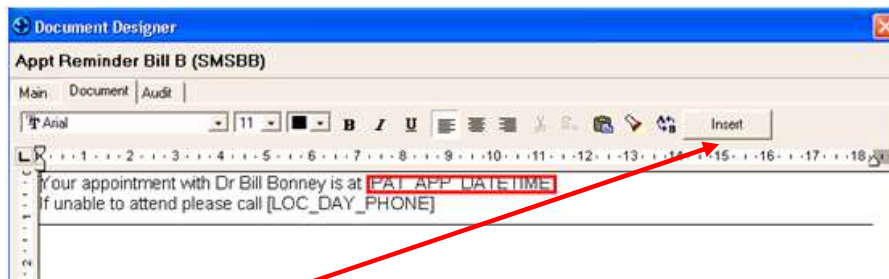


7. Click on the Document tab.

8. Enter the message text and **add any applicable merge fields** into the message section.

IMPORTANT: The number of characters which can be included in a single message is limited to 159 including spaces and punctuation, and expanded merge fields.

NOTE: If you exceed the 159 character limit the system will send a second message.

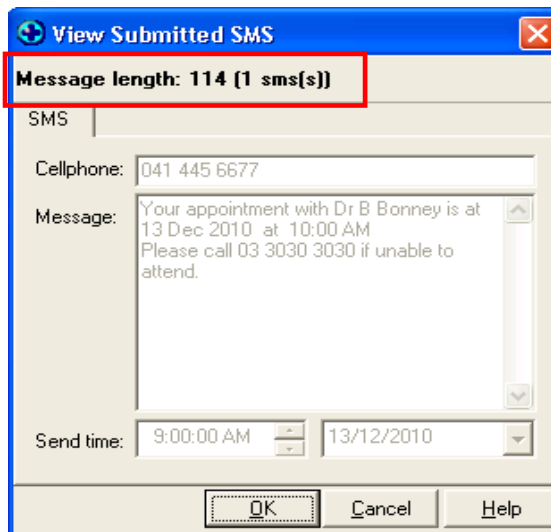


Use the **INSERT button** to select the highlighted Merge Field for Appointment Date and Time. It is located under the PATIENT KEYWORDS filter in the **INSERT** window and is called **PAT\_APP\_DATETIME**.

9. Click the Ok button to save the template.

## Validating SMS Message Content

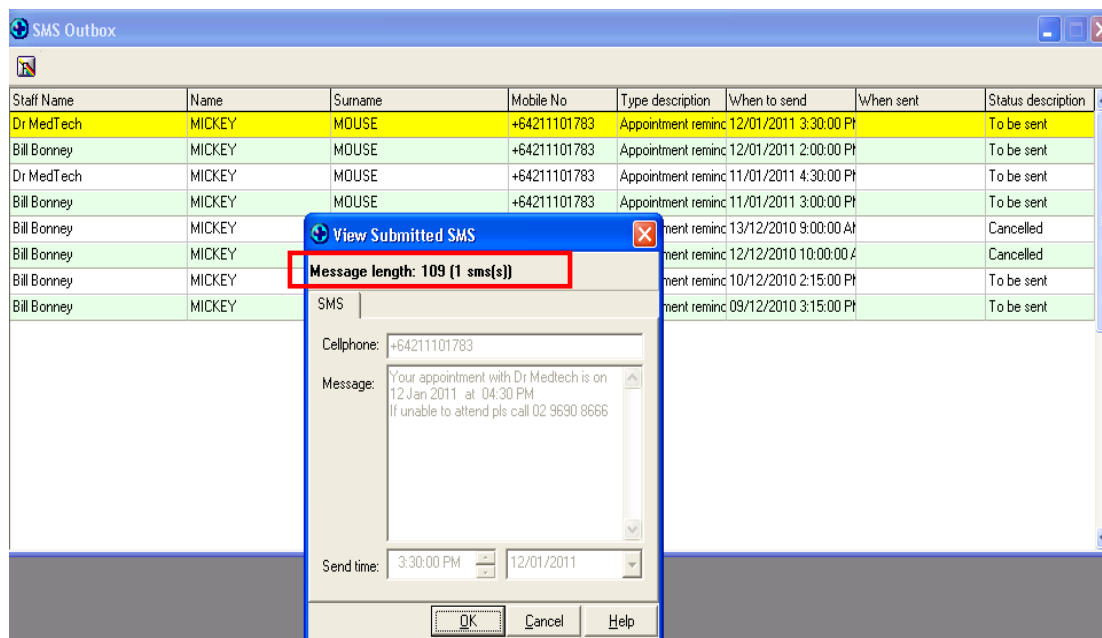
When the SMS Reminder is generated, the patient will receive the message as you entered it into the Document tab with the merge fields populated accordingly. Below is an example of the SMS message that will be received by the patient.



The Message length is indicated to confirm the number of characters in the message and the total number of SMS being generated. In this example the number of characters is below the limit of 159, therefore 1 SMS text will suffice for delivery.

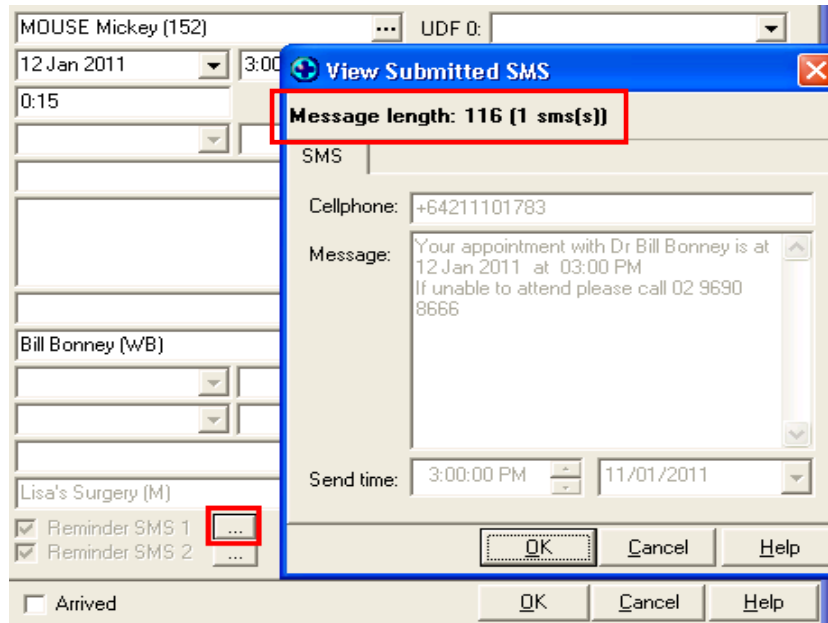
There are two ways to view the content of the message:

1. Click on Manage My Health > ManageMyHealth™ SMS > SMS Outbox and double click on the message you would like to view.



2. In the appointment book, highlight the appointment, click on the "View an Existing Appointment" Icon (or CTRL + O), then on the Ellipsis button next to Reminder SMS1 or 2 to view the detail.

Both views also display the message length.



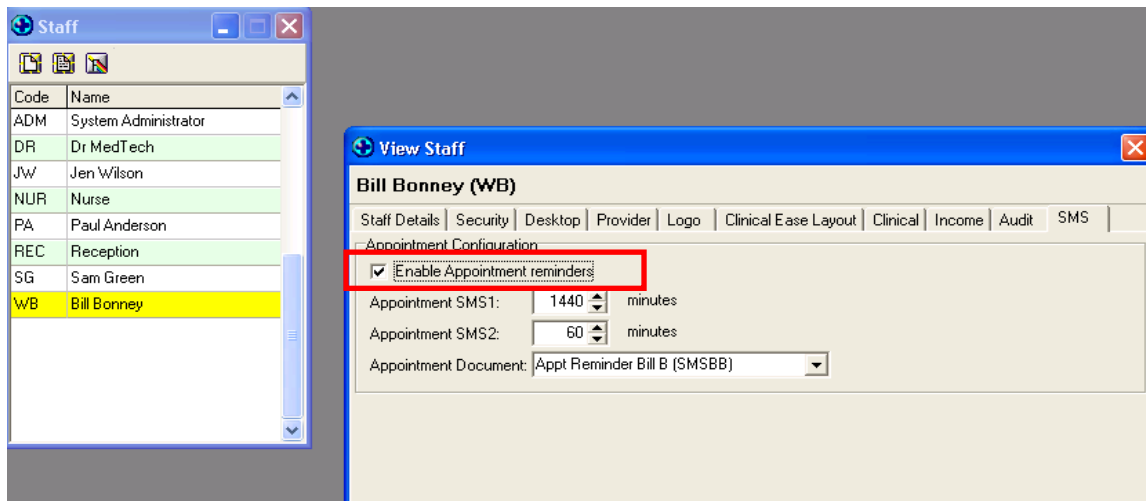
**NOTE:** Repeat the 'SMS Outbox Document Template" process if you wish to create different messages for each of your individual providers.

## SMS Staff Setup

If you wish to use a different message for individual providers you will need to create an Outbox Document template for each of them – Refer to the above "SMS Outbox Document Template Setup" instructions.

Each staff member who requires to send SMS reminders needs to be set up according to the following process.

1. Log into Medtech with System Admin Rights.
2. Click on Setup > Staff > Members – Double Click on the staff member.
3. Click on the SMS Tab.




4. Tick the "Enable Appointment Reminders" checkbox.
5. Appointment SMS1 is the number of minutes before the actual appointment you want the patient to receive the reminder. e.g. 1440 minutes is 24 hours.
6. Appointment SMS2 is also provided to allow you to send a second reminder which will be closer to the actual appointment time. E.g. 60 minutes.
7. It is necessary to set BOTH SMS1 + SMS2 for each staff member, but it is possible to send only ONE reminder. Refer to "**Sending Appointments Reminder**" instructions below for details.
8. Select the correct SMS Outbox Document Template from the drop down menu.
9. Click on OK.
10. Repeat this process for each provider who will be using text reminders.

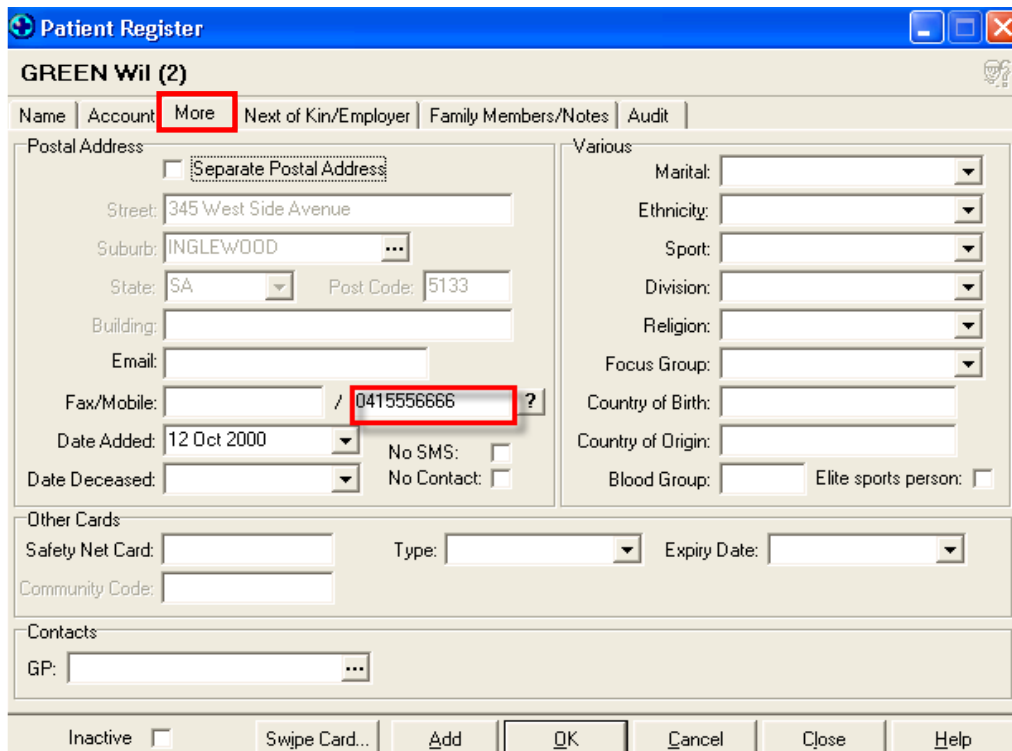
## Patient Register Setup

Determine whether SMS messages should be sent or not sent (as applicable), for each patient. You will need to enter the necessary information into the Patient Register (F3) screen.

### Mobile Number Setup

To add/amend information:

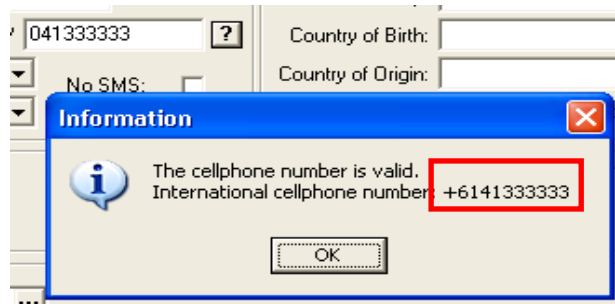
1. Search for the patient.
2. Make the patient active on the palette.
3. Click the Patient Register  icon, or press the F3 key.
4. Click on the MORE tab of the Patient Register screen.



The screenshot shows the 'Patient Register' window for 'GREEN Wil (2)'. The 'More' tab is selected. The 'Postal Address' section includes fields for Street (345 West Side Avenue), Suburb (INGLEWOOD), State (SA), and Post Code (5133). The 'Fax/Mobile' field contains '0415556666' and is highlighted with a red box. A question mark icon is next to the mobile number field. The 'Various' section contains dropdown menus for Marital, Ethnicity, Sport, Division, Religion, Focus Group, Country of Birth, and Country of Origin. The 'Other Cards' section includes Safety Net Card, Type, and Expiry Date. The 'Contacts' section includes a GP field. At the bottom, there are buttons for Inactive, Swipe Card..., Add, OK, Cancel, Close, and Help.

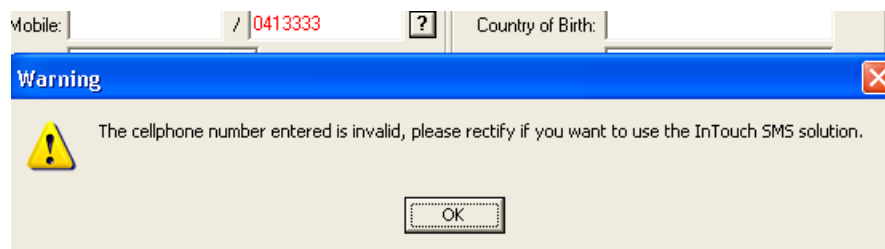
5. Add or amend the Mobile number and Click the Validate  button.

- International country code prefix will be applied by the system automatically by default.



If the number entered is invalid it will be displayed in red and prompt you to correct it.

**NOTE:** No SMS will be generated if the mobile number is missing or invalid.



Spaces or additional symbols should be avoided, but if entered – they should be ignored by the system.

- Click the Ok button to save the changes.
- Click the Close button to close the Patient Register screen.

## No SMS Setup

If the patient has indicated that they prefer NOT to receive any SMS Appointment reminders - tick the "NO SMS" checkbox. This tick box is also on the More tab of the Patient Register screen.

**Patient Register**

**GREEN Wil (2)**

Name | Account | **More** | Next of Kin/Employer | Family Members/Notes | Audit

Postal Address:  Separate Postal Address

Street: 345 West Side Avenue

Suburb: INGLEWOOD

State: SA Post Code: 5133

Building:

Email:

Fax/Mobile: / 0415556666

Date Added: 12 Oct 2000

Date Deceased:

Various

Marital:

Ethnicity:

Sport:

Division:

Religion:

Focus Group:

Country of Birth:

Country of Origin:

Blood Group:  Elite sports person:

Other Cards

Safety Net Card:  Type:  Expiry Date:

Community Code:

Contacts

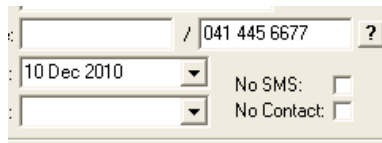
GP:

Inactive  Swipe Card... Add OK Cancel Close Help

## SMS Appointment Reminders

To send a SMS Appointment Reminder:

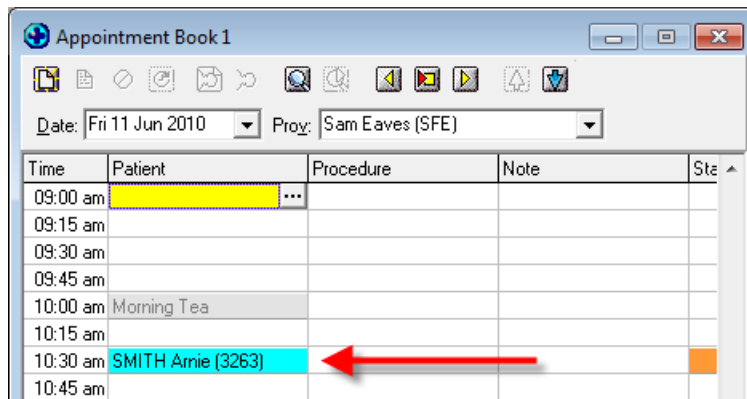
1. All ManageMyHealth™ SMS related setups must be completed as described in the preceding chapters and Medtech32 must be re-started BEFORE adding new appointments.
2. Ensure the patient's mobile phone number has been entered into the Patient Register screen and the No SMS box is NOT ticked.



3. Open the Appointment Book using the toolbar icon or by pressing the (F7) key, or from Appointment Pad.

NOTE: SMS Appointment Reminders do not work from the Status Screen Queue.


4. Book the patient for an appointment on the desired date/time.




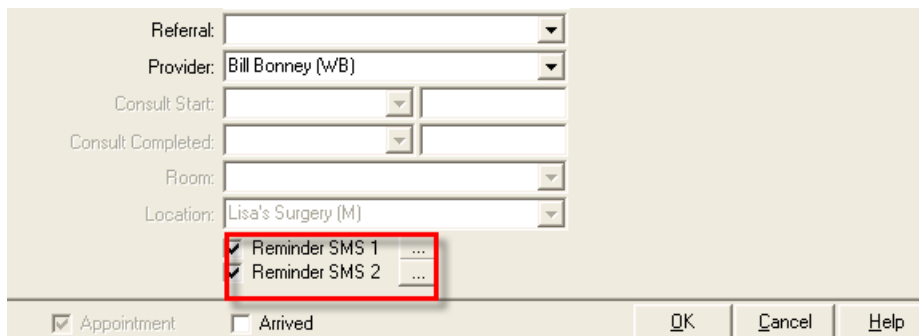
NOTE: There are 3 ways to book an appointment:

Depending on which method is chosen you can create TWO appointment reminders automatically (which is the default) or reduce to just ONE reminder.

- a) With the patient on the Palette, use the down arrow to book the appointment = two reminders.

- b) Type the patient surname into the appointment slot and press the TAB key to search for, and select the patient = two reminders.
- c) Use the New Appointment Icon  or CTRL + N = gives the option of one or two reminders. It will create two reminders by default, but either or both can be un-ticked.

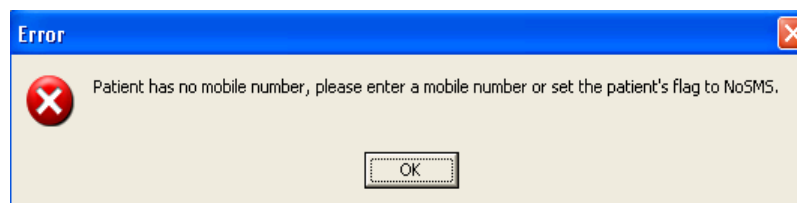
NOTE: If you wish to send only 1 reminder you should use the New Appointment Icon  when booking the patient into the Appointment Book.



The screenshot shows a form with the following fields: Referral, Provider (Bill Bonney (WB)), Consult Start, Consult Completed, Room, and Location (Lisa's Surgery (M)). Below these fields are two checkboxes: 'Reminder SMS 1' and 'Reminder SMS 2', both of which are checked. At the bottom of the form are checkboxes for 'Appointment' (checked) and 'Arrived' (unchecked), along with 'OK', 'Cancel', and 'Help' buttons.

Using the New Appointment Icon will enable the check boxes and allow you to untick one or both of the reminders.

- 5. If the NO SMS checkbox has been ticked in the Patient Register > More tab, the system will NOT generate a reminder.
- 6. If the patient's Mobile number is not recorded in Medtech the following message will appear.



- a) To Send - Enter a valid Mobile number, Cancel the existing appointment and recreate the appointment.
- b) To Stop this error from appearing – Tick the 'No SMS' tickbox in the Patient Register > More Tab.

## ManageMyHealth™ SMS Outbox

The ManageMyHealth™™ **SMS Outbox** – Allows you to view a list of outgoing SMS messages and their status.

**NOTE:** By default, with a patient on the palette ONLY the messages for that patient will be shown.

### Viewing SMS Outbox List

- To access the SMS Outbox:
  - Click on the ManageMyHealth™™ Menu > Highlight ManageMyHealth™™ SMS > Select SMS Outbox.

NOTE: To view ALL messages, choose Close Active patient from the Patient Menu or use the filter icon to display the required view.

- Entries are ordered by the “When to Send” column with the latest entries at the top of the list by default.

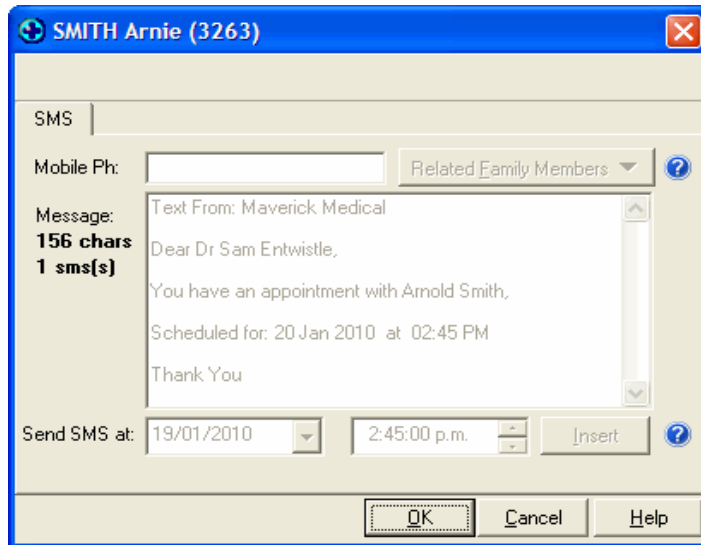
Name	Surname	Mobile No	Type description	When to send	Wf
WILFRED	GREEN	0415556666	Appointment remind	23/12/2010 2:00:00 PM	
CHALKY	WHITE	047 1144	Appointment remind	23/12/2010 1:15:00 PM	
WILFRED	GREEN	0415556666	Appointment remind	22/12/2010 3:00:00 PM	
CHALKY	WHITE	047 1144	Appointment remind	22/12/2010 2:15:00 PM	
WILFRED	GREEN	0415556666	Appointment remind	22/12/2010 11:00:00 AM	
JIMMY	SMITH	041 2223333	Appointment remind	14/12/2010 2:30:00 PM	
WILFRED	GREEN	0415556666	Appointment remind	14/12/2010 10:00:00 AM	
JIMMY	SMITH	041 2223333	Appointment remind	13/12/2010 3:30:00 PM	
WILFRED	GREEN	0415556666	Appointment remind	13/12/2010 11:00:00 AM	
MICKEY	MOUSE	041 445 6677	Appointment remind	13/12/2010 9:00:00 AM	
MICKEY	MOUSE	041 445 6677	Appointment remind	12/12/2010 10:00:00 AM	
MICKEY	MOUSE	041 445 6677	Appointment remind	10/12/2010 2:15:00 PM	
MICKEY	MOUSE	041 445 6677	Appointment remind	09/12/2010 3:15:00 PM	


- The message status will update as the SMS Communicator processes the queued messages.

For example, once a message has been sent, the SMS Outbox will show the Date and Time the message was sent to the Messaging server. The message status is then updated to 'Sent'.

Mobile No	Type description	When to send	When sent	Status de:
0411111111	Appointment reminder 2	12/01/2011 3:00:00 p	12/01/2011 2:49:57 p	Sent
0411111111	Appointment reminder 1	12/01/2011 2:30:00 p	12/01/2011 2:49:57 p	Sent

- To view a message, double-click on it.

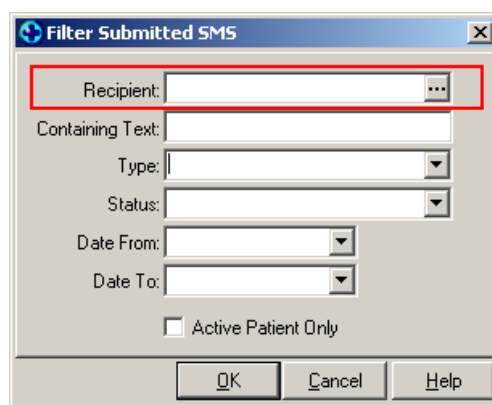


- To close the message, click OK.
- To close the SMS Outbox, click the  icon in the top right-hand corner of the window.

## Filtering SMS Outbox List

To filter the SMS Outbox:

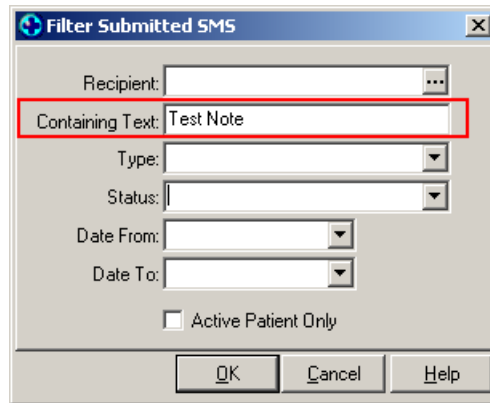
- Click on the Filter icon 



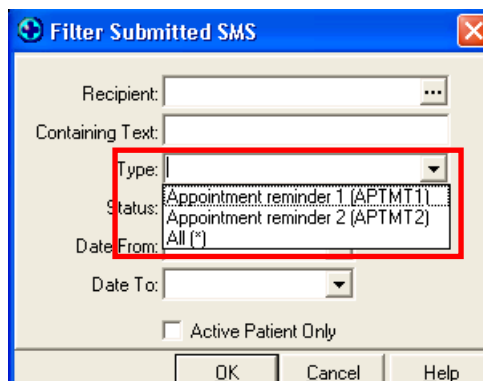
- The Recipient Field will show the name of the patient on the palette if there is one. You can delete this as shown to display ALL Patients.

- Using the Containing Text field you can filter for specific message content.

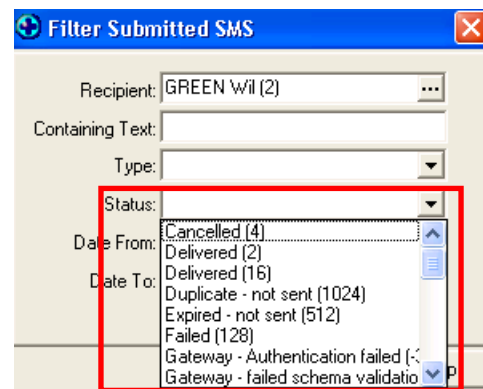
Type the text you are looking for into the “Containing Text” field and click on OK.



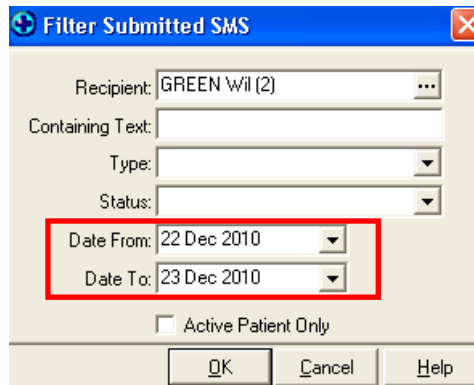
- The Type drop down is used to filter by APTMT1 or APTMT2.



- The Status drop down enables you to filter by the Status of the message.



- If you wish to filter for specific dates you can use the “Date from” and “Date to” drop downs fields to set the date range.

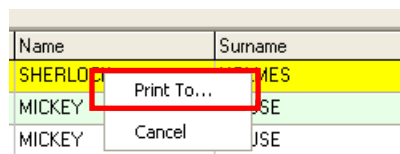


- Click Ok to apply the Filter.

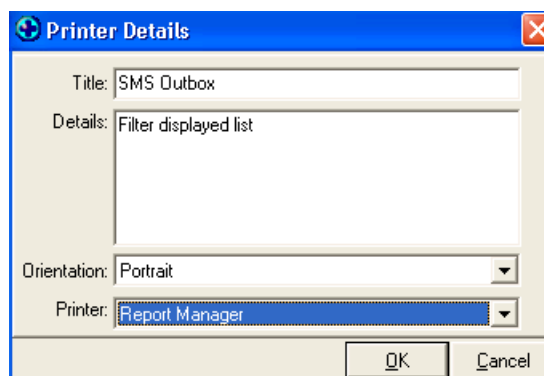
## Printing SMS Outbox List

If you wish to print out the ManageMyHealth™ SMS outbox list (for example, to follow up on expired or invalid mobile numbers):

- Open ManageMyHealth™ SMS Outbox.
- Set any filters you may require.
- Right-Click anywhere on the list and choose “Print to”.



- The screen below will open, allowing you to select the required printer or the Report Manager.



- Click on OK to print.

## Cancelling SMS Appointment Reminders

### SMS Appointment Reminder cancellation rules:

- An appointment reminder can ONLY be cancelled BEFORE it has been transmitted.  
e.g. while the status in the SMS Outbox is showing as "To Be Sent".
- Once the status in the SMS Outbox has changed to "Sent" it cannot be cancelled.
- If the Appointment itself is cancelled on the Appointment Book or Appointment Pad BEFORE it has been transmitted, the Appointment Reminder will be updated automatically in the SMS Outbox and the Status will change to "Cancelled".
- If the Appointment is re-scheduled using Cut and Paste in the Appointment Book and the original Appointment Reminder has "To be Sent" status, the original appointment reminder will be cancelled and a new Appointment Reminder will be created.
- It is possible to cancel an Appointment Reminder WITHOUT cancelling the actual appointment. If you wish to do this:
  1. Open ManageMyHealth™ SMS Outbox.
  2. Highlight the appointment reminder you wish to cancel.
  3. Right click and select "Cancel".

Name	Surname
SHERLOCK	HOLMES
MICKEY	JOSE
MICKEY	JOSE

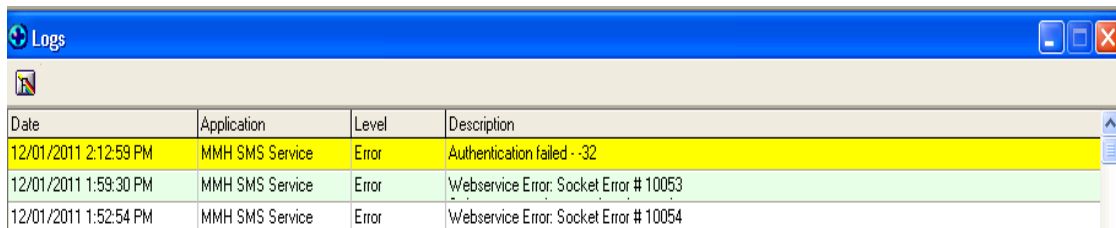
4. Note: The reminder stays in the Outbox but the status updates to "Cancelled".

Staff Name	Name	Surname	Mobile No	Type description	When to send	When sent	Status description
Bill Bonney	SHERLOCK	HOLMES	021110178	Appointment remind	12/01/2011 3:30:00 Pt		Cancelled
Bill Bonney	SHERLOCK	HOLMES	021110178	Appointment remind	11/01/2011 4:30:00 Pt		To be sent

## ManageMyHealth™ Service Logs

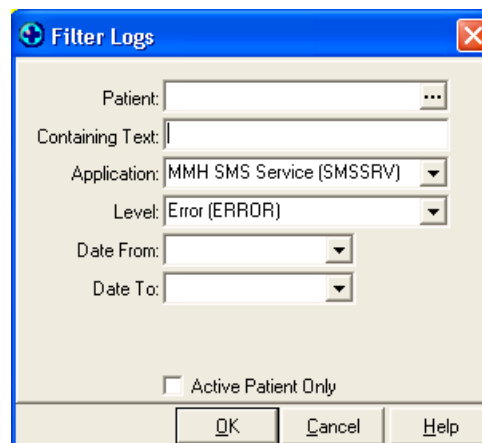
A logging utility has been included to provide information about any ManageMyHealth™ Services. This will assist in trouble-shooting transmission related issues.

1. To view the logs go to ManageMyHealth™ and choose Service Logs from the Menu.



Date	Application	Level	Description
12/01/2011 2:12:59 PM	MMH SMS Service	Error	Authentication failed - -32
12/01/2011 1:59:30 PM	MMH SMS Service	Error	Webservice Error: Socket Error # 10053
12/01/2011 1:52:54 PM	MMH SMS Service	Error	Webservice Error: Socket Error # 10054

2. The Filter can be set to display particular types of errors.



Filter Logs

Patient:

Containing Text:

Application: MMH SMS Service (SMSSRV)

Level: Error (ERROR)

Date From:

Date To:

Active Patient Only

OK Cancel Help

- The Patient field will default to the patient on the palette. Clear this if wanting to view errors relating to all patients.
- The Containing Text field can be used to look for particular error details.
- The Application field can be used to select errors relating to ManageMyHealth™ SMS or other Services when they are released in the future.
- The Level field can be used to select different types of information – such as Information or ERROR.
- The “Date From” and “Date To” fields provide the facility to filter for a specific date range.

## Appendix A



### Request for SMS Account for Medtech SMS Service

Monthly Support Fee – \$30.00 (excl GST) per month

Please nominate the number of text messages you would like to pre-purchase:

- 1,000 SMS Messages at \$0.20 per text message – Total \$200.00 (excl GST)
- 5,000 SMS Messages at \$0.18 per text message – Total \$900.00 (excl GST)

#### Terms and Conditions

- I authorise Medtech Healthcare Pty Limited (**Medtech**) to charge the Monthly Support Fee (\$30 per month excl GST) for the SMS Service along with my regular Medtech32 Monthly Support and Maintenance Fee.
- I authorise **Medtech** to charge the amount for the number of SMS messages selected for pre-purchase.
- I authorise **Medtech** to automatically top-up for the same number of text messages, selected above when 90% of the pre-purchased SMS messages are used.
- **Medtech** sends and receives SMS messages via major telecommunications companies, and thus our influence over the timing of the transmission of your SMS messages is within the technical constraints imposed upon us. While we shall use commercially reasonable efforts to deliver your messages to the applicable network for final delivery to your designated recipients as fast as possible and do not warrant that the SMS service provided will be uninterrupted, timely, secure, or error free.
- **Medtech** does not accept liability for any consequences or expenses incurred either directly or indirectly as a result of information given in the text messages, or any failure of a text message to be initiated by you or anyone in your practice or received or sent by you or anyone in your practice under this Service, due to any cause whatsoever.
- **Medtech** offers you access to the SMS Service subject to the Medtech SMS Service Terms and Conditions. The complete term and conditions can be found at [www.medtechglobal.com](http://www.medtechglobal.com). By using the Service you accept these terms and conditions. If you do not accept these terms and conditions, you must refrain from using the Service. **Medtech** reserves the right to modify and update these Terms, from time to time, by posting any such new or modified Terms to the [www.medtechglobal.com](http://www.medtechglobal.com) website.

I agree with the above terms and conditions for the use of the Medtech SMS Service and would like to request a SMS Account for use with our Medtech32 system.

Signed: ..... Date: .....

Name of Authorised Person: ..... Position: .....

Practice Name: ..... Email Address: .....

**NOTE: There is a 48 hour turn around period for creation of SMS Account and emailing of Username and Password.**