

Frequently Asked Questions

Medtech SMS Plans



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- **At what cost is Medtech SMS Unlimited?**

Set up and installation of the SMS Service is \$200 + GST.
Prices for Medtech SMS Unlimited are dependent on the practice's amount of licences.

Please refer to below for monthly pricing:

Monthly Pricing



Prices exclude GST

- **Can practices purchase SMS Bundle plans?**

Due to the administrative burdens of bundling SMS plans, Medtech have discontinued this option.

- **Does Medtech SMS allow management of rejected SMS messages?**

Yes, there is notification to the practice when an SMS message is rejected (please refer to below image).

Surname	Name	Mobile Ph	Type Description	Status Description	Batch	When To Send	When Sent
ACC DR EAVES		021321382132	Appointment Queue	Stored sms (NoSMS Queue_11032010-13.20		11/03/2010 1:23:07 p.m.	

The practice therefore has the option to modify message details, delete the SMS or resend the SMS.

- **What are the payment methods of renewing SMS Plans?**

SMS Invoices are sent monthly along with all other relevant Medtech invoices. Payment methods include Credit Card via www.medtechglobal.com.

- **Is a Reply Path available with Medtech SMS?**

Yes, for Medtech32 and Rx there is a feature that includes the ability for patients to reply to text messages sent from your practice.

Note: Enabling the Reply Path SMS option may require an adjustment to your practices front desk workflow to ensure SMS replies are dealt with.

- **What is included in my SMS Unlimited Plan?**

SMS Unlimited Fair Use policy states that bulk SMS campaigns are *not* included in the SMS Unlimited Plans. Medtech shall not place any limits on the number of SMS messages sent unless the practice exceeds Medtech's estimated use of the service (referenced against similar sized practice usage). Medtech may ask a practice to moderate its usage. If that practice fails to do so, Medtech reserves the right to review the plan.