

**FAQs**
**Q: What do outgoing automations look like in the patient channel?**

A: Outgoing messages retrieve information directly from Cerner Revenue Cycle and will be patient and appointment specific. The standard appointment confirmed one-day format of the reminder is: {clientFirstNameProperCase}, {eventProviderName} is looking forward to seeing you tomorrow at {eventDateAtTimeShort} at {eventLocationAddress}. Please arrive at {eventArrivalTime15}.

As an example, this translates to:

John, Dr. House is looking forward to seeing you tomorrow 05/21/2022 12:00pm at 100 Main Blvd, Traverse City, MI. Please arrive at 11:45AM.

Reminder Type & Name	Confirmation Status	Verbiage
Booking Confirmation	N/A	John, thanks for scheduling a visit with Dr. House on 06/21/2022 12:00pm at 100 Main Blvd, Traverse City, MI. We look forward to seeing you!
Appointment Follow Up - Thank You	N/A	Hi, John, thank you for coming in to your appt with Dr. House. We look forward to seeing you next time!
Standard No Show	N/A	John, we're sorry that you missed your appt with Dr. House on 05/21/2022 12:00pm. Please text us to reschedule.
Standard Acknowledgement Confirmation	Upon confirming	Thanks for confirming your visit, John! Dr. House is looking forward to seeing you soon.
Standard Appointment Confirmation - 1D Confirmed	Day prior confirmation	John, Dr. House is looking forward to seeing you tomorrow 05/21/2022 12:00pm at 100 Main Blvd, Traverse City, MI. Please arrive at 11:45AM.
Appointment Confirmation - 7D Unconfirmed	7 Day- Unconfirmed	Hi John, your visit at Main Office is on 05/21/2022 12:00pm. Does this time still work? [ Event Confirm Text ]
Standard Appointment Confirmation - 2D Unconfirmed	2 Day- Unconfirmed	John, will you please confirm your visit on 05/21/2022 12:00pm with Dr. House? [ Event Confirm Text ]
Standard Appointment Confirmation - 1D Unconfirmed	1 Day- Unconfirmed	John, are you coming to your visit with Dr. House on 04/13/2017 12:00pm? [ Event Confirm Text ]
Virtual Visit	1hr Before	John, you have a Virtual Visit on Tuesday June 21st 2022 at 6:00pm with Dr. House. Please use this link to login to your appt. Please text us if you have any questions. <a href="https://munson.doxy.me/munsonfamilypractice">https://munson.doxy.me/munsonfamilypractice</a>

**Q: How frequently are appointment reminders sent?**

A: Automatic reminders are sent at seven-day, two-day, and one-day intervals. If a patient confirms on the first sending, they will not receive a reminder to confirm at two days. However, they will still receive a reminder for the date and time of the appointment the day before. If the patient has canceled, the confirmation and reminders will stop.

Best practice is always to ask the patient how they want to be reminded for their visit. If mobile phone or home phone is selected, the patient will receive a phone call. If SMS Text is selected, the patient will receive a text message with a link to complete their e-registration through Tonic.

**Q: Can Artera tell the difference between an office visit and a virtual visit?**

A: Yes! Artera is programmed to know the difference and to send automated reminders based on that appointment type. For virtual visits, a Doxy.me video visit link will automatically be sent one-hour before the virtual visit appointment.

**Q: What time are patients asked to arrive in the clinic?**

A: The standard reminders ask the patient to arrive 15 minutes prior to their appointment time.

**Q: How does Artera keep two patients with the same phone number separate?**

A: As an Artera user, you may come across a scenario in which multiple patients have the same phone number, for example, a parent and child. When a parent responds to a message sent by Artera, they would automatically be sent a message asking them to clarify for which patient they want to respond.

**Q: What happens after hours if a patient sends a message?**

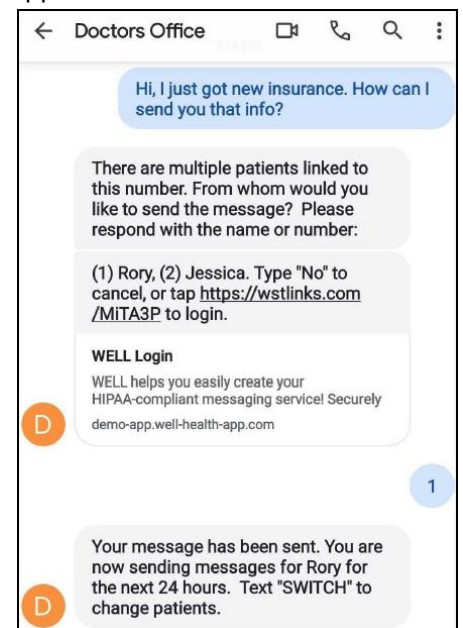
A: Operational hours are programmed by practice. If a patient messages the clinic after operating hours, they will receive a message back stating that the practice is closed, their message will be returned during business hours, and if a medical emergency is occurring to call 911.

**Q: What happens if a patient cancels their appointment?**

A: When a patient cancels their appointment, the channel will open in Recent Messages, and you will see a small red dot with a number to indicate there are open channels. The appointment will disappear from Scheduled View.

**Q: Are there other languages besides English and Spanish?**

A: MHC is only using English and Spanish as language options currently. When a reminder is sent out in a specific language, the patient will likely want to respond back in that language and interpreters would need to be available.



**Q: How does Artera notify me that there is a message or an open channel to look at?**

A: By default, App Sounds are **On** and App Notifications are **Off** each time you log into Artera. When you log out, Artera will automatically revert any changes made to your notification settings back to these defaults.

- When App Sounds are enabled, Artera will make a sound each time a patient messages your practice or when you are mentioned internally. Please make sure the volume on your computer is on and turned up to an audible level.
- When App Notifications are enabled, you will receive a pop-up notice for patient messages received by your practice when logged into Artera. The notification displays in the top-right corner of your screen, even if you are currently viewing a different window. The app notification format displays as Message from {Patient Name}.
- The Recent Messages icon will display a small red dot with a number to indicate how many channels are open.

**Q: What if a patient asks a clinical question?**

A: If a patient messages with clinical questions, they can be directed to call the practice by using the quick response already built into Artera. Patients can also be asked to use their patient portal. Any information obtained from the patient through Artera should be documented in the EMR. As a reminder, all protected health information sent from the practice is required to be sent securely.

**Q: What if someone messages with a medical emergency?**

A: When a patient texts in with certain keywords, an automated response will be sent to the patient directing them on next steps.

Patient message	Automated response
Medical emergency	If a patient texts in emergency keywords, an automation will trigger to advise the patient to call 911 AND staff will be tagged.
Wrong number	If a patient texts in a wrong number keyword, an automated response will send to the patient AND front desk staff will be tagged.
Appointment FAQs	Frequently asked appointment questions will trigger an automated response with appointment details.
Who is this?	A patient asking who is texting them in response to an appointment reminder will trigger an automated identification message.
Directions inquiry	Directions keywords will trigger an automated response with the address of the patient's appointment.
Appointment date, time, or location change	If an appointment date, time, or location changes, the patient will be automatically notified via text.

**Q: Does Cerner update when texting is turned off in Artera? Will patients be able to change their information or mode of contact in Artera?**

A: Artera pulls information from Cerner Revenue Cycle but does not update back to Cerner with changes. Any changes asked for by the patient will need to be made directly into Cerner Revenue Cycle to be incorporated into the Artera reminders.

**Q: Will all staff have access to Artera?**

A: Registration/front office staff, managers, and limited clinical staff will have access to the Artera application.

**Q: If a patient has only a home phone number listed in Cerner Revenue Cycle, but asks for their appointment reminder to be sent via text, what happens to that appointment reminder?**

A: Best practice is to ask the patient how they would like to receive the appointment reminder during scheduling of the appointment, then to verify the number. However, if text is selected but only a home phone/non-textable line is listed in Cerner Revenue Cycle, Artera will default to sending the reminder via phone call.

**Q: How will I know if someone is already working on a response in a patient channel?**

A: As you work in the Collaborative Inbox, you'll be able to see when other users in your practice are viewing a specific patient channel. The channel will display the users initials in the top-right corner. This simply means they have the channel open; this doesn't necessarily indicate that they're taking any action on the channel. If you are viewing a channel where another Artera user is responding to a patient message, a notification appears to let you know the patient is being addressed.

**Q: Who do we notify if Artera is down? How will we be notified if Artera is down?**

A: Call the MHC IT Helpdesk for systems related issues. Once IT has been made aware of an issue, a message will be sent via email alerting staff of the issue and the subsequent resolution.

**Q: In Artera, I see a notation next to the patient stating 'Unverified Patient'. What does this mean?**

A: Patients do not become verified until they have a chart in the EMR that is linked to Artera with an appointment. Once a patient is added to the EMR a Artera account will be created for them.

**Q: What timeframe do the reminders occur?**

A: Reminders go out between 8am-9pm so as to not disturb patients in early or late hours. Messages are sent during the same timeframe as the appointment. For example, if a patient has a 9am appointment, they will receive their reminder messages around 9am in the days preceding the appointment.

**Q: Is there a way to hide channels that are closed?**

A: While there is no way to hide all closed channels, the Artera collaborative inbox only holds the six most recent closed channels at a time. There is an option to load closed channels if you choose to open them again.

**Q: What options do the patients hear on a voice message?**

A: When listening to the automated reminder message, patients will be asked to “Press 1 to Confirm or Press 5 to Cancel your appointment”.

**Q: Why is a file attachment erroring in a patient communication channel?**

A: Word documents (.docx) and .CSV files are non-supported file types and cannot be sent through Artera. Only PDF, JPG, BMP, PNG, or short video files are supported at this time. In addition, any attachments over 600KB must be sent using a secure link.

**Q: How can I tag a group of people using the internal mention feature?**

A: Use the @ symbol to tag a User or User Group. Once you type the @ symbol, you'll receive some suggestions about who you might be trying to message. User groups are set up by your practice leadership.

