

How to Use NotifiUs.

Just a quick reminder, there are five (5) simple Steps to complete any program with NotifiUs.

Here is a quick review of each of these steps followed by examples of messages that may fit your specific program.

If you have questions please contact Terry at terry@notifi.us. Or feel free to call me at 703.403.3133.

Step (1) Message Detail- (a) Enter Message Name, (b) Add Start and Stop Times, and (c) Check Day or Days of Week that the message will be sent.

Then Click "Next" to go to Step (2).

My Dashboard

1 Message Detail 2 Reminder Message 3 System Response 4 Alert Message 5 Final Submission

(a) Enter → Enter New Message Name
Example : Dad's Reminder Message to Refill Medication

(b) Add → Start Time: 02/09/2016 Stop Time: 03/09/2016
How Often? : Once a Week

Select Day
 Sunday
 Monday
 Tuesday ← Check Day (c)
 Wednesday
 Thursday
 Friday
 Saturday

Cancel NEXT

Step (2) Reminder Message Content. (a) Enter Message Content, (b) Click and designate if the message you plan to send is an SMS Text or Voice Call. A Voice Call will translate your text message to a voice call- perfect for landline phones. Then (c) Enter the time of day to send the Message, and Click "Next" to move to Step 3.

On this screen you will also see in the upper right hand corner a (d) "Please Check if Required Response Message is Included" block. Clicking this block sets up instruction to send a Question to the user that requires an answer like a "yes" or "no". We will demonstrate that feature in the next instruction. (e) Click "Next" to move to the next step.

My Dashboard

1 Message Detail 2 Reminder Message 3 System Response 4 Alert Message 5 Final Submission

(a) Enter → Please Enter the Content of Reminder Message, Following the message recipients name
Dad, remember to get your refill at CVS pharmacy. We love you!

(b) Click → Message type
 SMS Text Voice Call

(c) Enter → What time do you want to send the Reminder?
04:30 AM
Remove

(d) Please Check if Required Response Messages is included
Click only if Sending Questions or Queries

(e) Click when Completed
Next

Add Time
Back Cancel

In this scenario we (a) Click the “Please Check if Required Response Message is Included”. This will let us send a message that requires the user to respond. Then we (b) Enter a Security Code. A security code is a word agreed upon outside the mobile message channel and helps to further authenticate the message to the user.

The next step is to complete the question for which the user responds. First (c) Click the response you wish from the user, for example if you want the user to answer with a “yes”, “no” just click those and the system will automatically include with Security Code word. Then (d) Enter the remaining response request and (e) Enter the time to send the Required Response Message. In this example we are sending the Reminder Message at 04:30 AM. And fifteen minutes later at 4:45 AM we are sending a request to Dad to let us know if he completed his refill.

Great job to read through this instruction, again if you have questions please contact us. Ok, please (f) Click “Next” and go to Step (3).

1 Message Detail | **2 Reminder Message** | 3 System Response | 4 Alert Message | 5 Final Submission

Please Enter the Content of Reminder Message, Following the message recipients name

Dad, remember to get your refill at CVS pharmacy. We love you!

Message type

SMS Text Voice Call

What time do you want to send the Reminder?

04:30 AM

Remove

Add Time

← Back

(a) Click this Box to Send a Question or Query

Please Check if Required Response Messages is included

Security code

refill Enter (b)

must be a single character word only, e.g. walk

Please Enter a reminder message (RRM) that requires a response and please select response option

Dad, Please respond with a yes refill or no refill to let us know if you stopped by CVS.

(c) Enter and Click (d)

YES NO HELP LIKE DISLIKE Other

What time do you want the required response message to be sent?

4:45 AM Enter (e)

Click

Next

Step (3) System Response- You only need to complete Step (3) if the “Please Check if Required Response Message is Included” box is checked. This step is another unique NotifiUs feature and allows words of encouragement or follow up actions from the patient’s response to be sent. In this example if Dad responds with a “yes refill” (a) Add the message “Way to go Dad, we are so proud of you!” and if he responds with a “no refill” (b) Add “Ok, I am calling you to find our why you didn’t get your refill. Love you.”

The (c) Click “Next” to proceed to Step (4).

1 Message Detail | 2 Reminder Message | **3 System Response** | 4 Alert Message | 5 Final Submission

Please Enter Content for User Responses Below

yes (a) Add

Way to go Dad, we are so proud of you!

no (b) Add

Ok, I am calling you to find our why you didn’t get your refill. Love you.

Example: Great Job Bill!

Example: Sorry to hear, we are calling you.

(c) Click

Next

Step (4) Alert Message. There may be a scenario for which the Message Sender is concerned that the patient does not respond to the Requested Response Message at all. That is; the patient does not send back a “yes refill”, or “no refill”. If that situation is a possibility the Message Sender can (a) Add a message as shown below and (b) Enter the number of minutes after the RRM is sent before the Alert Message is sent. In the below example 50 minutes after Dad is asked to respond with a “yes refill” or “no refill” from Step (2) the Alert Message “Dad, you did not let us know if you refilled your medications so Nurse Williams is calling you”.

Then Click “Next” to proceed to Step (5).

The screenshot shows a multi-step process bar at the top with five tabs: 1 Message Detail, 2 Reminder Message, 3 System Response, 4 Alert Message (highlighted), and 5 Final Submission. Below the tabs, a text input field contains the message: "Dad, you did not let us know if you refilled you medications so Nurse Williams is calling you." A red arrow labeled "(a) Add" points to the top-left corner of this text box. Below the text box is a light blue example box with a lightbulb icon: "Example : "Bill, you did not respond to our reminder, so Sue is going to your house." Below that is a label "Please enter the number of minutes after RRM, before sending the alert message" followed by a text input field containing "50" and a "Minutes(s)" label. A red arrow labeled "(b) Enter" points to the "50" in the input field. Below the input field is another light blue box with a lightbulb icon: "An Alert Message will be Sent if the User does not Respond after the "Designated" Minutes. Or Leave the Number of Minutes set to 0 and we will not Send an Alert Message." At the bottom, there are three buttons: a blue "Back" button, a red "Cancel" button, and an orange "Next" button.

Step (5) Submit. At this step simply Click the “Submit” button and your message is scheduled! Great job!

The screenshot shows the same process bar at the top, but now the 5 Final Submission tab is highlighted. The main content area contains a light blue box with a lightbulb icon and the text: "You have completed message. Please click on Submit button for final submission." At the bottom, there are three buttons: a blue "Back" button, a red "Cancel" button, and a green "Submit" button. A red arrow labeled "Click" points to the "Submit" button.