



See What's New from PayDC!

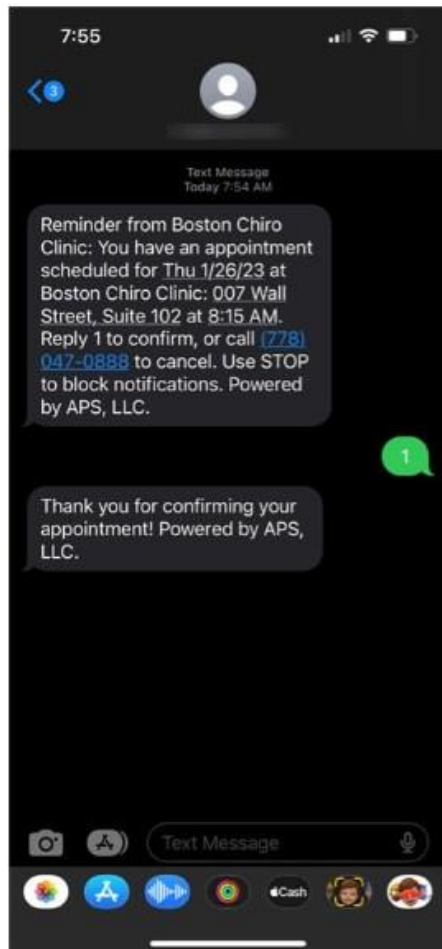
Here's what's in this Release 1/31/2023

New Two-Way Text Feature!

We're happy to announce that patients will now be able to respond to text reminders to **Confirm or Cancel** their appointments via text in our new Two-Way Text feature. This feature will be automatically enabled if you are enrolled in our Text Reminders upon release of the update on the night of Tuesday, January 31.

Please note that this capability will be defaulted to allow patients to reply only to **Confirm** appointments in response to text appointment reminders. If you would like to also allow your patients the option to **Cancel** via text, please contact our Support Desk to turn on this capability for your account via email to support@paydc.com with your account name, account number, your name and office phone number. The **Cancel** via Text option will then be enabled for your account by the next business day.

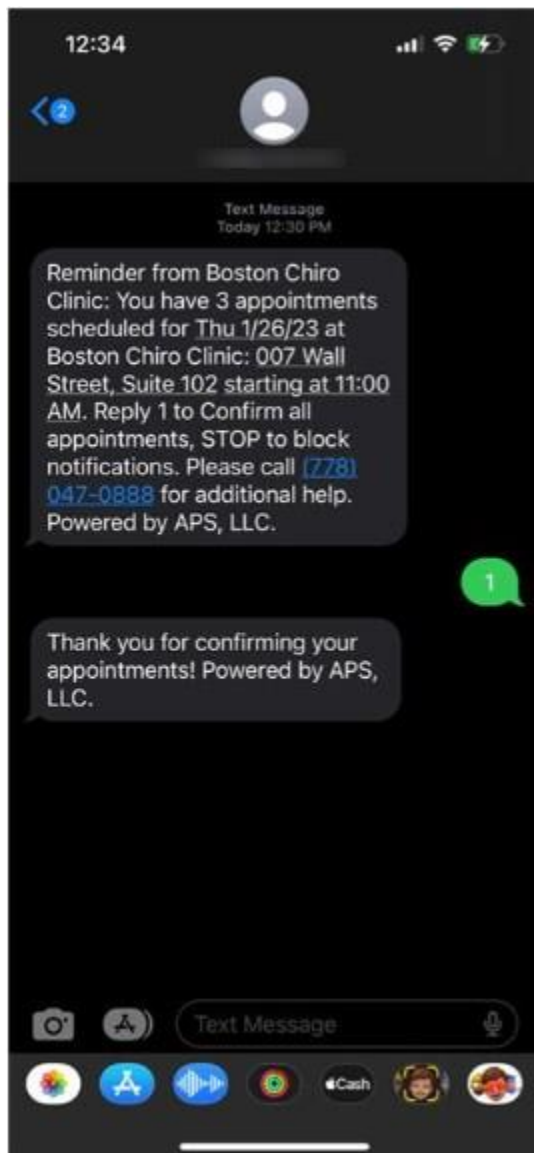
In the default mode, patients will receive Text reminders with the option to Reply "1" to **Confirm** the appointment and verbiage listing your office phone number to call in order to cancel. Or if you choose, in full feature mode, the text reminder will include both options to Reply "1" to **Confirm** or "2" to **Cancel**.



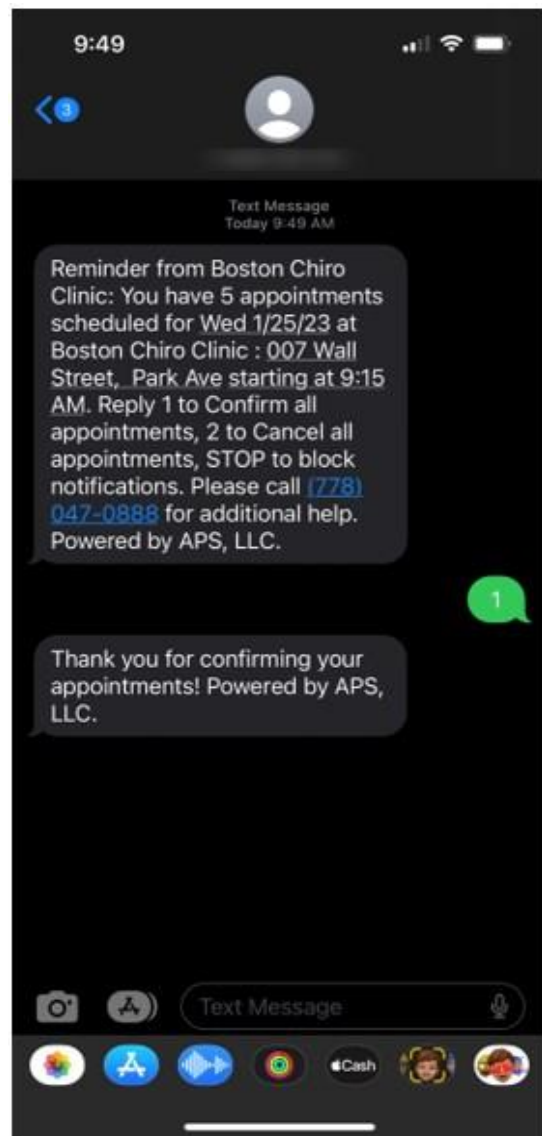
Default- Option 1 Only - Confirmed



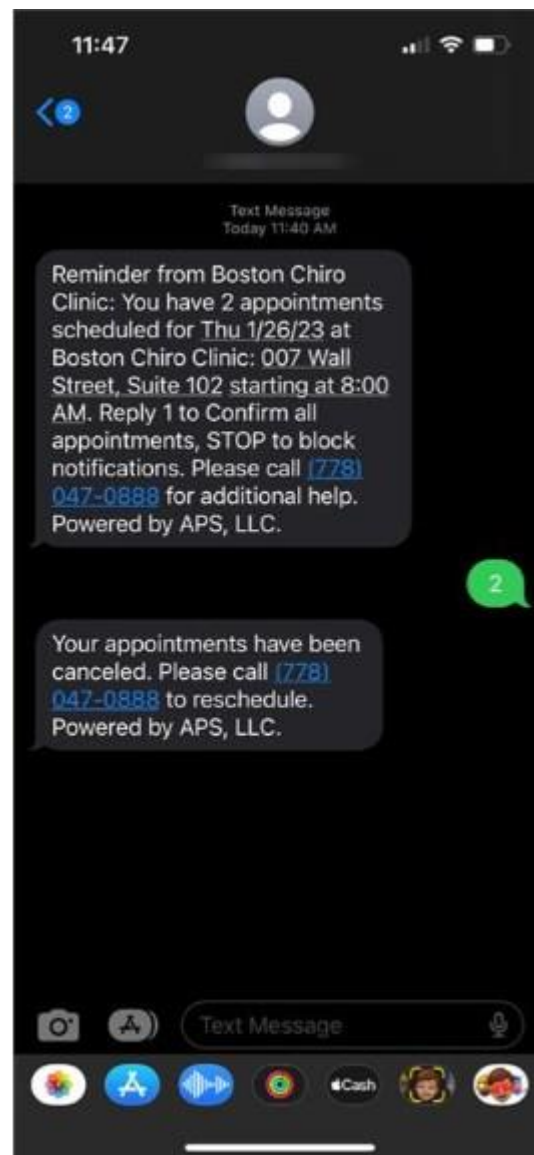
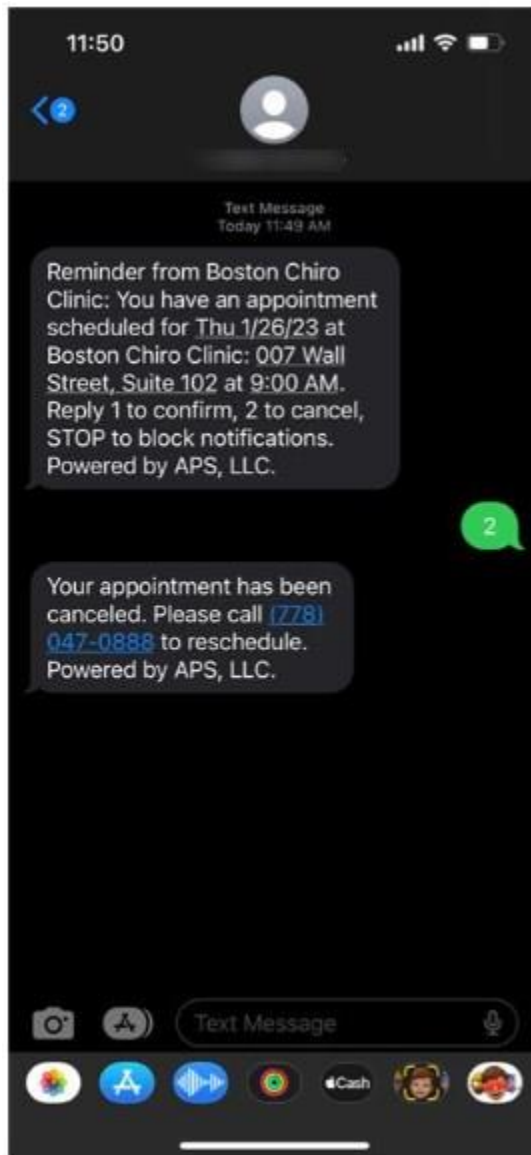
Full Feature- Options 1 and 2 - Confirmed



Default- Mutliple Appointments - Confirmed



Full- Multiple Appointments - Confirmed



Full Mode- Single Appointment - Canceled Full Mode- Multiple Appointments - Canceled



Patients will be able to respond within 8 hours of text transmission. After 8 hours, the system will not respond to replies of “1” or “2”. Please refer to the individual patient’s demographics settings for specific Patient Preferred Time of transmission.

The screenshot shows a software window titled "Update Patient" with a menu bar (File, Help) and a sidebar containing a tree view of patient data categories. The main content area is titled "Patient | Patient Data | Phone Email Fax" and displays information for "PATIENT: Neutron, Jimmy 01/01/1999" with Patient ID 3052029. The "Active" checkbox is checked, and the date is 01/25/2023. Under "Phone, Email & Fax", there are fields for Primary Phone, Mobile Phone, Home Phone, and Primary Email. The "Notifications" section has checkboxes for Email and Text (checked), with a "Preferred Time" dropdown menu set to "Morning". A red box highlights the "Preferred Time" dropdown, and a red arrow points to a tooltip showing the time ranges: Morning: 11am ET; Afternoon: 4pm ET; Evening: 7pm ET; Night: 10pm ET. At the bottom, there are buttons for "Edit", "Print Condition Questionnaire", "Print Patient Info", "Save Patient Data", and "Close". The status bar at the bottom left indicates "Status: Form Modified".



Appointments that have been confirmed via text will appear with the patient's name underlined. Appointments that have been canceled via text will be removed from the Scheduler calendar completely (just as if canceled by a staff member). But canceled appointments will still be displayed in Scheduler Report and Appointment Detail Report under Status Canceled.

PDC Scheduler

View Calendar | Find Next Slot | Reports

Branch Location: Boston Chiro Clinic
Provider: PayDC, Pro DC
Patient: All

New Appointment
AM Session | PM Session
Full Day
Today
Preferences
Refresh | Print

AdjH
New Time Type
Applum
Wellness App
testH
Review App Type
Back Assessment
Therapy One Test
Therapy_Test
Physiotherapy
Diabetes
Bone Therapy App
boo test

Day | Week | Month | 25 January 2023

	test1 25 Wednesday	Adjustment 1 25 Wednesday	Adjustment 2 25 Wednesday	Exam Room 25 Wednesday	Room 4 25 Wednesday	Room 5 25 Wednesday	Room 6 25 Wednesday	Financial/ROF 25 Wednesday	Massage 25 Wednesday	Therapeutic1 25 Wednesday	Room 7 25 Wednesday
6:00 AM		ICD Ten T Cl PayDC, Pro DC									
7:00 AM				Lukas Aidan PayDC, Pro DC							
8:00 AM		Donna LLOY PayDC, Pro DC				Lukas Aidan PayDC, Pro DC			Shloka p PayDC, Pro DC		
9:00 AM			Eve C Jorda PayDC, Pro DC								
10:00 AM				Tom Carter* PayDC, Pro DC							
11:00 AM						Eve C Jorda PayDC, Pro DC					
12:00 PM											
1:00 PM	Branch non working hours	Branch non working hours	Branch non working hours	Branch non working hours	Branch non working hours	Branch non working hours	Branch non working hours	Branch non working hours	Branch non working hours	Branch non working hours	Branch working
2:00 PM											



The **Scheduler Report** will now display a Text Replies column that will list “Yes” to indicate appointments which were responded to via text.

Scheduler Report

Branch: Patient: Provider: Patient ID ☐

Appointment Type: Time Range: To: Text Replies ☐

Appointment Status: Date Range: To:

Total Appointments: 15 Total Scheduled: 2 Total Arrived: 1 Total Rescheduled: 0 Total Missed: 2 Total Canceled: 10

Drag a column header and drop it here to group by that column

Date	Time	Patient	Appointment Type	Provider	Status	Text Replies
1/25/2023	7:45 AM	Carter, Tom	New_patient	PayDC, Pro DC	Arrived	Yes
1/25/2023	8:00 AM	Lloyd, Donna	New Time Type	PayDC, Pro DC	Scheduled	No
1/25/2023	8:00 AM	Warner, David	Massage	PayDC, Pro DC	Canceled	Yes
1/25/2023	8:15 AM	p, Shloka	Massage	PayDC, Pro DC	Scheduled	No
1/25/2023	9:00 AM	Warner, David	Adjustment & Therapy	PayDC, Pro DC	Canceled	Yes
1/25/2023	9:15 AM	Jordan, Eve C "ECKJ" LCA	Therapy_Test	PayDC, Pro DC	Missed	No
1/25/2023	9:30 AM	Carter, Tom	Adjustment & Therapy	PayDC, Pro DC	Canceled	Yes
1/25/2023	10:15 AM	Carter, Tom	Adjustment & Therapy	PayDC, Pro DC	Canceled	Yes
1/25/2023	10:45 AM	Naik, Rohini	Massage	PayDC, Pro DC	Canceled	No
1/25/2023	11:00 AM	Jordan, Eve C "ECKJ" LCA	Adjustment & Therapy	PayDC, Pro DC	Missed	No
1/25/2023	11:00 AM	Carter, Tom	Adjustment & Therapy	PayDC, Pro DC	Canceled	Yes
1/25/2023	11:00 AM	Naik, Rohini	Massage	PayDC, Pro DC	Canceled	No
1/25/2023	11:30 AM	Carter, Tom	Adjustment & Therapy	PayDC, Pro DC	Canceled	Yes
1/25/2023	11:45 AM	Naik, Rohini	Massage	PayDC, Pro DC	Canceled	No
1/25/2023	12:00 PM	Naik, Rohini	Massage	PayDC, Pro DC	Canceled	No

Page Size: Page 1 of 1



Check the **Text Replies** option will display only those appointments that were responded to via text (only those marked “Yes”). Or you can use the filter in the column’s header to filter either “Yes” or “No”.

Scheduler Report

Branch: Boston Chiro Clinic Patient: ALL Provider: ALL Patient ID ☐

Appointment Type: ALL Time Range: 7:30 AM To: 2:15 PM ☒ Text Replies

Appointment Status: Date Range: 1/25/2023 To: 1/25/2023 Find

Total Appointments: 7 Total Scheduled: 0 Total Arrived: 1 Total Rescheduled: 0 Total Missed: 0 Total Canceled: 6

Reset Search

Drag a column header and drop it here to group by that column:

Date	Time	Patient	Appointment Type	Provider	Status	Text Replies
1/25/2023	7:45 AM	Carter, Tom	New_patient	PayDC, Pro DC	Arrived	Yes
1/25/2023	8:00 AM	Warner, David	Massage	PayDC, Pro DC	Canceled	Yes
1/25/2023	9:00 AM	Warner, David	Adjustment & Therapy	PayDC, Pro DC	Canceled	Yes
1/25/2023	9:30 AM	Carter, Tom	Adjustment & Therapy	PayDC, Pro DC	Canceled	Yes
1/25/2023	10:15 AM	Carter, Tom	Adjustment & Therapy	PayDC, Pro DC	Canceled	Yes
1/25/2023	11:00 AM	Carter, Tom	Adjustment & Therapy	PayDC, Pro DC	Canceled	Yes
1/25/2023	11:30 AM	Carter, Tom	Adjustment & Therapy	PayDC, Pro DC	Canceled	Yes

Cancel Appointments Page Size: 20 Page 1 of 1 Back Print Page

The **Appointment Detail Report** will now display “Text” in the **Canceled By** column for those appointments which were canceled via text reply.

Appointment Detail Report

Branch: Boston Chiro Clinic Patient: ALL Provider: PayDC, Pro DC

Appointment Type: ALL Time Range: Date Range: 1/21/2023 To: 1/21/2023

Zones: ALL Group by: Date ☐ Scheduled Online ☐ Show Details Show Report >>

16 Total: 9 Scheduled 7 Canceled

Branch	Patient	Provider	Type	Status	Time	Scheduled Online	Scheduled By	Rescheduled By	Canceled By	Zone
Boston Chiro Clinic	Chndn, ICD Ten	PayDC, Pro	Therapy	Scheduled	6:10 AM	No	Pro PayDC			Adjustment 1
Boston Chiro Clinic	Naik, Rohini	PayDC, Pro	Adjustment & Therapy	Canceled	6:40 AM	Yes	Rohini Naik		Pro PayDC	Adjustment 1
Boston Chiro Clinic	Naik, Rohini	PayDC, Pro	Massage	Canceled	7:00 AM	No	Pro PayDC			Massage
Boston Chiro Clinic	p, Sanvi	PayDC, Pro	Adjustment & Therapy	Canceled	7:30 AM	No	Pro PayDC		Text	Therapeutic Room 6
Boston Chiro Clinic	Singh, Nidhi	PayDC, Pro	Adjustment & Therapy	Scheduled	8:15 AM	No	Pro PayDC			
Boston Chiro Clinic	Naik, Rohini	PayDC, Pro	Adjustment & Therapy	Canceled	9:00 AM	No	Pro PayDC			Therapeutic
Boston Chiro Clinic	A, sampath	PayDC, Pro	1 Hour Appt.	Scheduled	9:30 AM	No	Pro PayDC			Massage 2
Boston Chiro Clinic	A, Krishna	PayDC, Pro	bio test	Scheduled	10:00 AM	No	Pro PayDC			test1
Boston Chiro Clinic	p, Sanvi	PayDC, Pro	Adjustment & Therapy	Canceled	10:00 AM	No	Pro PayDC		Text	Therapeutic
Boston Chiro Clinic	Test, Mayur	PayDC, Pro	Massage	Canceled	12:00 PM	No	Pro PayDC			Massage



Test Text Message

We've refined the verbiage for the Test Text Message and will now allow patients to Opt In to receiving text messages by replying.

Patient Statements

We've re-aligned the formatting of our Patient Statements in the Patient Statement Report and in the Patient Ledger to allow the printed pages to be easily folded into thirds to fit into a standard 2- Window #9 envelope.

Scheduler

We've corrected an issue that caused the Week View to display incorrectly.

SOAP Notes Narrative

We've corrected an instance that could cause the patient to be referred to by their last name in the SOAP Notes Narrative without a prefix such as Mr. or Mrs.

Thank you for trusting us as your software vendor!

Questions? You can always ask our Service Desk.

- If you are a PayDC customer, the phone number is **(888) 306-1257**; please choose option 4 for Service Desk.
- If you are an Advanced Provider Solutions customer, the phone number is **(855) 283-4940**; please choose option 4 for Service Desk.
- If you would like to contact the Service Desk via **e-mail**, please use the [Contact Us form on our website](#). Please note: The Contact Us form is now secure, so you can include PHI in your description.