


**From:** [REDACTED]  
**Sent:** 05 June 2024 09:47  
**To:** [REDACTED]  
**Subject:** Virtual text reminders

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**From:** [REDACTED]  
**Sent:** 25 April 2024 09:03  
**To:** [REDACTED]  
**Subject:** RE: RE:

Okay, I'll exclude them from SMS as a precaution but the clinic templates should also be set to Contact Type 04 rather than 02 or none as is the case of Gyn15VLS. Please contact PMS Admin to ask for the templates to be updated.

 Reference Codes

Domain CONTACT TYPE

Code	Name
01	Face to Face
02	Virtual - Phone/Other
03	Virtual - Video
04	Virtual - Review (No Patient Contact)

OK

Cancel

Regards,

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 25 April 2024 08:59

To: [REDACTED]

Subject: Re: RE:

These clinics are just for results review so the pt shouldn't be aware of the appt.

Thanks

[REDACTED]

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From: [REDACTED]

Sent: 25 April 2024 08:32

To: [REDACTED]

Subject: RE:

Hi [REDACTED]

I can see these are new clinics, some of which are virtual. The SMS reminder service has been customised to send the relevant content depending on the appointment Contact Type, see below:-

Contact Type	Period Ahead	Reminder Content
01 Face to Face	10 Day F2F	Your next appointment with Cardiff and Vale UHB is on [REDACTED] at UNIVERSITY HOSPITAL OF WALES. No need to reply if attending, if no longer suitable reply CHANGE to rearrange or CANCEL if not required and include code [REDACTED] Thank you
02 Virtual Telephone	2 Day Telephone	Reminder: Your telephone appointment with Cardiff and Vale UHB is booked for [REDACTED] Please refer to your letter for further appointment details. Note: the call may show as a local or withheld number. Thank you
03 Virtual Video	2 Day Video	Reminder: Please make yourself available to talk freely for your video appointment with Cardiff and Vale UHB on [REDACTED] Click the link to enter the virtual waiting room 10 minutes before your appointment time. Thank you [REDACTED]

Is there any reason the above wouldn't work for these new clinic codes?

Regards,

[REDACTED]

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From: [REDACTED]

Sent: 24 April 2024 16:03

To: [REDACTED]

Subject:

Hi [REDACTED]

Please can the following codes be excluded from the envoy reminder text.

Gyn15VAS  
Gyn15VAED  
Gyn15VLS  
Gyn15VCT

Thank you

