20 How do I send a message to a patient?
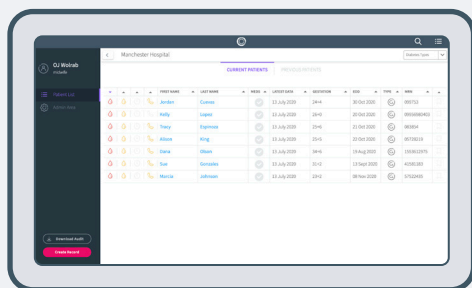
Ref: CORP-052-01

GDm-Health™

Task: Send a message to a patient   **Previous actions:** Login to the GDm-Health desktop app
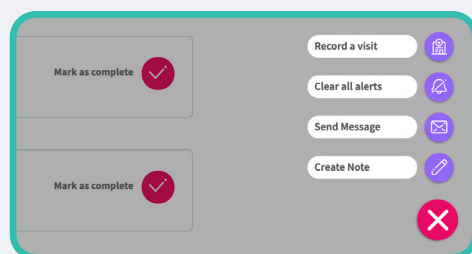
Step 1

Select the patient who you want to write a message to.

Step 2

Click on the floating **+** button on the bottom right of the screen. This will show you three options to select from: **Record a visit**, **Clear all alerts**, **Send message** and **Create note**.
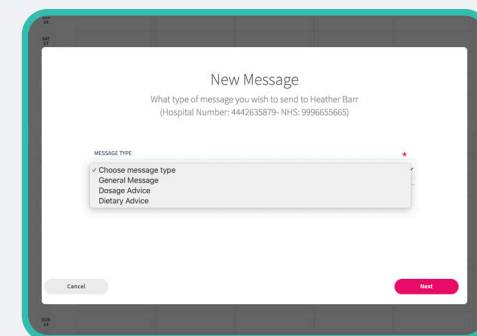

Step 3

Click on **Send message**.

Step 4

Select the type of message that you would like to send from the drop-down: **General advice**, **Dosage advice** or **Dietary advice**. Then click **Next**.
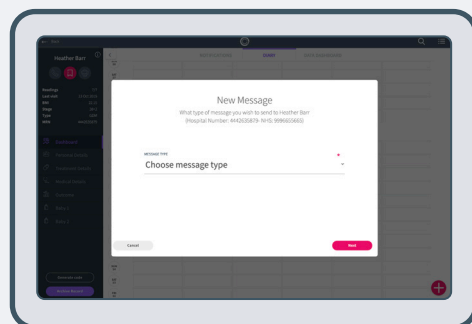

Step 5

Type the message that you would like to send. Then click **Next**.

Step 6

You will be shown a review of the message that you will send. If you want to send it, then press **Send**.

Step 7

If you entered the message in error, press the **Cancel** to cancel the process.

If you want to make edits to the message, press the **Back** button.

After you click the **Send** button, a confirmation message will be shown saying that the message has been sent.

Message sent

The message was sent as a text but will be available in the patient's app. A copy of the message sent will be recorded in the diary view.