

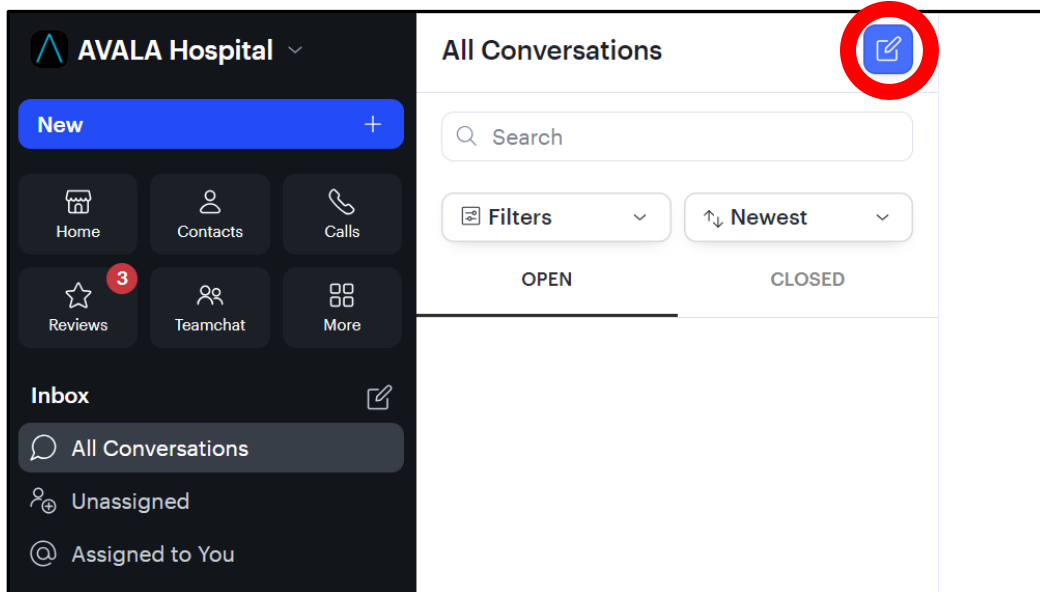


SENDING APPOINTMENT REMINDERS

1. Click the Podium icon on your desktop computer or use [this link](#).
2. Login with your AVALA email address and the password you created for your account. (If you need your password reset, please email Marketing at info@avala.com)

A screenshot of the Podium login interface. At the top left is the Podium logo. Below it is a text input field labeled "Email or mobile number" containing the email address "brussell@avala.com". Underneath is a password input field with a "Show" button to its right. At the bottom of the form is a blue "Sign in" button and a link for "Forgot password?".

3. Send guest notification regarding patient progress. Click the blue pencil icon.





4. In the "SEND TO" field, type in the patient's first and last name.

A screenshot of a mobile messaging interface. At the top, it says "New Message from: AVALA Hospital" with a dropdown arrow. Below that is the "SEND TO:" field, which is highlighted with a red border and contains the text "Patient First and Last Name". At the bottom left, there is a button with a plus sign and the text "New Contact", also highlighted with a red border.

***note** - if the patient's information is already in the Podium system, their phone number will pop up here and look like this:

A screenshot of a mobile messaging interface. At the top, it says "New Message from: AVALA Hospital" with a dropdown arrow. Below that is the "SEND TO:" field, which contains the text "Test Test". Below the "SEND TO:" field is a button with a plus sign and the text "New Contact". Below that is a section labeled "CONTACTS:" which contains a suggestion: a green square icon with a white plus sign, followed by the text "Test Test +91 81888 88888". This suggestion is highlighted with a red border.

5. If the patient is not saved in Podium, type in their mobile phone number in the "PHONE OR EMAIL" section.

A screenshot of a mobile messaging interface. At the top, it says "New Message from: AVALA Hospital" with a dropdown arrow. Below that is the "SEND TO:" field, which contains the text "Patient First and Last Name". Below the "SEND TO:" field is a section labeled "PHONE OR EMAIL:" which contains the text "Phone or Email". This section is highlighted with a red border.

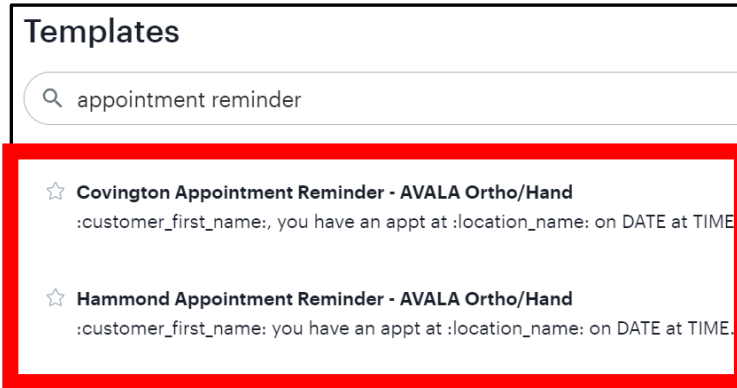


6. At the bottom of your screen, select the "Templates" tab.

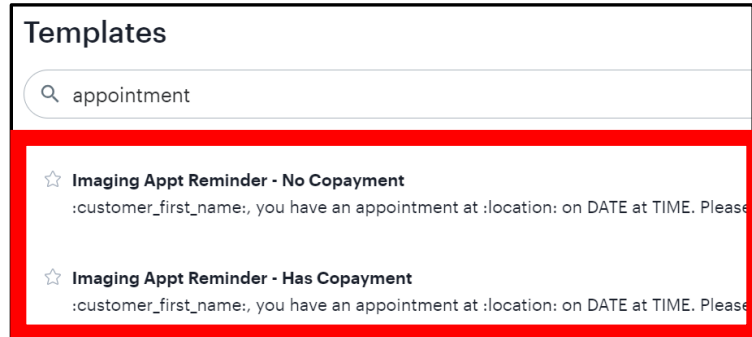


7. Then, search for "APPOINTMENT REMINDER" to select the appropriate template.

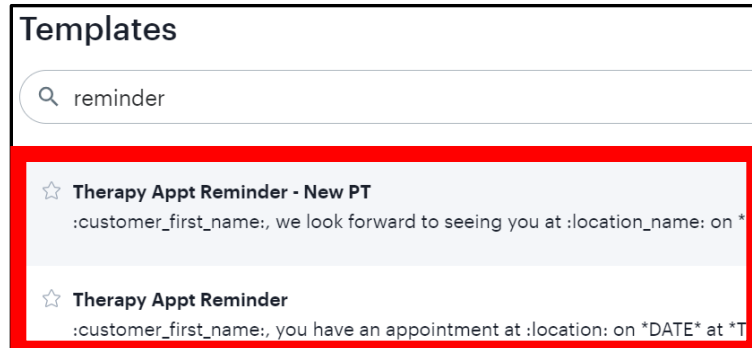
APN Clinics:



Imaging:



Therapy:





8. Then, click the "SEND & CLOSE" button. The conversation will reopen once the patient responds.

