



AudioCOMMUNICATOR

Setting up an Announcement / Communication

1. **Request Patient Call List - Data File from CHCS**
Last name, first name^patient ID^patient phone^patient DOB format
(FTP to AudioCARE server or copy from CD to C:\DL\SURVEY)
 2. **Create-Design Announcement / Communication on paper**
Greeting: Informs patient who is calling
Introduction: Information you want to relay to your patients
Closing: Thank You / Goodbye message.
Include phone number to call if they have questions
 3. **Select Dictionary Maintenance**
New Greeting (Esc when finished, notice recorded? field will automatically switch to Y once you record your message)
New Introduction
New Closing
(Can use Greeting, Intro, Closing for future communications)
 4. **Select Communication Setup**
Simple Announcement (Press F6 add new announce, F5 to list)
Used for announcements like drug recalls
Cannot verify patient
Will leave message on answering machine, not requeue
Greeting/Closing screen puts announcement together
Add/Edit Communication
Used for surveys, disease management
Allows verification of Patient (DOB or SSN),
Various options for answering machine
1-leave msge, not requeue, 2- leave msge, requeue,
3- don't leave msge
Allows for help messages
Greeting/Closing screen puts announcement together
- OR**
5. **Record the Communication**
Dial:
at the main refill menu **Press 1 for Refill**
at **Last 4 SSN** enter ***0000*#**
at **Site Number** enter **20__#**
Press 7 for Communicator
Press 3 to record **Greeting, enter reference # of greeting**
Press 5 to record **Introduction, enter reference # of intro**
Press 4 to record **Closing, enter reference # of closing**
Press 9 to listen to your complete recording.
 6. **Start /Stop Announcement**
Announcement / Communication will not run unless you complete this step.