

## SMS in Local Languages

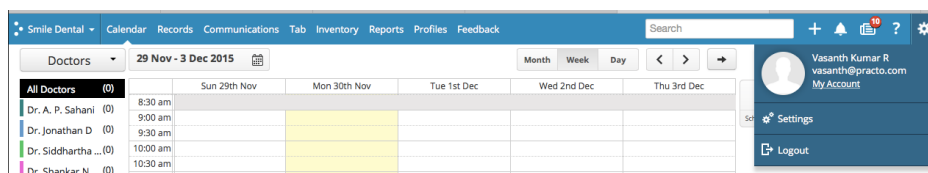
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### What is this feature?

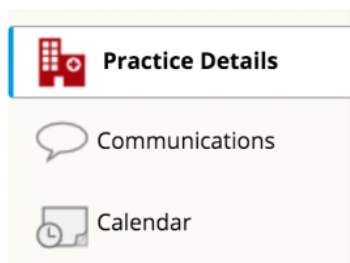
You can now send SMS to your patients and staff in languages other than English! Once you select your language, all your patients will receive SMS in the language that you've chosen.

### How do I activate/deactivate it?

You can choose the language for your SMS from the Settings page. Click on the settings icon in the top-right corner of the page.



Select the Communications tab on the left pane.



You'll see the option to choose the language. Click on the drop-down box to choose your language. Once you are done, click **Save**.

### Contact us

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## COMMUNICATION SETTINGS

Appointment & Followup SMS   Birthday wish SMS   Emails

⚠ To comply with TRAI regulations, you can customize the text, only using options below.



Contact Number:  Maximum 15 characters & represented as {{CLINICCONTACTNUMBER}}

Email Address:  All replies by Patients for emails will be sent to this address


SMS Language:  SMS to patients will be sent in this language

## Can I send local language SMS to specific patients?

Yes, you can. From the patient edit page, you can specify the SMS language for your patients.

  Farheen (ID : P23) INR 8,150.00 due

EDIT PATIENT PROFILE



\* Patient Name :

Patient ID :

Aadhaar ID:

Gender :  Male  Female

Date of Birth :  Or age :

Referred by :  [Or add new](#)

Blood Group :

Family :

**Contact Details**

Primary Mobile No. :

Secondary Mobile No. :

Language Preference :

Land Line Nos. :

Email Address :

Street Address :

Your practice's default language will automatically chosen for each patient. You can choose the language you want from this drop down.

## What languages can the SMS be sent in?

Currently SMSes can be sent in the following local languages:

- English
- Hindi
- Telugu
- Marathi
- Gujarati
- Tamil
- Malayalam
- Bengali
- Punjabi
- Kannada
- Assamese
- Oriya

As you're reading this, we're working on adding many more languages (including international ones) to this list. Seeking a specific language? Do let us know by emailing [support@practo.com](mailto:support@practo.com).

## Which SMS can be sent in local languages?

Currently, SMS such as:

- Appointment Confirmation SMS
- Appointment Cancellation SMS
- Appointment Reschedule SMS
- Appointment Reminders
- Immunisation Reminders

can be sent in your local language.

## Can I change the text in the SMS?

Just like the English texts, all SMSes are standardised and cannot be changed.

## Who does the translation?

All translation is software generated, so it might not be 100% accurate all the time. We are working on making it as close to your local language as possible.

## Is the entire SMS translated?

Three dynamic sections of the SMS are translated:

1. Patient name: {{PATIENT}}
2. Appointment category: {{CATEGORY}}
3. Clinic name: {{CLINIC}}

For example, see the image below.

### **APPOINTMENT CONFIRMATION SMS**

*SMS is sent to the Patient on successfully adding an appointment*



{{PATIENT}}, {{DATE}} {{TIME}} {{CATEGORY}} को {{CLINIC}} पर आपके अपॉइंटमेंट की पुष्टि कर दी गयी है। किसी भी प्रश्न के लिए {{CLINICCONTACTNUMBER}} पर कॉल करें।



## I want to remove certain fields from the SMS. How do I do it?


Currently this option is available only for English SMSes. We're working hard on bringing it to all local languages as soon as possible.

## Related Articles

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**Any queries? Contact us:**

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