

# BING – Running a Report via BING Portal



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Quick Reference Guide

## This Quick Reference Guide will explain how to:

- Run a Report via BING Portal.

### Definitions:

**BING** – Virtual mailroom used at Western Health to send patient's correspondence via text messages or post.

**EasyPost Mailroom** – desktop application to allow users to send patient letters from iPM and EMR.

## Running a Report on SMS Replies from BING Portal

To view patient's reply to SMS sent (e.g. MBS Consent SMS):

1. Log into the BING portal online via [https://portal.bingmail.com.au/signin to bingmail](https://portal.bingmail.com.au/signin%20to%20bingmail)
2. Select **Reports** tab.
3. Expand **Create Reports** section.
4. Select **SMS** option.



The SMS window displays.

5. Enter your search filters, such as:
  - a. Date ranges.
  - b. Department.
  - c. Type: Select Replies.
  - d. Output: Select I'll wait for it now.
6. Click **Run**.

The CSV file is downloaded.

7. From the CSV file:
  - View the patient's reply from the **Reply** column.
  - Expand the **SMS Text** column to view the SMS sent to the patient, to quickly find patient's name and URN.

N	S
Reply	SMS Text
YES	Dear ALPHA (1890823) You have an upcoming appointment at Western Health on English. You may elect to be bulk billed for your appt if you have a Medicare card. If you choose to be bulk billed for this appt there will be no out-of-pocket costs at WH for services relating to this visit (exc. pharmacy). Further information is available at <a href="https://go.wh.org.au/3g2bhkc">https://go.wh.org.au/3g2bhkc</a> . Please reply YES if you understand this and agree to being bulk billed for your visit. Otherwise, please reply NO. <a href="https://q1z.cc/DWdN6">https://q1z.cc/DWdN6</a>