

BING – Sending SMS via Patient Portal



This Quick Reference Guide will explain how to:

- Send an SMS via Patient Portal

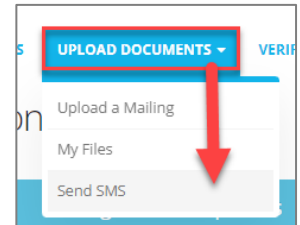
Definitions:

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.

Sending SMS via Patient Portal

- Log into the BING portal online via https://portal.bingmail.com.au/signin_to_bingmail
- From the **Upload Documents** tab, select **Send SMS**.



The Send SMS screen contains three sections:

- From the **Destinations** section, enter the patient's mobile number (one per line) in the **Manual Entry** field.
- OPTIONAL: From the **Linked Document** section, drag and drop a PDF document you would like to insert in the SMS.

Destinations:

Manual Entry:

Linked Document: (Optional)

[Specialist Clinic Outpatient.pdf](#) 280.7 KB Remove

From the **Template** section:

- Enter the message you would like to send in the **Message*** field OR select a pre-saved message template from the **Name** field.

OPTIONAL: If you have uploaded a PDF from the **Linked Document** section, the PDF can be opened by the recipient as a hyperlink from the SMS received. To place the hyperlink in your SMS:

- Place your cursor in the Message body where you would like to place the PDF hyperlink.
- Select the **HYPERLINK** option from the **Data Fields** drop-down menu.
- {HYPERLINK} text displays in the message body to indicate where the PDF link will display in the SMS.

Linked Document: (Optional)

[Specialist Clinic Outpatient.pdf](#) 280.7 KB Remove

Template

Name:

Sender ID:

Data Fields:

Message:

Characters: 194 Segments: 2

6. Select who the recipient will see as the sender from the **SENDER ID** field.
7. The **Profile** and **Subject/Title** fields are auto populated.
8. Select your department from the **Department List** field.
9. Select **User Login** blue hyperlink to populate your name in the **Confirmation Email To** field. This option will send a confirmation receipt to you. The **Send Confirmation Email** checkbox is automatically ticked.
10. Leave **Hold for Preview** checkbox unticked.
11. Tick **Schedule Release** checkbox to schedule the SMS to be sent later.

The screenshot shows the 'Template' configuration interface on the left and a mobile message preview on the right. In the configuration interface, the 'Sender ID' is set to 'WESTERN', the 'Message' contains an appointment reminder with a 'HYPERLINK', and the 'Confirmation Email To' field is populated with 'User Login'. The 'Send Confirmation Email' checkbox is checked. The preview shows the message being sent from 'WESTERN' with the same content as the template, including the hyperlink.

12. When you are ready, click **Submit**.
13. A confirmation window displays, click **OK**.

A confirmation dialog box titled 'portal.bingmail.com.au says About to send SMS message(s)'. It features a blue 'OK' button and a grey 'Cancel' button.

To send SMS to multiple patients using bulk upload:

1. From the **Destination** section, drag and drop your recipient's file into the **Drop Zone**. The file you uploaded will display in the right side of the window.

From the **Recipient Column**, select the column containing the recipient's phone numbers. The selected column will be highlighted in green.

Tick the **First Row is Heading** checkbox if this is applicable

The screenshot shows the 'Destinations' section with a 'Drop Zone' on the left. A file 'MBS Consents 2024 TRAINING.csv' (1.4 KB) is uploaded. The 'Recipient Column' is set to 'PT_PH_MOBILE', and the 'First Row is Headings' checkbox is checked. A table of patient data is displayed below.

PT_LAS...	PT_DOB	PT_AGE	PT_S...	F PT_PH...	PT_L...	P...	P...	REF_MBS_C...
Testbmm	9/05/1990	33 Years	Female		English	No	C-U	Not Recorded
TESTBMM	10/07/1995	28 Years	Female		English	No	C-U	Not Recorded
TestBMM	10/07/1995	28 Years	Female		English	No	C-U	Not Recorded

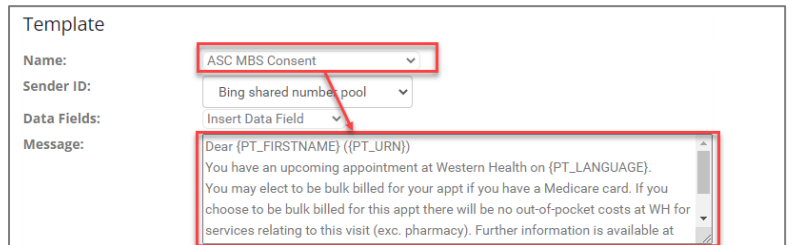
Rows: 1 - 4 of 4 Columns: 30

OPTIONAL: From the **Linked Document** section, drag and drop a PDF document you would like to insert in the SMS.

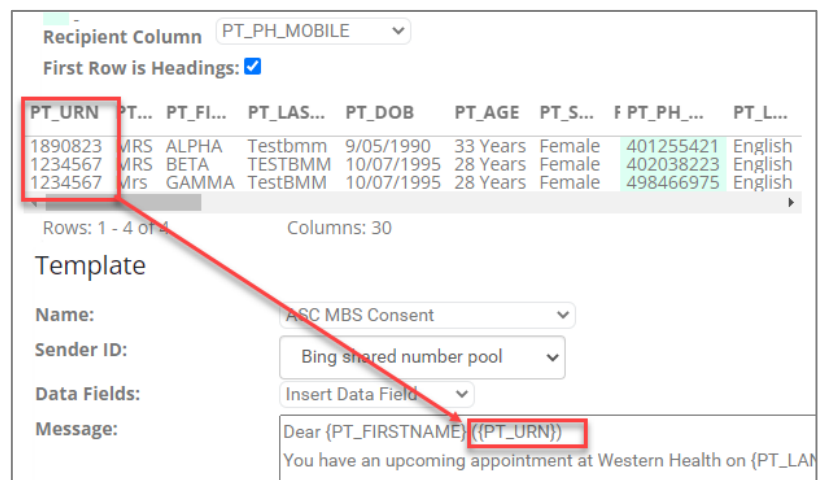


2. From the **Template** section, select a pre-saved message template from the **Name** field.

The **Message** field is populated.

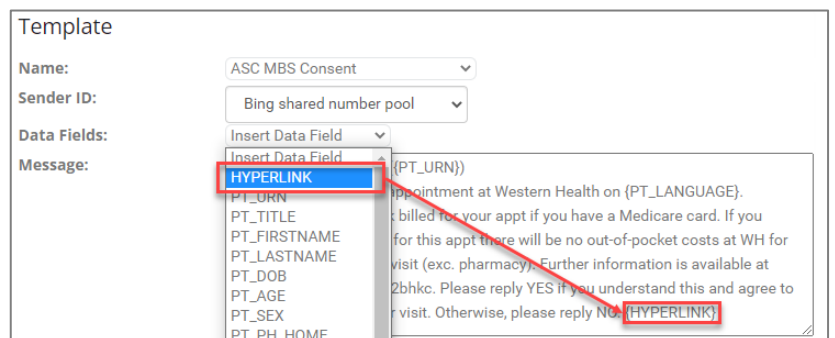


Text in the **Message** field containing { } curly braces indicates that the information will be populated from columns in the upload file.



OPTIONAL: If you have uploaded a PDF from the **Linked Document** section, the PDF can be opened by the recipient as a hyperlink in the SMS. To place the hyperlink in your message:

- Place your cursor in the Message body where you would like to place the PDF hyperlink.
- Select the **HYPERLINK** option from the **Data Fields** drop-down menu.



{HYPERLINK} text displays in the message body to indicate where the PDF link will display in the SMS.



Destinations:

MBS Consents 2024 TRAINING.csv 756.0 B Remove

Recipient Column PT_PH_MOBILE

First Row is Headings:

PT_URN	PT...	PT_F...	PT_LAS...	PT_DOB	PT_AGE	PT_S...	F PT_PH...	PT_L...	P..
1890823	MRS	ALPHA	Testbmm	9/05/1990	33 Years	Female		English	No

Rows: 1 - 4 of 4 Columns: 30

Linked Document: (Optional)

Specialist Clinic Outpatient.pdf 288.7 KB Remove

Template

Name: ASC MBS Consent

Sender ID: Bing shared number pool

Data Fields: Insert Data Field

Message: ((PT_FIRSTNAME)) ((PT_URN))

You have an upcoming appointment at Western Health on ((PT_LANGUAGE)). 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 <https://go.wh.org.au/3g2bhkc>. Please reply YES if you understand this and agree to being bulk billed for your visit. Otherwise, please reply NO.

Text Message Today 12:09 PM

+61 447 514 205 >

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 <https://go.wh.org.au/3g2bhkc>. Please reply YES if you understand this and agree to being bulk billed for your visit. Otherwise, please reply NO.

<https://q1z.cc/DWdN6>

3. Select who the recipient will see as the sender from the **SENDER ID** field.

Handy Hint: Replying back to an SMS



For text messages requiring patient's reply (e.g. MBS Consent), select **Sender ID** of **Bing shared number pool** to be able to pull patient's response in a report.

Template

Name: ASC MBS Consent

Sender ID: Bing shared number pool

Data Fields: Insert Data Field

Follow instructions on Page 2 from Step 8 onwards.