Compliance Reminders Administration

24/07/2025 2:17 pm BST

Summary

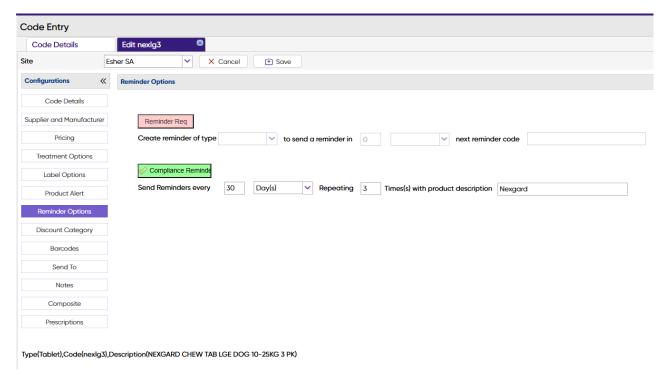
Compliance Reminders are used to contact clients to assist them in keeping compliant with the application of worm and flea treatment. This subsequently reminds the user to come back into the practice for more medication when they have none remaining

Details

There are two stages to configuring Compliance Reminders, Code Entry configuration and Scheduled task configuration.

Compliance Reminder Code Setup

- 1. Navigate to Code Maintenance (Administration > Code Entry > Code Maintenance).
- 2. Select an item and select 'Edit'
- 3. Select 'Reminder Options'.
- 4. Select the 'Compliance Reminder' button to enable reminders for this code. Once enabled, this tab will turn green.
- 5. Enter the details for the Compliance Reminder.



The combination of frequency and occurrence are used to calculate the date when a reminder should be sent from treatment dispensed date.

Send Reminders Every: Set the frequency of the treatment

Repeating: Set how often you want the reminder to repeat. For example, if dispensing out a 3 pack, the reminder should repeat 3 times to encourage to owner to comply and administer the product.

Product Description: The wording that will display in a reminder email/text when the 'product description' merge field is used.