

How do I update outreach preferences?

You can view the list of call preference options within the patient's profile. You can modify the time of day that calls are made and indicate whether calls on Saturdays are allowed. You can also change the time zone if the patient lives outside their HME's time zone.

Call during

Call on

Time zone

What is your specific situation?

The patient wants to be contacted on different days of the week

By default, patients who opted in to receive automated or live calls receive calls between 12:00 p.m. and 5:00 p.m. on weekdays. To change the times and days the patient is contacted, go to **Patient details > Contact information > Edit**. You can also inform the patient that they can update these settings in the patient portal.

Best time to call

Best day to call

Time zone

What happens if I change this during an active outreach cycle?

The change takes immediate effect for the next call, email or text.

The patient wants to stop receiving scheduled calls

Before you turn off automated calling for your patient, use some [conversation tactics](#) to try to keep them on a resupply program. If your efforts are unsuccessful, you can change their notification preferences to **Do not contact**.

Contact information

Contact method

Do not contact ▼

Patients who are listed as **Do not contact** are still invoiced because they can log in to the patient portal or can call the ReSupply Client Services team at 1-844-371-8195 to place a supply request on their own schedule.

The patient wants to change one of their contact methods

Patients may call in to say they want to be contacted by phone instead of email or email instead of phone, or they may want to update their contact information. When you update this information, it's immediately saved in ResMed ReSupply™. This information is used to determine how and when the patient is contacted again.

The patient wants to receive resupply notifications again

First, verify that the contact information is accurate within ResMed ReSupply. Next, go to **Patient details > Contact information > Edit > Contact method**. Select the applicable contact method and click **Save**.

When I update a patient's email address, or it is updated by a patient import, is there a record of the change?

Yes, you can view all changes that affect a patient's profile on the patient's Timeline page.

05/23/2018 at 8:52:27 AM	Patient profile	Updated	Patient's Contact method changed from Email to Automated call. Patient's Call during changed from Afternoons (12pm - 5pm) to Mornings (8am - 12pm). Patient's Call on changed from Monday to Saturday to Weekdays only. Performed by: Mary Saltsman
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Step-by-step instructions

Updating contact information and preferences

You can modify, add or delete contact information and preferences from a patient file.

To edit contact information and preferences

1. From the **Patients** menu, select **All patients**.
2. From the list, select the patient name.
3. Click the **Patient details** link.
4. From the **Patient details** tab, under **Contact information**, click **Edit**.
5. Enter all necessary information—contact method, email, area code and number, type, calling hours/days and time zone (if applicable).
6. Click **Save**.