



ECLIPSE
EHR SOLUTIONS LLC

From the desk of Karen Walters, D.C.

ECLIPSE EHR Solutions · Weeki Wachee · Florida · 34614
352.488.0081 · www.INeedECLIPSE.com

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Facebook Group

There are now 1100+ members in this new group. We know there are thousands more of you out there! Join now to see what people are discussing. **To join this private group, [click here](#)** & then click **Join Group** on the Facebook page. This group is an excellent news resource.

Mobile Check-In App

Our patent pending Check-In app is now available to your patients in the Apple & Google Play stores. After arriving at your office, the patient can scan a QR code to check-in (they'll be marked as *Arrived* in the scheduler) & begin a subjective self assessment. The app (scan the QR code at right to download it) works with:

- iPhones.
- Android phones.
- iPads (for use in-office by patients without access to the above cellphone types).
- For more extensive information about ECLIPSE & the mobile app, [click here](#) to read the Knowledge Base article & [here for videos](#).



Text Messaging

More of you have been gravitating to the *new* \$49/month paid text messaging option as carriers block more & more email-to-text. [Click here](#) for a detailed analysis. In a nutshell:

Free (Email-to-Text)

- **Advantage:** It's FREE!!! ECLIPSE uses your existing email credentials to send text messages to your patients.
- **Disadvantage:** Messages may be delayed by hours, depending on your ISP or the individual cell carrier. (This is unrelated to ECLIPSE.)
- **Disadvantage:** Based on your volume and/or throughput, your email address may be flagged as SPAM. Message delivery may become spotty. And you may be unaware of this until a patient brings it to your attention.
- **Disadvantage:** *You must assign a carrier to each patient cell# in ECLIPSE to ensure proper delivery. If a patient changes cellphone carriers (e.g. from AT&T to Verizon), messages will no longer be delivered & you will be unaware of the issue.*

Paid (SMS text messages)

- **Disadvantage:** Per text fees & taxes. (We bundle this in an effort to find a sweet spot for unlimited texts at a reasonable fee.)
- **Advantage:** Text messages use the carrier's SMS system & should be fed to patient cell phones quickly.
- **Advantage:** Unless your patients flag (complain about) the pre-approved phone # we are using, messages should be delivered quickly & consistently.
- **Advantage:** *You don't need to worry about the identity of a patient's cellphone carrier — which may change over time.*

Sincerely,

Karen Walters, D.C.

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