



ECLIPSE
EHR SOLUTIONS LLC

From the desk of Karen Walters, D.C.

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August 29, 2022

Facebook Group

To join this private group, [click here](#) & then click **Join Group** on the Facebook page. This group is an excellent news resource.

2022 FCA National Vendor of the Year

John Waskowitz, CEO, is pictured at right accepting this award on behalf of **ECLIPSE EHR Solutions** at the largest show of its type in the profession for “*Distinguished Service to the Chiropractic Profession in Florida.*”

Text Messaging

Recently, one of you called us after speaking with *Microsoft* about your *Outlook email account*. *You didn't understand why text messages you had emailed to patients weren't delivered.* Later, on the phone with us, you noted *we told you the same thing that Microsoft did!*

Your emailed text messages are being intercepted by the carriers (AT&T, Verizon, etc.). 2022 has brought with it a new combined effort by carriers to stop SPAM. Additionally, an entire system is now in place to allow your *registered text messages* to be sent to your patients. Please note the phrase “*registered text messages.*” This means that:

- Your name, email address, phone #, and physical address must be registered with the carriers.
- You send your messages from a registered, dedicated phone #.
- You create a registered “message service” that provides samples of the messages you expect to send.

We enabled direct SMS services last year. *We have not disabled the built-in email-to-text version you've likely used for years. The carriers are simply complying with federal law to help minimize SPAM — which may mean blocking your emails rather than forwarding them as text messages.* Please keep in mind that the Windows version of this paid service is currently a *notification-only service. Patients cannot reply to you via a text message.* (That may change in the future. And ECLIPSE EHR Cloud handles bi-directional texting.)

This morning, our delivery rate for SMS text messages is > 99%.

If you want to learn more about why your text messages aren't getting through & what you can do about it, [click here for details](#) to read our June 2021 KB article.

ECLIPSE EHR Cloud First Look

We expect to release **ECLIPSE EHR Cloud** later in 2022. You can see a quick 5 minute overview [by clicking here](#) & we suggest you zoom the video to fill your screen. [Click here](#) for the **FAQ**.

Sincerely,

Karen Walters, D.C.

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