Monitor Outgoing Reminder Usage

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You can monitor texts, follow-ups, and automatic phone call reminders sent to patients on the **Usage** page.

1. Select **Account > Provider Settings**.
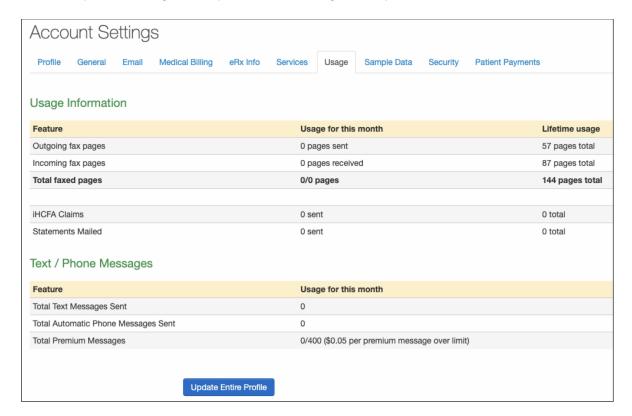
2. Select the **Usage** tab.

> ℹ️ It is the user's responsibility to monitor usage. Create a support case to discuss overages or usage questions.

Usage Information

The **Usage Information** section tracks incoming/outgoing faxes, mailed billing claims/statements, and outgoing reminders.

Text/Phone Messages

The **Text/Phone Messages** section shows how many text messages and automatic phone call reminders have been sent out to patients during the bill cycle month (including follow-up reminders).

Reminder Report

You can also view SMS usage in the **Reminder Report** (**Reports > Reminder Report**). The usage in the reminder report is shown in SMS segments.

A text message segment is made up of 160 characters. Messages that exceed 160 characters are delivered in multiple segments. Each segment counts toward your total SMS usage for your billing cycle

In addition, if the standard reminder is pushed over 140 characters because the provider's or practice group's name is long, you are charged for two messages.