

The cLEAR™ Semi-Canned E-mail System

On your cLEAR™ Professional Provider page, you will find a tab labelled, *Manage and Message My Patients*. This tab will allow you to see the feedback charts for each of your cLEAR™ patients and will allow you to send personal messages to the patient, which will only be seen by that particular patient. You may choose to compose original messages or if you wish to streamline the process, you may choose to send a “semi-canned” message. Some messages invited a response from the patient and initiate a conversation whereas some do not. Below are some of the message options available to you. The cLEAR™ system automatically fills in the patient’s name. For more information, see Chapter 10 of the Provider’s manual. The messages are categorized by topic headings:

Key:

Messages that initiate conversation are in Blue

Messages that don’t initiate conversation are in Red

- Messages about amount of time played
- Messages about the FCP
- Messages about the device/website
- Generic messages for those who play a lot
- Messages for those not playing a lot
- Messages to use when someone is having trouble/ playing less and less