

Timestamp	Patient Name	Phone Number ( WhatsApp Number )	Your Question :	Urgency	Recieved Time	📩 Doctor Approval Status	Doctor Answer	🕒 Sent Time	📩 Status
1/6/2026 2:43:45	Pradyuman Gupta	9344880366	I want an appointment for today.	Routine		Pending	Please visit the clinic on 07/01/2026 as advised	3:30:02 AM	Sent
1/6/2026 2:51:22	Khushi Gupta	8368000001	After taking Dolo 650 Heart burn feeling feverish what should I do	Urgent		Completed	You may experience mild nausea or dizziness. Inform us if severe	3:20:52 AM	Sent
1/6/2026 2:53:05	Rajiv jayaswal	1245678902	Breathing issue after taking cold shower in 10 degree temperature.	Urgent		Completed	Maintain diet and lifestyle changes discussed during visit	3:20:52 AM	Sent
1/6/2026 2:53:50	Chingsey rane	9876054321	I need to follow up regarding my report when will it get ready.	Routine		Pending	Your test report is ready. Please collect or review as advised.	3:30:02 AM	Sent
1/6/2026 3:25:53	Tarun	567893210	Not able to sleep	Urgent		Pending	walk and then try to sleep	3:30:02 AM	Sent

MADE BY : PRADYUMAN  
GUPTA

Message Type ID	Message Type Name	Trigger Event	Example Message Text	🔒 Doctor Input Required	🔒 Automation Eligible	🔒 Urgency Level	🔒 Default Channel	🔒 Active Status
MT01	Follow-up Reminder	Follow-up date in HMS	Please visit the clinic on 07/01/2026 as advised.	NO	YES	Routine	WhatsApp	ACTIVE
MT02	Appointment Confirmation	Appointment booked	Your appointment is confirmed for 11/01/2026 at 5:30 PM.	NO	YES	Routine	WhatsApp	ACTIVE
MT03	Post-Procedure Care	Procedure completed	Mild swelling or redness is normal. Contact us if it worsens.	NO	YES	Semi Urgent	WhatsApp	ACTIVE
MT04	Medication Intake Instruction	Prescription issued	Take medicines exactly as prescribed. Do not skip doses.	NO	YES	Routine	WhatsApp	ACTIVE
MT05	Side-Effect Advisory	High-risk medication prescribed	You may experience mild nausea or dizziness. Inform us if severe.	NO	YES	Semi Urgent	WhatsApp	ACTIVE
MT06	Patient Question Response	Patient submits query	-	YES	NO	Urgent	WhatsApp	ACTIVE
MT07	Custom Doctor Instruction	Special doctor advice	-	YES	NO	Semi Urgent	WhatsApp	ACTIVE
MT08	Lifestyle / Diet Advice	Chronic condition visit	Maintain diet and lifestyle changes discussed during visit	NO	YES	Routine	WhatsApp	ACTIVE
MT09	Test Report Ready	Lab report uploaded	Your test report is ready. Please collect or review as advised.	NO	YES	Routine	WhatsApp	ACTIVE
MT10	Missed Follow-up Alert	Follow-up date missed	You have missed your follow-up. Please contact the clinic.	NO	YES	Semi Urgent	WhatsApp	ACTIVE

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