

Timestamp	Patient Name	Phone Number (WhatsApp Number)	Your Question :	Urgency	Received 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 jayawal	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

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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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Record ID	Visit Date	Patient Name	Phone	Visit Type	Doctor	MT ID	MT Name	Trigger	Urgency	Automation Eligible	Template	Final Text	Language	Doctor Required?	Doctor Approval Status	Review Time	Remarks	Prepared By	Sent Time	Delivery	Overall Status	Exception	Reason	Action	Closed By
CCD01	01-Aug	Ramesh Kumar	9000000001	OPD	Dr A	MT01	#F(H1#="Follow-up", XLOOKUP(H10,M date	Routine	YES	-		Please visit the clinic on 05-Aug as advised. Mild swelling or redness is normal. Contact us if it worsens. Avoid spicy food and alcohol for the next 7 days. Mild itching can be normal. Please visit the clinic if it increases or spreads.	ENGLISH	NO	Not Required	8/2/2026 10:05:00	Front Desk	8/2/2026 10:15:00	Sent	NO	-	No action required	Front Desk		
CCD02	02-Aug	Sita Patel	9000000002	Procedure	Dr D	MT03	#F(H1#="Procedure", XLOOKUP(H11,M completed	Semi-Urgent	YES	-		Contact us if it worsens. Avoid spicy food and alcohol for the next 7 days. Mild itching can be normal. Please visit the clinic if it increases or spreads.	ENGLISH	NO	Not Required	8/2/2026 13:15:00	Nurse	8/2/2026 13:30:00	Sent	NO	-	No action required	Nurse		
CCD03	02-Aug	Arjun Mehta	9000000003	OPD	Dr A	MT09	#F(H1#="Special doctor advice", XLOOKUP(H12,M advice	Special doctor	Semi-Urgent	NO	-	You have missed your follow-up. Please contact the clinic.	ENGLISH	YES	Approved	02-Aug 15:10	Diet restriction	Analyst	02-Aug 15:20	Sent	Closed	NO	-	No action required	Analyst
CCD04	01-Aug	Lakshmi Rao	9000000004	Follow-up	Dr A	MT10	#F(H1#="Patient query", XLOOKUP(H13,M	Patient query	Urgent	NO	-	You have missed your follow-up. Please contact the clinic.	ENGLISH	YES	Approved	02-Aug 16:00	Reassurance qn	Analyst	02-Aug 16:05	Sent	Closed	NO	-	No action required	Analyst
CCD05	30-Jul	Mohan Verma	9000000005	Follow-up	Dr B	MT06	#F(H1#="Follow-up r", XLOOKUP(H14,M	Follow-up date	Semi-Urgent	YES		You have missed your follow-up. Please contact the clinic.	ENGLISH	NO	Not Required	-	-	Front Desk	02-Aug 17:30	Sent	Closed	NO	-	No action required	Front Desk