

Reply to a patient message

Open an unread programme message and reply to the patient securely.

1

Open the unread message

Where you are: The programme tab shows a new patient message.

What to do: Select Messages.

The screenshot displays a user interface for managing patient programs. At the top, a patient profile for 'Alex Lind' is shown with a 'DEV' tag. A notification bell icon with a red '1' indicates an unread message. Below the profile, there are buttons for '+ New program' and a dropdown menu currently set to 'Knee rehabilitation'. The main content area is divided into two sections. The left section, titled 'Patient program', contains a text area for 'Program title' (filled with 'Knee rehabilitation') and a larger text area for 'Program description'. Below this, there are two illustrations of a person performing a bridge exercise with an elastic band. The right section, titled 'Bridge with elastic band', provides a description of the exercise: 'Lying hip lift in which the hips rise and lower with an elastic band above the knees.' It includes two numbered steps: 1. Lie on your back with your knees bent and feet hip-width apart. Place the band around your thighs just above the knees. Keep your knees slightly apart and rest your arms on the floor. 2. Press your feet into the floor and lift your hips. Keep your knees slightly apart and lift until your body forms a straight line from shoulders to knees. Lower your hips slowly again. The right sidebar contains a search bar and filters. It shows two tabs: 'Programs 2' and 'Exercises 13'. Under 'Programs', there is a card for 'Office work – movement break' with 6 exercises, categorized by Workplace, Movement break, Mobility, Strength, Neck, Upper back, and Shoulder. Under 'Exercises', there is a card for 'Knee osteoarthritis – foundation programme' with 6 exercises, categorized by Osteoarthritis, Strength, Function, Balance, Knee, Hip, and Ankle.

Complete when: The programme conversation opens with the patient's message.

2

Write the reply

Where you are: The patient's message is visible.

What to do: Write your reply and press Enter.

DEV
Patient
Alex Lind

+ New program

Knee rehabilitation

×

Patient program

Changes save automatically after a short delay. Click exercise text to tailor it for this patient. Drag programmes or exercises from the library to the patient, then drag exercises within a programme to choose their order.

📎

👤

📄

➤ Send update

Program title

Knee rehabilitation

Program description



1 Bridge with elastic band

🗑️

📄

Lying hip lift in which the hips rise and lower with an elastic band above the knees.

1 Lie on your back with your knees bent and feet hip-width apart. Place the band around your thighs just above the knees. Keep your knees slightly apart and rest your arms on the floor.

2 Press your feet into the floor and lift your hips. Keep your knees slightly apart and lift until your body forms a straight line from shoulders to knees. Lower your hips slowly again.

PATIENT COMMUNICATION

Alex Lind

←

New programme: Knee rehabilitation

RE

Read 22:30

AL

The exercise felt good today.

22:31

2

Good, continue at the same steady pace.

➤

Complete when: The reply is sent through the secure conversation.

3

Confirm the reply

Where you are: The reply has been sent.

What to do: Check that it appears in the conversation.

DEV
Patient
Alex Lind

+ New program

Knee rehabilitation

Patient program

Changes save automatically after a short delay. Click exercise text to tailor it for this patient. Drag programmes or exercises from the library to the patient, then drag exercises within a programme to choose their order.

Send update

Program title

Knee rehabilitation

Program description



1 Bridge with elastic band

Lying hip lift in which the hips rise and lower with an elastic band above the knees.

1

Lie on your back with your knees bent and feet hip-width apart. Place the band around your thighs just above the knees. Keep your knees slightly apart and rest your arms on the floor.

2

Press your feet into the floor and lift your hips. Keep your knees slightly apart and lift until your body forms a straight line from shoulders to knees. Lower your hips slowly again.

PATIENT COMMUNICATION

Alex Lind

New programme: Knee rehabilitation

RE

22:30

AL

The exercise felt good today.

22:31

3

Good, continue at the same steady pace.

RE

Sent 22:31

Write a message

Complete when: The sent reply is visible in the message history.