

TECH TO THE RESCUE:

Auto-Reply Applications



TECH TO THE RESCUE: Auto-Reply Applications

by Dr. Eric Rooker

CONTENTS

Purpose of the Book	3
Creating Distance Between Work and Home	5
Common Auto-Reply Scripts	7
Auto-Reply Via Apple iMessage	8
Auto-Reply Via Android Do It Later	17
Go Deeper: OTO's Work-Life Balance Mastermind	29

Distributed by otovets.com
© Operators to Owners 2020



This PDF has been designed for double side printing.
You are NOT permitted to print and sell this book.

WANT A BETTER WORK-LIFE BALANCE?

Create a separation between work and life by disconnecting from your phone without leaving clients hanging.

Clients lacking boundaries?

People taking advantage of you for after hours, fee-free consulting?

Do you cringe every time your phone vibrates or makes a noise?

Maybe you're like many vets who are tired of feeling tied to their phones, are being taken advantage of, or just want a break from work-at-home!

Then Auto-Reply to the RESCUE!

Creating Distance Between Work and Home

One of the most challenging aspects of our profession is the desire or perceived need to be available to our clients at all times. This can easily be overused by clients who, knowingly or unknowingly, abuse this access for their own convenience. In today's modern age this connection has been made easier than ever with text messaging, phone, email and social media connecting us as well.

Connections like this often facilitate a close client-vet relationship which is great when you are building this relationship. However, over time this constant contact point can begin to wear on the vet, creating feelings of burnout and decreasing the quality of care administered over time.

For this reason, the investigation of ways to mitigate these contact points and establish proper boundaries between non-emergency needs is needed today more than ever. Given that the most common after-hours contact points are via text messages or phone calls, Operators to Owners will present options that will allow you to continue to offer great client/doctor relationships while still setting appropriate set boundaries.

Text Messaging and the Modern Veterinary Practice

Text messaging has quickly become accepted as an after-hours contact point that is “non-obtrusive” to the client and vet. Personally, I have encouraged many of my clients to use this method to ask non-emergency questions as well as to change scheduling as needed. This functions well as an alternative to multiple phone calls every night but can also be easily abused if not held in check.

Therefore, I advocate for a more controlled text message approach. This approach allows the person sending the message to be at ease knowing it has been received and allows the vet to be at ease knowing that if a true emergency exists it will be handled appropriately while still maintaining the open client connection they want. This can be accomplished by using a program known as a message Auto-responder. The modern Auto-responder is a piece of software that allow for just that interaction; enabling conversations such as the following scripts.

Late Night Text

Client: Hey, do I need a Coggins test to move my horse from X state to Y state?

Auto-responder: After Hours Auto-Reply: If this is an emergency please call XXXXXXXXXXX. If not I will reply to your message ASAP, no later than 8am tomorrow. Thank you.

Vet @ 8 a.m. Next Morning: Hey I got your message last night, thank you for your understanding. Yes, that test is required. Would you like to schedule an appointment?

Daytime Text

Client: What time do you think you can come out tomorrow?

Auto-responder: Auto Reply: Sorry I missed your text. I am currently working with another client but will reply ASAP. Thank you, Dr. Eric.

Vet Later that Day: Hey, I got your message. I'll be out around 3 p.m. tomorrow. Thanks for the message!

Emergency Call Script

Client VM: This is Farmer Bob on the corner of X and Z. I have a calving; the calf is upside-down and I cannot fix it. Going to need you Doc.

Auto-responder: I have received your call. I will text or call you as soon as I am on my way. I may be with another client at this time so if you have not heard from me in 1 hour please call again.

Vet Text 10 Minutes After Waking Up: Bob, I'm on my way. I'll be out in 20 min.

It is just that simple. These Auto-responders are fully customizable; allowing you to select numbers that they apply to, times that the Auto-responder works, and even days of the week that the rules apply. It is truly a robust system with excellent functionality and flexibility that even allows you to create Auto-responses to have calls!

Recommended Text Message Setups

Apple via iMessage Auto-Reply



iPhones are tricky. They don't have an Auto-responder standalone app because Apple does NOT allow apps to send text messages directly.

▶▶▶ Be sure you don't accidentally block calls if you don't want to! I will walk you through a double check at the end to prevent this from happening. ◀◀◀

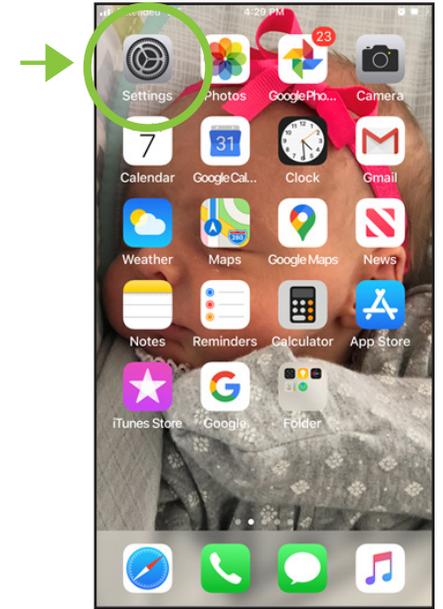
Apple doesn't allow applications on it's phones to send automated messages, therefore, if you're truly dedicated to creating distance with this system, it might be easier and more controlled if you just buy a cheap android track phone to use as a second business line that can be forwarded to as well as used as an alternative work phone.

But if you're committed to the iPhone, then the guide below will provide you a measure of control over your client communications using a work-around through iMessage.

iPhone Work-Around for Do Not Disturb Functionality ▶▶▶

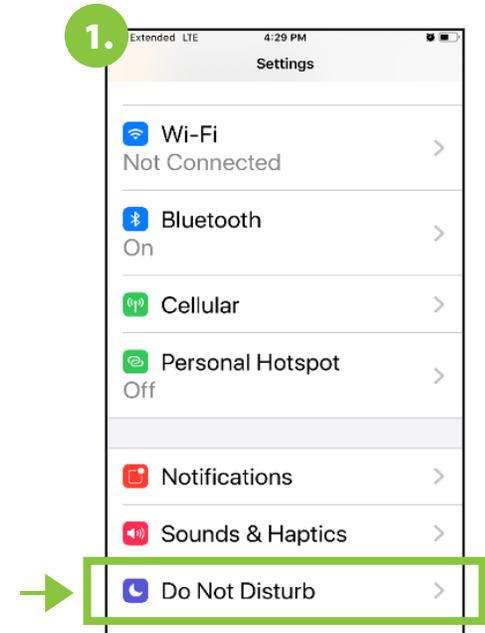
Step 1a: Setup iPhone Auto-reply Message

Go to the iPhone Settings



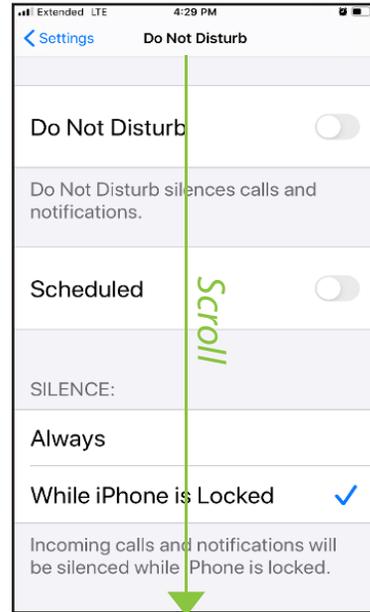
Step 1b:

Scroll down to the second bank of selections and look for Do Not Disturb. *Seen in Image #1.*



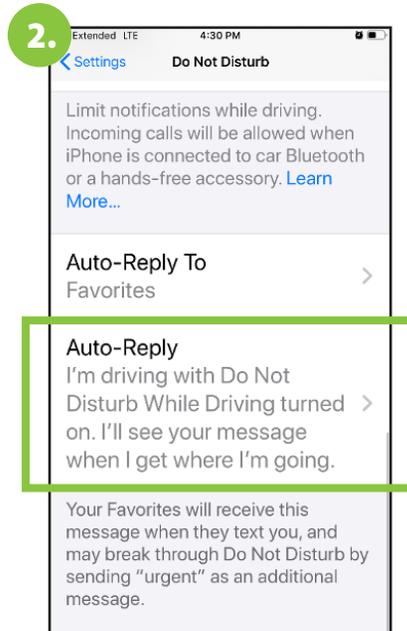
Step 1c:

Within the Do Not Disturb tabs, scroll to the bottom and Tap on Auto-Reply box.



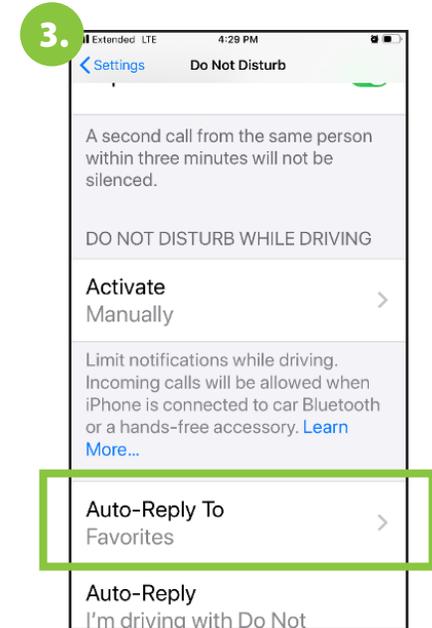
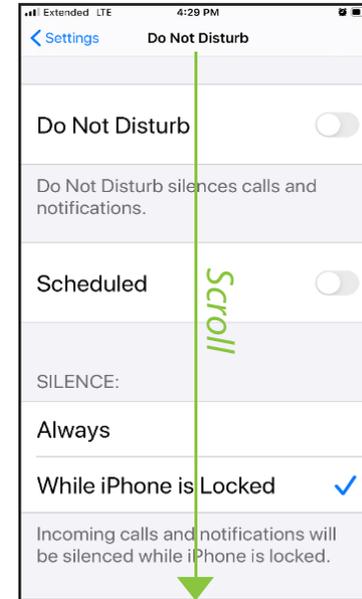
Step 1d:

Fill out the auto response you desire your clients to receive. Seen in image #2.



Step 1e:

Start in the Do Not Disturb section from 1a and select the Auto-Reply To category just above the response you just filled out. *You will select the box in image #3.* Then select one of the four groups (clients can be added to favorites in this step to target just their texts after hours): **NO ONE, RECENTS, FAVORITES, ALL CONTENTS**



To create a new group and follow these steps:

1. Launch a web browser on your PC or Mac and go to iCloud.com.
2. Log into your account and click Contacts.
3. On the bottom left, click the plus sign to move contacts.
4. In the popup menu, click Create Group to add a group.
5. Name the group and hit Enter on your keyboard to create it.
6. Go through your contacts and choose contacts to add to the group. Hold down the command key (IOS) or control key (Windows) to select multiple people at once.
7. Then drag them to the group you've created.

Step 2: If Desired, Set iMessage Auto Reply for Calls

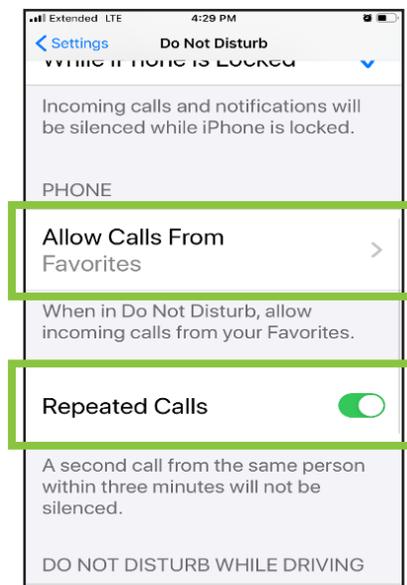
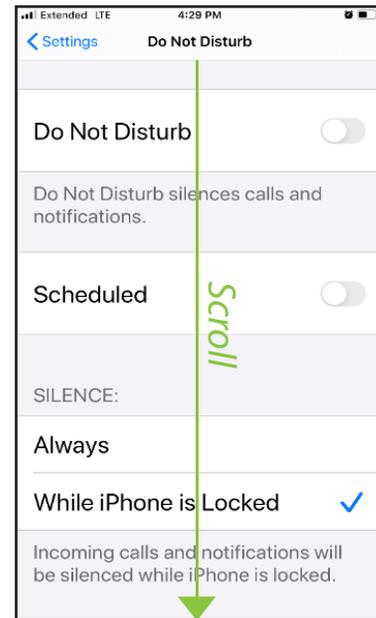
Once you have setup the iMessage Auto Reply, you can then set up a similar function with phone calls through the iPhone Auto Calls Reply setting if you desire. Go back to the Do Not Disturb selection.

From the Do Not Disturb Setup screen, you will select the calls allowed through from a specific group. If you do not want any calls to come through, you can select No One or inversely you can select Everyone if you want calls to proceed as usual. Select the favorites or a group category you created in 1c that you wish to allow through.

Again, if you want to allow all calls through, select Everyone.

▶▶▶ I do encourage you to create a group of all family and friends; at the very least select this group so they can always get through. ◀◀◀

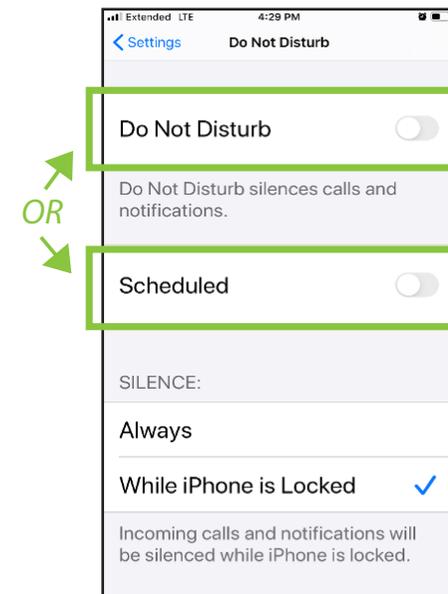
You can also select Repeated Calls functionality which will allow calls that occur 2x within 3 minutes to go through if you desire.



▶▶▶ At this point, be sure the Phone section says Allow Calls From the appropriate group you want. IF you want to allow calls in case of animal emergency or other reasons, you will want to select EVERYONE in this grouping. ◀◀◀

Step 3: Select Activation Pattern for Do Not Disturb

There are two ways to activate Do Not Disturb mode, and subsequently iMessage Auto-Replies, on an iPhone. The Scheduled Mode can be programmed for select times. The default Manual Mode will require you to toggle Do Not Disturb on and off every time you wish to engage and disengage the function.

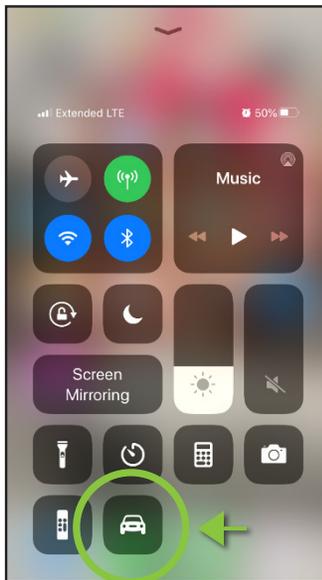


This will be up to your personal preference. Some people think it is better to leave the selection at Manual giving you more control to change the mode at any time, while others prefer not having to think about turning the mode on and off each day and use the scheduled mode.

Step 4: Place Do Not Disturb in Your Control Panel to Ease Activation

This last section is a quality of life adjustment. It will allow you to place Do Not Disturb in your iPhone's control panel so it is only a swipe away rather than two menu clicks away.

To place this on your control panel navigate to iPhone Settings > Control Center > and add the Do Not Disturb While Driving section to the menu by hitting the plus. Now Do Not Disturb will be available from the control center. Simply swipe up from the bottom of your screen on iPhone 8 or earlier, or down from the upper right on newer models, to toggle the mode on and off as desired.



▶▶▶ **REMEMBER WHEN YOU ACTIVATE DO NOT DISTURB MODE MANUALLY, IT WILL STAY ACTIVE UNTIL DEACTIVATED AND YOU WILL MISS CALLS OR TEXTS UNTIL IT IS DEACTIVATED.** ◀◀◀

I recommend setting alarms each day until this technology becomes a natural habit for you should you choose the manual functionality.

Step 5: Test the iPhone Auto Reply

The last thing you want to do is test your work by sending a sample text message from another Do Not Disturb list phone. You can do this by temporarily adding your own number, a friend's number, or a family member's number to the Do Not Disturb list and then have them send you a message. Be sure to engage the Do Not Disturb manually before you send the message.

When you receive the auto-reply text from your iPhone you are all set!

NEW FUNCTIONALITY! Customize iPhone Auto Reply Messages for Calls.

There is a newer feature iOS is offering that allows users to set an Auto-Reply for incoming calls.

If you didn't select allow Everyone's calls, then at Step 2 you will want to be sure to set up this Auto-Reply function if you want to use it.

▶▶▶ **This means that instead of simply rejecting the Do Not Disturb calls it will send back pre-set messages when the call is rejected.** ◀◀◀

This will give you the choice to send back one of three customizable messages.

To customize the text that the iMessage uses for rejected calls, go to the iPhone Settings > Phone > Respond with Text > Edit "Respond with Text" messages and type your appropriate response.

Recommended Text Message Setups

Android via Do It Later app



Step 1: Download the APP

Do It Later can be found in the APP store on your phone:

Google Play Store

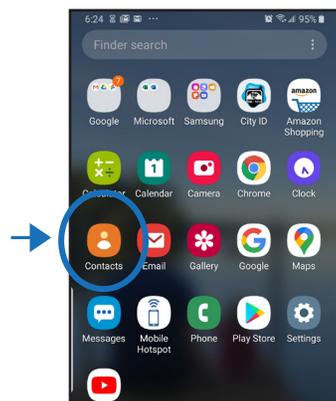


Search for: Do It Later



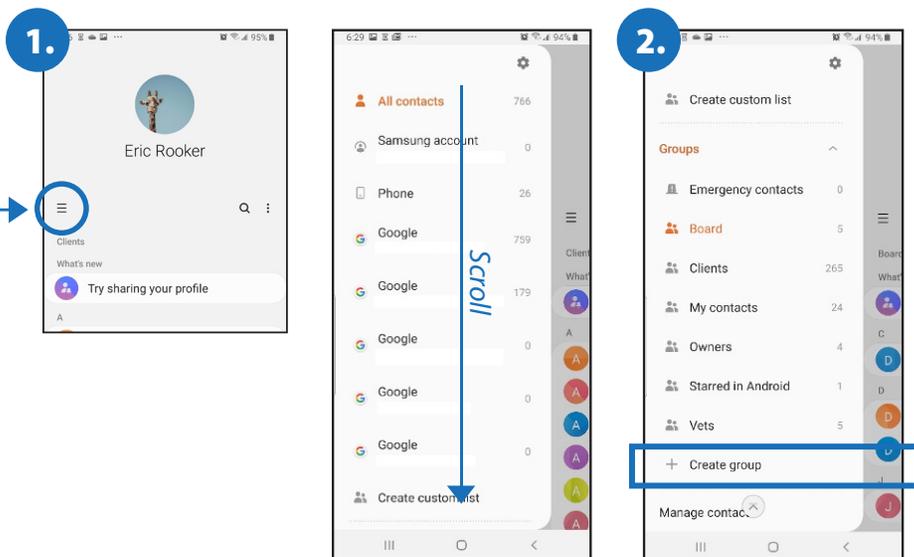
Step 2a: Group Clients in Your Contacts

To Create a New Group Swipe up to open your app menu and go to contacts.



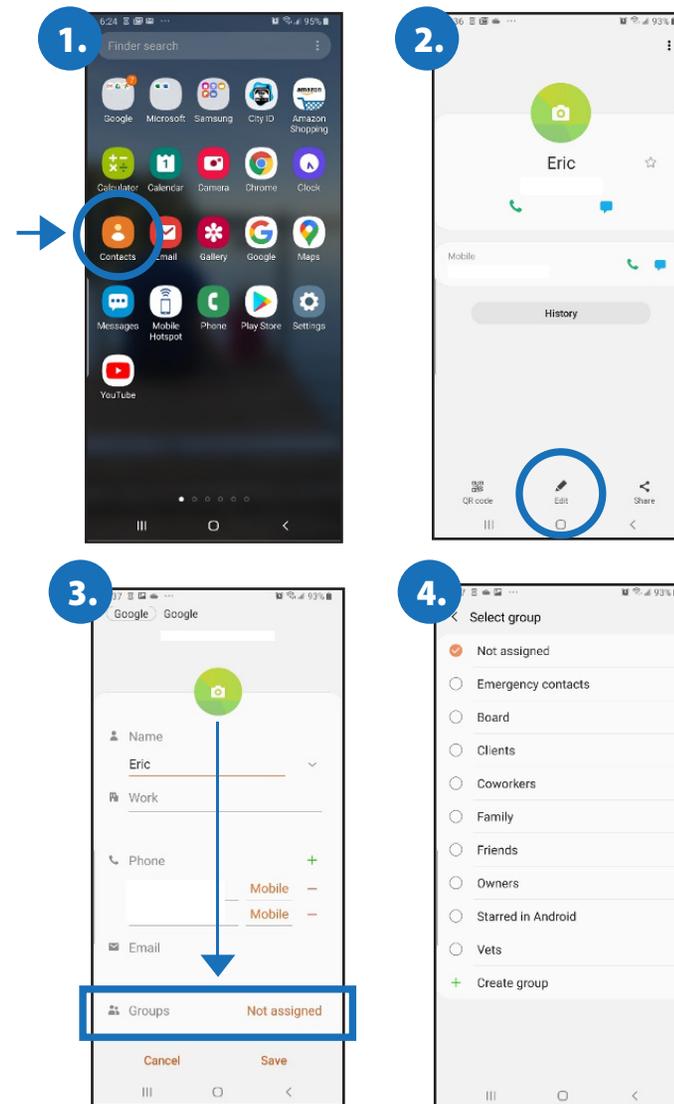
Step 2b:

Open the menu in *Image #1* on the middle left hand side of the screen, touch groups and scroll down until you hit create group as seen in *Image #2*. Once there, Name the group and add clients as needed.



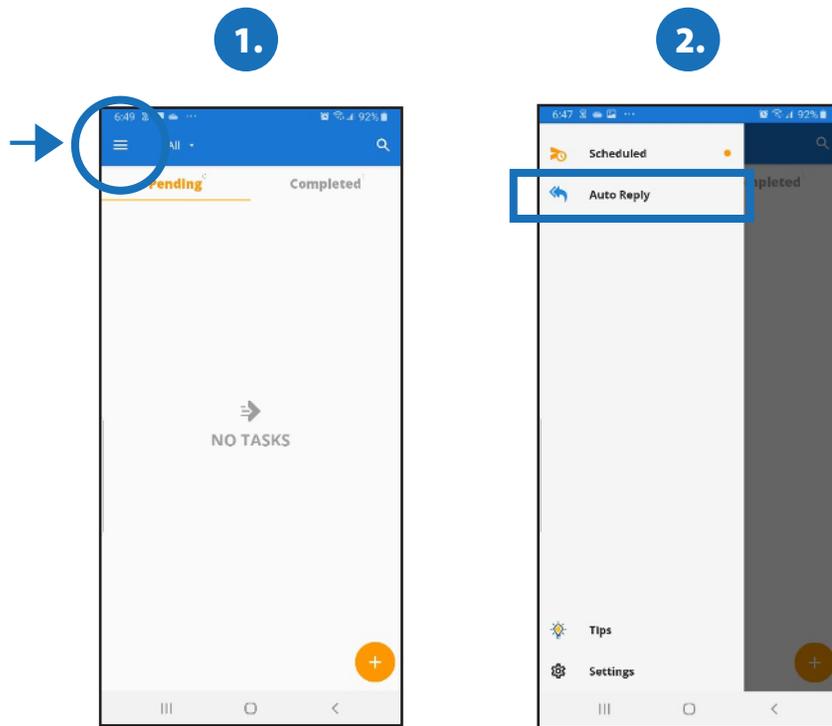
Step 2c: To Add to a Current Group

To add contacts to an existing Group, go once again to contacts (*Image #2*). Once they are open, click the person you wish to add and then go to edit (*Image #2*). Select the groups icon at the bottom of the edit section (*Image #3*). Then select the group you want to add them to (*Image #4*).



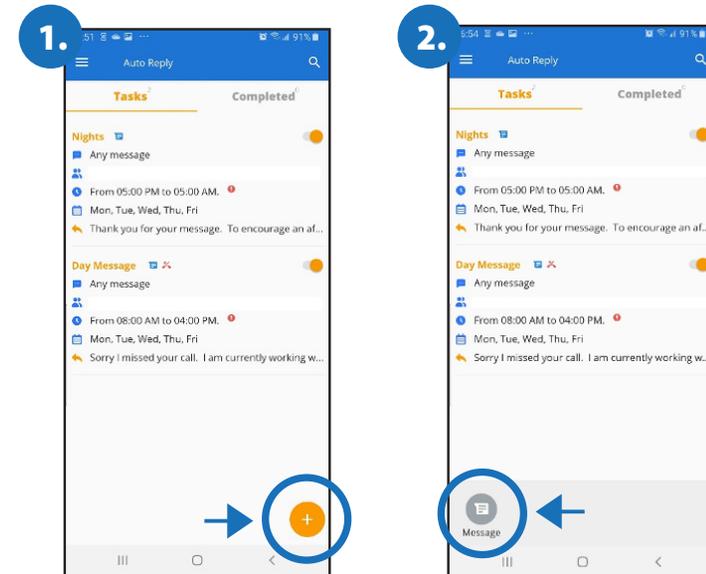
Step 3: Navigating the Do It Later APP

Locate and open the Do It Later APP in your app menu. Once in the APP navigate to the upper left corner and open the menu (Circled in *Image #1*). Know that you can schedule messages to be sent at predetermined times to selected people via the Scheduled menu in the APP BUT our primary focus with this book will be the Auto Reply section (Highlighted in *Image #2*) so click that option.



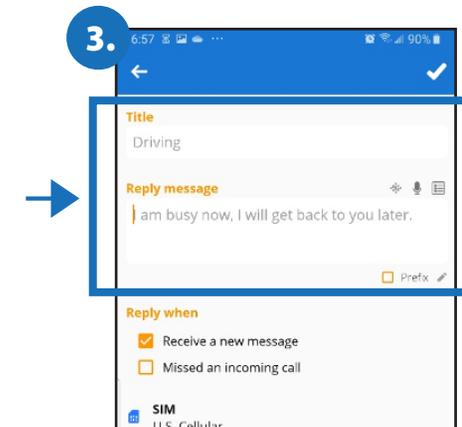
Step 4: Creating a New Automated Text Response

Once you have entered the Auto Reply section of the APP you can begin to create your automated text message responses. Below you can see the screen with two pre-programmed responses done already. Your menu will be blank. To create a new response, press the + in the bottom right as seen in *Image #1*. You will then be able to select Message on the bottom screen in *Image #2*.



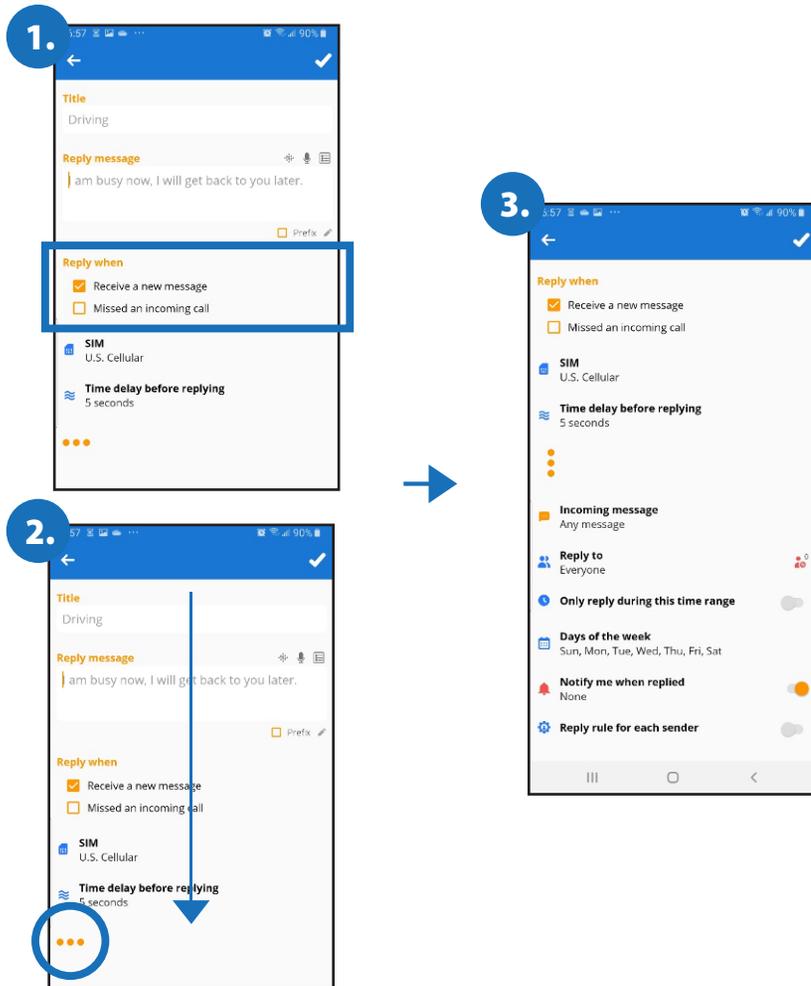
Now you are in the Automation menu.

Here you can title your response and type your automated reply message as seen in *Image #3*.



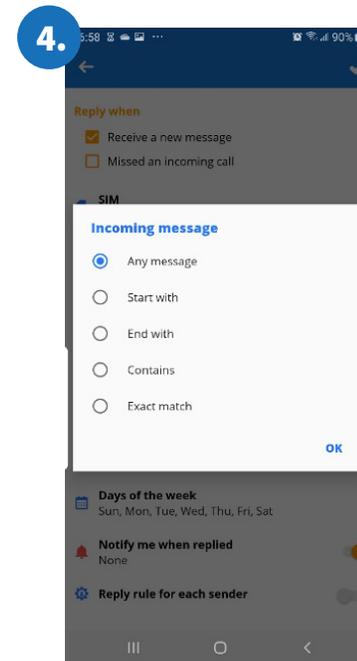
Step 5a: Setting Up Response Conditions

Once you have setup your title and message it is time to set the conditions for the Auto-Reply. First you need to decide if you want this response to occur for just text messages or also calls during this time period. Simply click and unclick the check boxes that are highlighted in *Image #1*. Next you will want to scroll down, as seen in *Image #2*, and go to the advanced options which can be accessed via the three horizontal dots. After clicking on them, the advanced menu will open up and look like *Image #3*.



Step 5b:

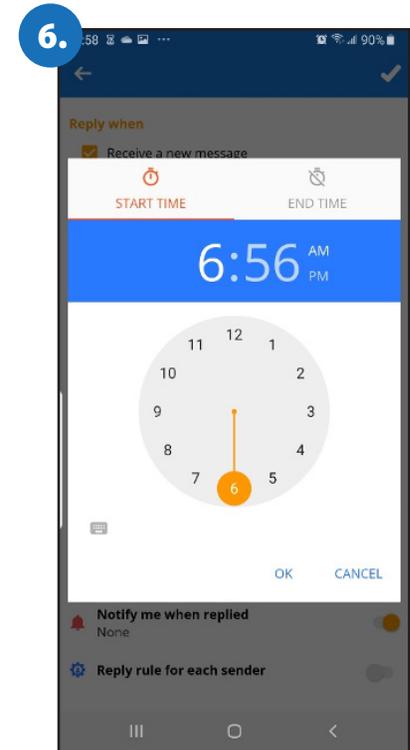
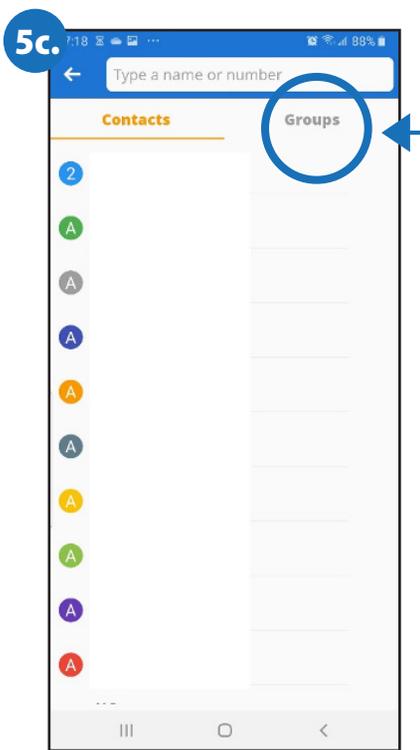
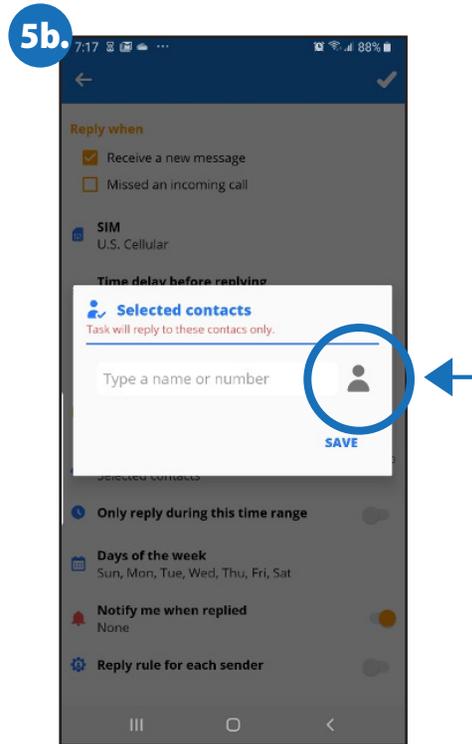
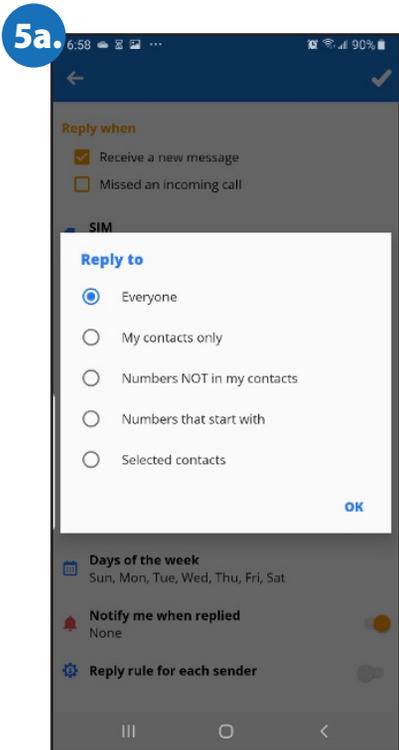
Within the advanced options you can see each of the six options that will display the menus seen below. *Image #4* shows the Incoming Message menu and allows you to set the Auto-Responder to respond to messages starting with, ending with, containing or exactly like the text you enter.



Step 5c:

Image #5a shows the Reply To menu which allows you to select individuals or groups that will receive this message.

If you want to select a group, select Selected Contacts (Image 5b) and then click the shadow outline and navigate to the groups section and select the group you made in Step 2 (Image 5c).

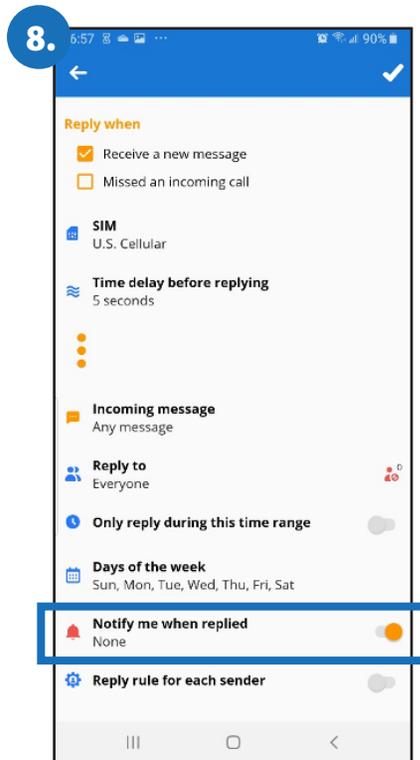
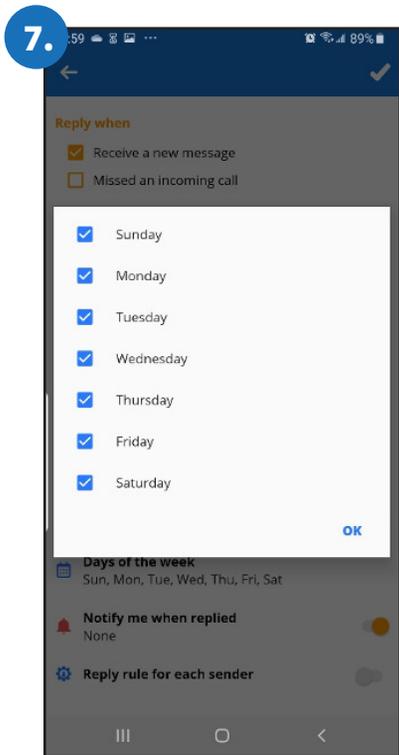


Step 5d:

Image #6 shows the Only Reply During This Time Range menu which is the time selection for the Auto Reply; allowing you to set a beginning and end time for each message. I recommend setting up multiple Auto Reply messages, one for each time category; business hours, after hours and emergency type situations. You can then pick the appropriate setting whenever you would like.

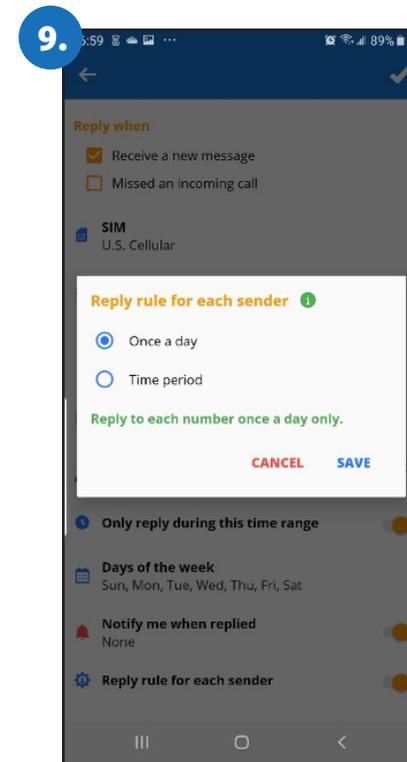
Step 5e:

Within this menu you can also set the Days of the Week that the Auto Reply runs using *Image #7*. *Image #8* displays a selection without a menu which is Notify Me when replied. This menu will alert you with a Push Menu alert you when the APP auto-replies. You may choose not to do this so it doesn't disturb you, but I like this feature so I know when the APP has messaged someone and I don't miss the message.



Step 5f:

Finally, *Image #9* shows the Reply Rule for Each Sender, which allows you to send the same message once per day or once during a predetermined time period. This time period can be set to an hour or minute amount depending on what you desire.



▶▶ Remember you will have to check your text messages if you don't select "Notify Me" when replied or you will not have any missed messages as the APP "reads" and "replies" to texts for you automatically. ◀◀

That is it OTO'ers! The simple easy way to create distance between you and clients while keeping the lines of communication open.

WANT MORE WORK-LIFE BALANCE TIPS?

Then checkout our special offer on the next page ►►►

If you liked the information in this freebie and want to learn and receive more resources like it, be sure to join our community at

otovets.com/facebook

and checkout our podcast at otovets.com/podcast.

Want To Go Deeper?

Create Real Work-Life Balance by Correcting or Avoiding Burnout!

Brought to you by Dr. Eric, a real general practitioner just like you!

- Are you a recent graduate struggling to find balance?

- Want to be the envy of your vet school friends?

- Someone who:

- ...is never burnt out
- ...has endless patience
- ...loves going to work
- ...is viewed as the ideal spouse and/or parent
- ...has endless energy to push their clinic forward

If so, join your peers in a 90-Day Work-Life Balance Mastermind!

Become the Envy of
Your Vet School Peers

When You Accelerate Your Professional Development

While Living Healthier

Growing Faster

By Living a More Balanced Life

Then You Ever Have in Your Career

Each and Every Day

With the Work-Life Balance Mastermind!

Join us beginning February 25th 2021!
otovets.com/90days

Create Real Work-Life Balance for only \$199!

Join your peers and Dr. Eric Rooker for a 90-day Work-Life Mastermind Challenge! Dr. Eric will share his personal plan for creating Work-Life Balance, providing real world solutions from a veterinary practitioner just like you! These solutions will aid you in achieving your career goals as well as maintaining a healthy personal lifestyle. This information will be presented in six unique sessions:

- ✓ *Avoiding Time Sinks and Unplugging at Work, in the Truck and at Home*
- ✓ *Filling Your Cup and the Power of Reflection*
- ✓ *Self-Care Through Eating and Career Longevity Investments*
- ✓ *Self-Care via Career Based Workouts and Mentality Control*
- ✓ *Eliminating Energy Leeches at Work and in Life*
- ✓ *Establishing Your Personal Routine, Effective To-Do Lists and Developmental Goal Setting*

Also included are bi-weekly meetings during which Dr. Eric will discuss these specific lessons and how they relate to the creation of Work-Life Balance. After the discussion, members will be invited to share and advise each other in dedicated 15 minute "HOT" seats. During this time members present a problem to the group and receive real world solutions from peers who have experienced your same exact problems!

After participating in the "HOT" seat, members create accountability goals. These goals will push members to engage in specific, measurable, tasks that yield progress week in and week out. Via the power of peer accountability members will make significant progress forward successfully reaching their stated Work-Life balance goals.

Finally, between bi-weekly sessions members will have access to the community via a dedicated Discord chat channel. This channel acts much like a private text message group and will facilitate instantaneous peer feedback as members take on their accountability goals while also allowing members continuous contact with Dr. Eric if professional guidance is needed.

This is what you will get for \$199 or \$66 per month.

The learning, peer growth and accountability environment of a peer mastermind group has been utilized for years in a broad range of industries to accelerate individual learning and professional development through group mentorship. Facilitated by Dr. Eric, a general practitioner for eight years, current clinic owner and nationally recognized speaker; these sessions will yield measurable improvements in Work-Life Balance for participants and help improve the arenas of personal and professional growth as well.

The Work-Life Balance Mastermind will meet Feb 25th, March 25th, April 8th, April 22nd and May 6th. Sessions will begin at 3:30 p.m. Central time and will last for ~ 90 minutes. Discussion in an informal manor will continue beyond the designated times.

If you're ready to improve your Work-Life Balance, simply go to otovets.com/90days to reserve your spot. I am only hosting 1 of these sessions in 2021 due to the maintenance of my personal Work-Life Balance and have only 5 spots reserved for participants. I HIGHLY encourage you to sign up before the group is filled.



**To sign-up go to otovets.com/90days,
scroll to the bottom of the page
and select SIGN ME UP.**

**Simply follow the step by step directions after!
For problems or additional questions, you can contact
Operators to Owners at dr.eric@otovets.com.**

WANT A BETTER WORK-LIFE BALANCE?

Create a separation between work and life by disconnecting from your phone without leaving clients hanging.

- Clients lacking boundaries?
- People taking advantage of you for after hours, fee-free consulting?
- Do you cringe every time your phone vibrates or makes a noise?

Maybe you're like many vets who are tired of feeling tied to their phones, are being taken advantage of, or just want a break from work-at-home!

Then Auto-Reply to the RESCUE!



and Dr. Eric