

SimboDIYAS Workflow Customization: Best practices for Hospital Short Codes - Admin Panel

Purpose

Create clear and useful short codes for hospitals to improve speed and accuracy.

Guidelines

- Use 2 to 3 characters only.
- Make each code unique across all hospitals.
- Match common abbreviations your team already uses.
- Avoid numbers that can sound similar on a phone call.

How to update

1. Open **Admin** → **Answering Service Management** → **Configurations** → **Edit**.
2. Update the **Code** field next to each hospital.
3. Click **Save** and test a hospital call to see the new tags in the dashboard.

Tips and good practices

- Keep a shared list of codes in your internal handbook.
- Review codes during on-boarding so staff learns them early.
- Change codes only when necessary to avoid confusion.

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