Timeline

Last Modified on 11/07/2022 4:06 pm EST
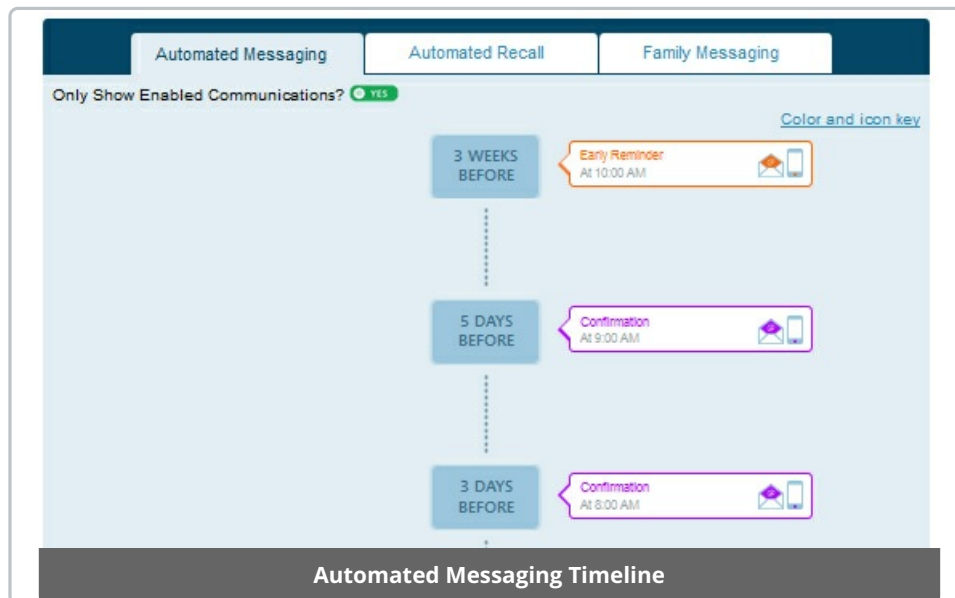
Summary

The main screen of the *Settings* tab is called the *Timeline*.

The *Timeline* displays all of the automated notifications that are set up in your Patient Communicator. This screen allows you to see

1. Which message types are enabled or disabled
2. When each enabled message is scheduled to be sent out and
3. The selected delivery methods of each message

The default view is the *Automated Messaging* tab, which displays all enabled automated messages with the exception of recall and family messages. These appear in separate tabs labeled Automated Recall and Family Messaging. Some systems may not have Automated Recall and/or Family Messaging tabs.
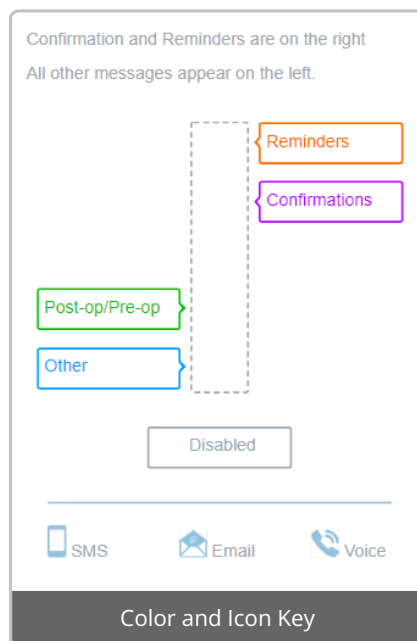

Automated Messaging Timeline

Using Tabs

To view *Automated Recall* or *Family Messaging* notifications, select the desired tab above the Timeline.

Timeline Tabs

Notification Color Coding

Hover over the Color and Icon Key at the top right of the timeline for a full explanation of the color coding.

Color and Icon Key

Edit a Notification

Simply click the colored box to open the edit screen where all notification settings may be changed. To change or edit an enabled template, select the delivery method tab, then click Edit Template.

English Confirmation

Email **ON**   SMS **ON**   Voice **ON**   Enable Confirmations? 1st **YES**   2nd **YES**

| Email | SMS | Voice |

Notification Settings

Notification Name: English Confirmation

Email/SMS Time

Chosen Template: Confirmation 2

Edit Template

	1st Confirmation	**2nd Confirmation**
Days Before:	5	3
Send out at:	9:00 AM	9:30 AM

Filters

Providers:	All Providers Selected
Appointment Types:	All Appointment Types Selected
Include Patient Tags:	
Exclude Patient Tags:	Spanish

CANCEL   SAVE & CLOSE   SAVE & PREVIEW

PATIENT COMMUNICATOR
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Dear John,
Just a friendly reminder about your upcoming appointment.

Appointment Details:
Monday, January 28, 2019 at 8:41 AM.

Please click the button below to confirm.

Confirm Now

Thank you for your time, and we look forward to seeing you.

Sincerely,

Notification Edit Screen