

# Same Day Reminders

Last Modified on 01/30/2020 12:48 pm EST

## Summary

*Same Day Reminder* is a notification only of an upcoming appointment for the patient.

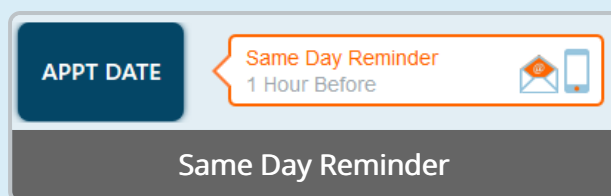
**Note:** A *Same Day Reminder* is not a request for confirmation of the appointment. An enabled *Same Day Reminder* notification is always sent to a patient regardless of confirmation status.

The default *reminder delivery time* is set for the day of the appointment to be sent 1 hour before the actual appointment.

The *Same Day Reminder* helps reduce no shows and late arrivals of patients to their appointments

Each practice will need to decide when to send the message. It is optimal to give just enough time to allow your patient to finish up what they are doing and get to the practice.

You can recognize *Same Day Reminders* in the [Timeline](#) view by their orange color.

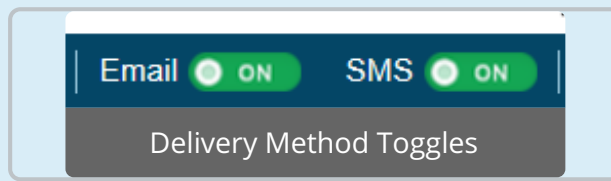


---

## Message Delivery Method

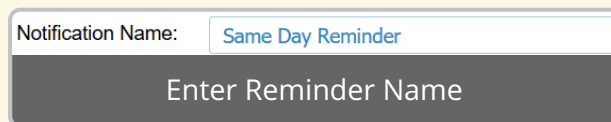
Choose any combination of Email, SMS, or Voice (where available) by toggling

the buttons to the **ON** (green) position.

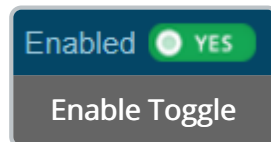


## Setup & Enable Same Day Reminder Notification

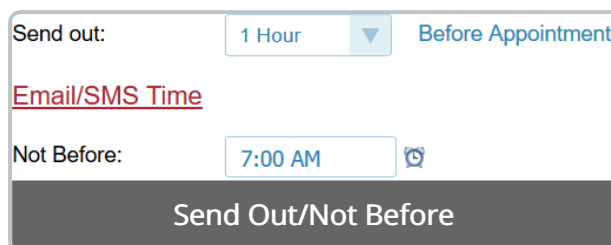
**Note:** When creating and enabling a *Same Day Reminder* notification, all of the following steps must be completed: Not setting or incompletely setting any step below may prevent messages from being delivered to the patients. It is helpful to name the notification for easy identification in the *Timeline* view.



1. **Enable:** Turn on the notification by toggling the button **ON** (green).



2. **Send out / Not Before:** Select how soon before the appointment time to send the reminder and the earliest time of day to send the message.



3. **Providers:** The *provider* associated with a patient's appointment must be present. If a provider used for appointment scheduling is not present in the drop down menu, try refreshing providers, return and refresh the notification, and enable the desired provider. [Settings > General Settings > Refresh PMS Data](#).

All Providers Selected

Provider Selection Field

**4. Appointment Types:** The *appointment type* associated with a patient's appointment must be present. If an appointment type used for an appointment is not present in the drop down menu, try refreshing appointment types, return and refresh the notification, and enable the the desired appointment type. [Settings > General Settings > Refresh PMS Data](#).

All Appointment Types Selected

Appointment Types Selection Field

**5. View Template:** To view the current enable template, click the *template tab* in the notification for enabled delivery method. To change or edit the current template, click **Edit Template**.

EmailSMS

Chosen Template: SD Reminder 1

Edit Template

PATIENTCOMMUNICATOR  
FOR YOUR PATIENTS. FOR YOUR PRACTICE. (888) 512-3452

Dear John,

Just a friendly reminder about your appointment today.

**Appointment Details:**  
Monday, October 15, 2018 at 8:33 AM.

We look forward to seeing you soon.

Sincerely,  
Lasko Medical Center

Current Template

**6. Change Template:** To change templates, choose a different template from the drop down menu in the *Message Template* screen. When done, click **SAVE & CLOSE**

