Family Message Same Day Reminder

Last Modified on 01/30/2020 12:55 pm EST

Summary

A *Family Message Same Day Reminder* is a notification only of upcoming appointments for multiple patients with appointments on the same day. It is not a request for confirmation of the appointments. The default reminder delivery date is set for the day of the appointment, to be sent 1 hour before the first appointment. The *Family Message Same Day Reminder* helps reduce no shows and late arrivals of patients to their appointments. Go to Settings>Family Message Settings>Same Day Reiminders.

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

An enabled *Family Message Same Day Reminder* notification is always sent to a patient regardless of confirmation status. You can recognize them in the *Timeline Family Messaging* tab view by their orange color.
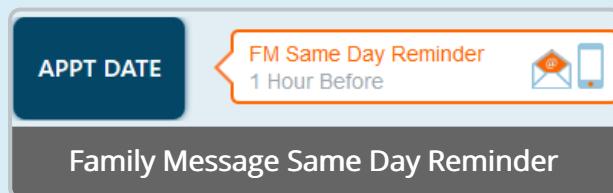
Enable a Same Day Reminder notification

Note: When creating and enabling a *Family Messaging 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.

Notification Name

1. Message delivery method: Choose any combination of Email, SMS, or Voice (where available) by toggling the buttons to the **ON** (green) position.

Email /SMS Toggles
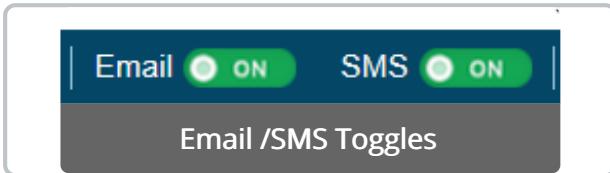
2. Enable: Turn on the notification by toggling the button **ON** (green).

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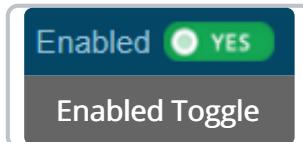
3. Send out:/Not Before: Select how soon before the appointment time to send the reminder and the earliest time of day to send the message.

Send out/Not Before Settings
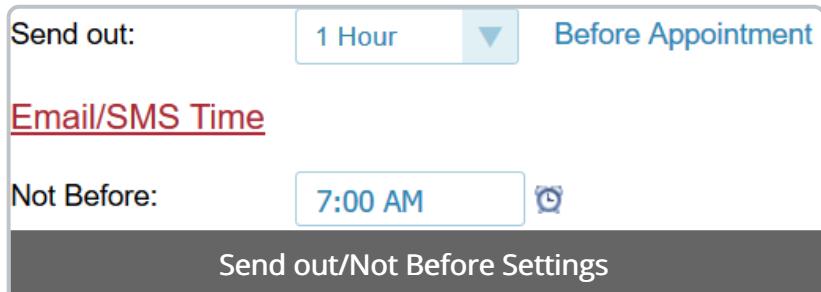
4. Templates:

Note: Patient Communicator cautions against editing Family Message Templates due to extensive coding of the template for the Family Message ability.

Making changes may cause failure to properly message patients about upcoming appointments. Do not edit any Family Message SMS templates at all.

Each notification will preload with a default template when the message delivery

method is turned on. Email templates will have 2 options. Template names with 1 will include the names of all patients scheduled that day and the earliest appointment time only. *Template* names with 2 will include every patient with an appointment that day list the appointment time for each individual patient.

> Due to the space limitation of all outbound SMS messages to 160 characters, all *Family Messing SMS template*s notify the receiver that there are multiple appointments starting at... and will provide the earliest appointment time.

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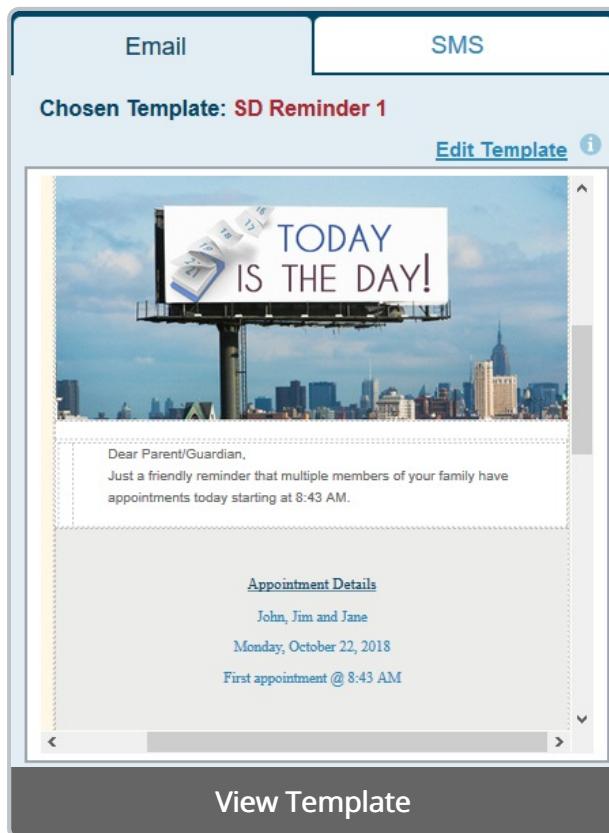
- To change templates, choose a different template from the drop down menu in the Message Template screen. When done, click **SAVE & CLOSE**

Select Template
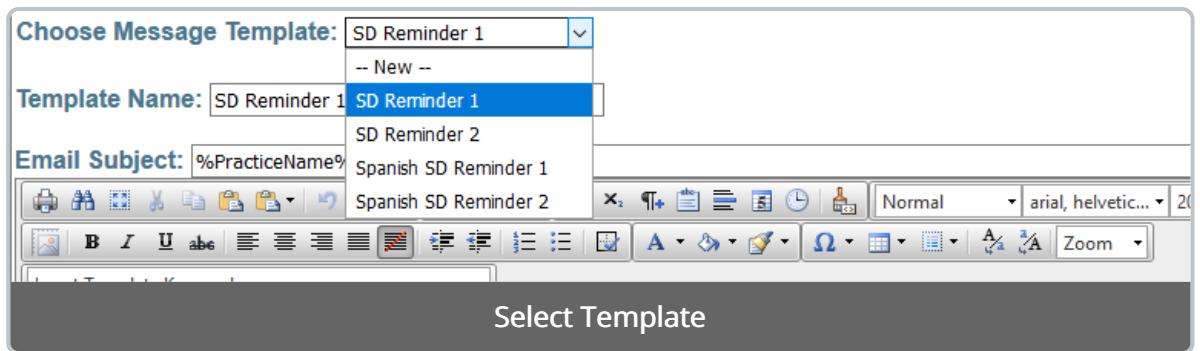
After completing steps 1-4 above, the notification is enabled and will be automated on the next calendar day.

To edit or create new templates, see articles for Email & SMS Templates.