

Voice Settings

Last Modified on 12/23/2018 7:30 am EST

Summary

A number of notifications have the ability to be enabled with a voice call to the patient's home phone number.

If you need to change the delivery day of a voice message, Patient Communicator recommends that the specific notification settings be changed at the specific notification. See the specific notification for guidance.

This includes [Early Reminders](#) , [Confirmations](#) , [Continuing Care](#) , and [Recall](#) .

Most patients prefer not to receive voice calls from their provider on weekends. It is possible reschedule all calls that are set to go out on the weekend to go out on a weekday instead. Changing voice settings here will create different changes within specific notifications.

Upcoming Appointment

When the voice message is a confirmation/reminder for an upcoming appointment, the day of the week selected for the message to go out will always go backwards.

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Voice Day of the Week Settings i

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Sunday Messages go out:	<div style="background-color: #00a651; color: white; padding: 5px; text-align: center; font-weight: bold;">Confirmation/Early Reminder (Delivered the Friday before)</div>	<div style="border: 1px solid #ccc; padding: 5px; background-color: #f9f9f9;">Friday</div> <div style="text-align: right; color: #757575; font-size: 0.8em;">▼</div>
Monday Messages go out:		<div style="border: 1px solid #ccc; padding: 5px; background-color: #f9f9f9;">Monday</div> <div style="text-align: right; color: #757575; font-size: 0.8em;">▼</div>
Tuesday Messages go out:		<div style="border: 1px solid #ccc; padding: 5px; background-color: #f9f9f9;">Tuesday</div> <div style="text-align: right; color: #757575; font-size: 0.8em;">▼</div>
Wednesday Messages go out:		<div style="border: 1px solid #ccc; padding: 5px; background-color: #f9f9f9;">Wednesday</div> <div style="text-align: right; color: #757575; font-size: 0.8em;">▼</div>
Thursday Messages go out:		<div style="border: 1px solid #ccc; padding: 5px; background-color: #f9f9f9;">Thursday</div> <div style="text-align: right; color: #757575; font-size: 0.8em;">▼</div>
Friday Messages go out:		<div style="border: 1px solid #ccc; padding: 5px; background-color: #f9f9f9;">Friday</div> <div style="text-align: right; color: #757575; font-size: 0.8em;">▼</div>
Saturday Messages go out:	<div style="background-color: #00a651; color: white; padding: 5px; text-align: center; font-weight: bold;">Recall/Continuing Care (Delivered the following Friday)</div>	<div style="border: 1px solid #ccc; padding: 5px; background-color: #f9f9f9;">Friday</div> <div style="text-align: right; color: #757575; font-size: 0.8em;">▼</div>

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Day of Week Example Settings

Example: In the example above, any voice enabled *Confirmation* or *Early Reminder* otherwise scheduled for Saturday and Sunday (indicated in the left column) will be delivered to the patient's home phone on the Friday (indicated in the right column) before the scheduled delivery day instead.

Recall or Continuing Care Appointment

When the voice message is for a Recall or Continuing Care appointment then the day of the week selected for the message to go out will always go forwards.

Example: In the example above, the *Recall* and *Continuing Care* messages to be sent on Saturday and Sunday (indicated in the left column) will now be sent on the Friday (indicated in the right column) following the scheduled delivery day instead.

