

## **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.

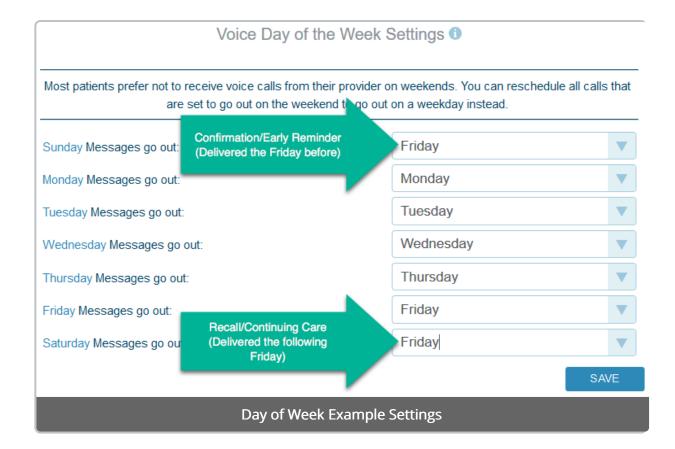
This includes Early Reminders, Confirmations, Continuing Care, and Recall.

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 <u>confirmation/reminder</u> for an upcoming appointment, the day of the week selected for the message to go out will always go backwards.

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.



**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 <u>Recall</u> or <u>Continuing Care</u> 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.