

Blank Appointment Types

Last Modified on 11/10/2022 10:01 am EST

Why do I see a blank appointment type in Notification Settings?

We read the the appointment (service) description used when you set up appointment types in your PMS.

If patients have scheduled appointments with no specific appointment type or the service code in the PMS doesn't have a description, then the schedule breakdown displays those appointments with a blank appointment type. Your practice may have created a note with the appointment type information, instead of an actual appointment type. Patient Communicator cannot read this information, so it appears as blank data.

In the various Notification settings, the appointment type will be blank as well. This blank appointment type matches the blank appointment type in the schedule breakdown, which appears for patients who have no specific appointment type. If you want to see the appointment type, a service/appointment description will need to be added.

Messages will be sent to patients with appointment blanks.
