Confirmation or Reminder message to patient was not sent

Last Modified on 01/06/2019 8:06 am EST

Summary

Patient Communicator will use current data found in your PMS to message your patients including appointment type, provider, confirmation status, and communication opt out preferences for each patient.

Problem

Your patient didn't receive a Confirmation Request or Reminder notification.

Possible Reason 1

The provider or appointment type used has recently been added to your PMS but wasn't added to message notifications within Patient Communicator.

Resolution

Refresh providers and/or appointment types. See article Refresh PMS Data for details.

Possible Reason 2

Your server isn't connected to the internet.

Resolution

Check to be sure you have an internet connection at the server and can connect to your Patient Communicator site. Internet at a work station but not at the server may indicate a modem or firewall issue at the server.

Possible Reason 3

You may have lost power or internet connection at the time the message was to be sent.

Resolution

Send messages manually. See article Send Messages Manually for details.

Possible Reason 4

Your patient has opted out of messaging or doesn't have the contact information needed to send the message.

Resolution

Check Patient Details for the patient to be sure the patient isn't opted out of messaging. Check the patient records in your PMS to ensure the correct contact information has been recorded.   See article Patient Details for details.

Possible Reason 5

The patients' appointment was added on the day the message was to be sent, but after the time the message was sent.

Resolution

Send a 1 time message to the patient from the Schedule Breakdown or Communication Center. See articles Today's Schedule or Communication Center for details.