Patient Communicator sees old appointment data/cancelled appointments

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Summary

As a rule, Patient Communicator sees appointment data in real time. Any changes made within your PMS scheduler are immediately seen within the Schedule and Unconfirmed Breakdowns within your Patient Communicator.

> If you use *Dentech* as your PMS, there may be a delay of up to an hour before any changes are seen in Patient Communicator

Problem

You are not seeing recently scheduled appointments or still see appointments that have been cancelled.

Patients receive notifications for cancelled appointments or wrong appointment times.

Possible Reason 1

You have changed servers. Patient Communicator is no longer reading an active database. We are still reading the data on the old server.

Resolution

Patient Communicator must be uninstalled from the old server and installed on the new server.

Contact Customer Support for assistance. You will need to have administrative access to the local servers.

Possible Reason 2

You use *Dentech* and are not logged into your server as Administrator.

Resolution

Log into your server as Administrator. Wait 1 hour to see if the correct patient schedule information appears in the Schedule Breakdown. If you're logged in at the server and still don't see correct patient schedule information in Patient Communicator, contact Customer Support.