

Schedule reminders

Last Modified on 07/10/2024 2:33 pm AEDT

Send patients automatic SMS reminders for their appointments. The reminders are configured to go out at a specified time a set number of days before the appointment.

Considerations

- The message's content is defined in the **Appointment Reminder Message** field, and care needs to be taken when constructing SMS Appointment Reminders to prompt the Patient to reply with a valid response.
- For Linked Appointments, an SMS will only be sent for the 'primary' appointment.
- To prevent messages from being sent at the same time, enter a value in the **Message Delay** tab. The messages will be broken up into batches and the delay will be applied after each batch is sent.

To schedule a new SMS reminder:

1. Go to Zedmed's **Management** tab.
2. Select **Practice setup** then **SMS Configuration**.

The **SMS Configuration** screen will open.

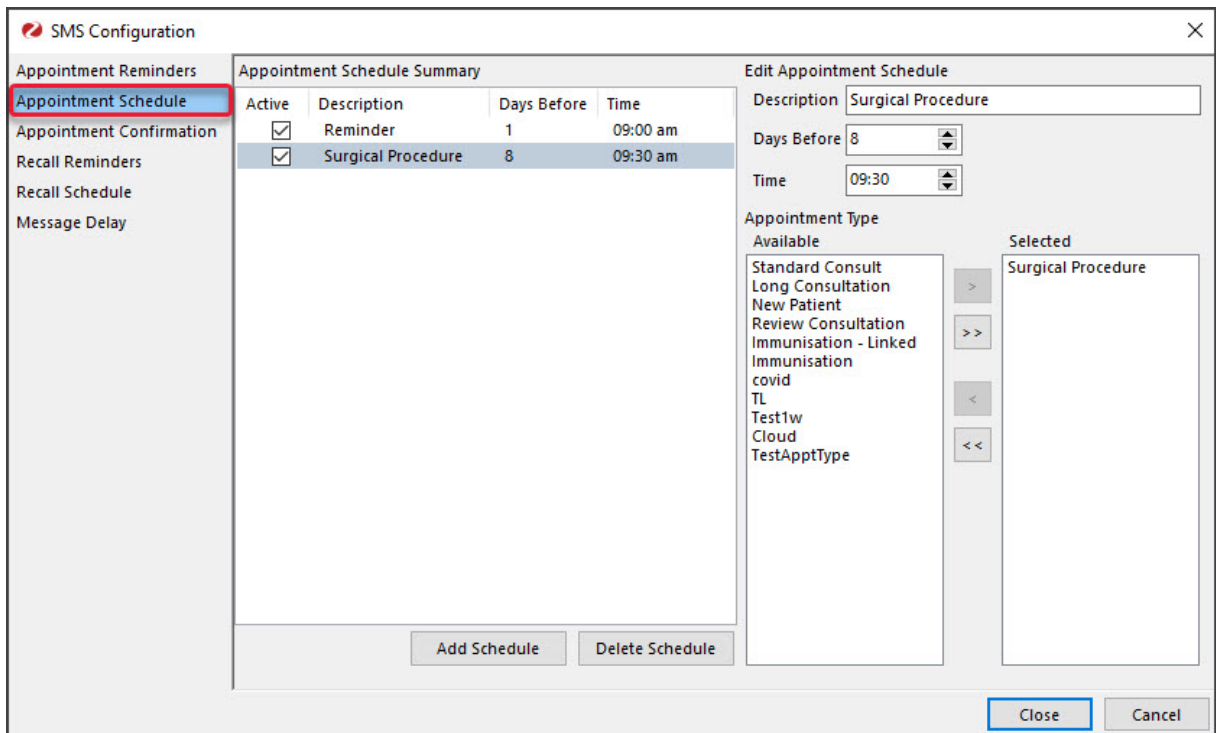
3. Select the **Appointment Schedule** tab.
4. Select **Add Schedule**.

Select an existing schedule if you want to change its settings.

5. Use the **Description** field to provide a meaningful description.
6. Use the **Days Before** field to set how many days before the appointment the reminders will go out.
7. Use the **Time** field to set the time of day the reminders will go out.
8. In the **Appointment Type** section, use the arrows to move some or all Appointment Types to the **Selected** pane.

All appointment types in the **Selected** pane will receive the reminders.

9. Select **Close** to save and exit.



The Appointment **Reminder and Confirmation** tabs are where you provide the text for the SMS messages.