

Create a reminder

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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.

Create custom reminder text

All Appointment Reminders use a default message called 'All'.

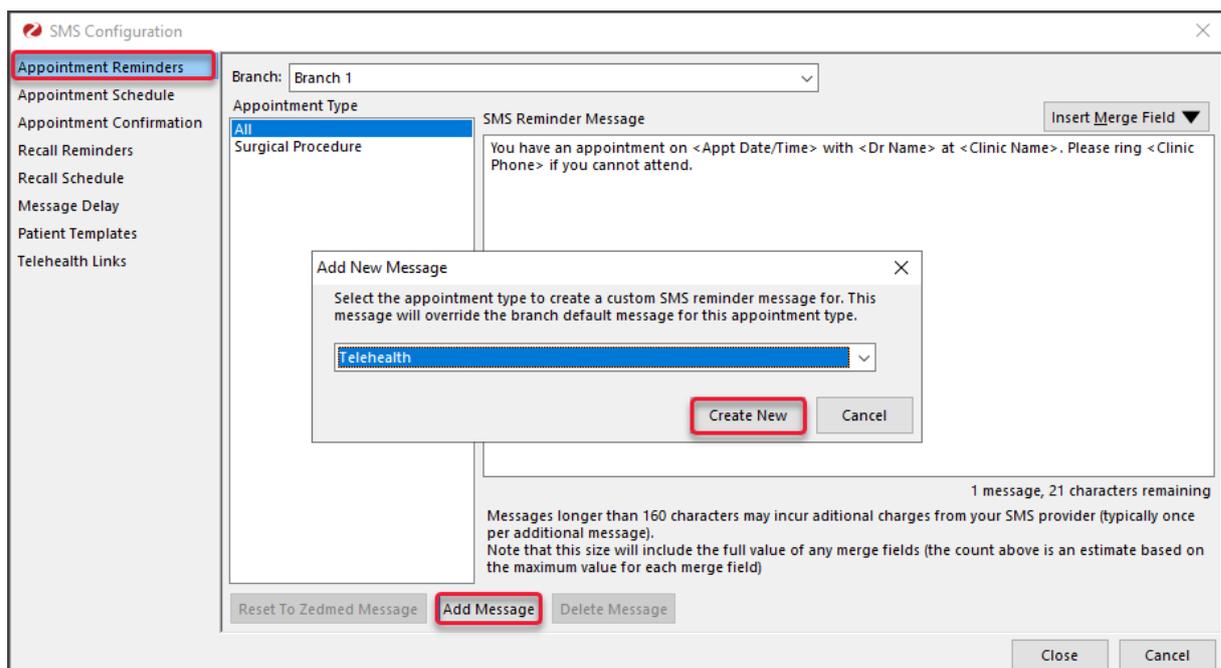
Custom messages can be created for specific Appointment Types (per branch), and these customer reminders will be used for that Appointment Type, instead of the default 'All' text. You can also **edit the default text** if required, for example, to include a Y/N confirmation.

To add a custom message:

1. Select **Practice Setup** then **SMS Configuration**.

The **SMS Configuration** screen will open.

2. Select the **Appointment Reminders** tab.
3. Select the **Branch** the reminder is for.
4. Select **Add Message**.
5. Select the **Appointment Type** the custom message is for.
6. Select **Create New**.
7. Add the Reminder text, then use the **Insert Merge Field** drop-down to add merge fields.
8. Select **Close** to save and exit.



The screenshot displays the 'SMS Configuration' window with the 'Appointment Reminders' tab selected. The 'Branch' is set to 'Branch 1'. The 'Appointment Type' dropdown is set to 'All', and the 'Surgical Procedure' option is also visible. The 'SMS Reminder Message' field contains the text: 'You have an appointment on <Appt Date/Time> with <Dr Name> at <Clinic Name>. Please ring <Clinic Phone> if you cannot attend.' An 'Insert Merge Field' dropdown is located to the right of the message field. A modal dialog box titled 'Add New Message' is open, prompting the user to 'Select the appointment type to create a custom SMS reminder message for. This message will override the branch default message for this appointment type.' The 'Telehealth' option is selected in the dialog's dropdown menu. The 'Create New' button is highlighted with a red box. At the bottom of the main window, the 'Add Message' button is also highlighted with a red box. The status bar at the bottom right indicates '1 message, 21 characters remaining' and provides a note about character limits and merge fields.

Schedule reminder/s

Considerations

- 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.

Multiple Reminders

Zedmed v39 or later is required to send more than one reminder and to send a reminder for Telehealth appointments. If more than one reminder is scheduled, only the first will be sent.

To schedule a 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.

SMS Configuration

Appointment Reminders

- Appointment Schedule
- Appointment Confirmation
- Recall Reminders
- Recall Schedule
- Message Delay
- Patient Templates

Appointment Schedule Summary

Active	Description	Scheduled Time
<input checked="" type="checkbox"/>	Reminders	1 day before at 09:00
<input checked="" type="checkbox"/>	Surgical 3 days	3 days before at 09:00
<input checked="" type="checkbox"/>	Surgical 7 days	7 days before at 00:00

Selected Schedule

Description Reminders

Send Message:

1 days before the day of the appointment
at 09:00

On the day of the appointment
00:00 hours and minutes before

Send message for these appointment types:

Available	Selected
Review Consultation	Standard Consult
Immunisation - Linked	Long Consultation
Immunisation	New Patient
Blood test	Surgical Procedure
Telehealth new	
Telehealth 15	
Telehealth 30	

Add Schedule Delete Schedule

Close Cancel

Telehealth Reminders

Zedmed v39 or later is required to send a reminder before the day of a Telehealth appointment. If one is created and you are not running v39, the SMS with the link will not send on the day of the appointment.

A Telehealth Appointment reminder is created the same way as any appointment reminder.

The telehealth reminder with the Join link, sent on the day of the appointment, is created and scheduled in the Telehealth tab. This process is documented in the [Set up Telehealth guide](#).
