

Schedule reminders

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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.

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.

💋 SMS Configuration									×
Appointment Reminders	Appointment Schedule Summary				Edit Appointment Schedule				
Appointment Schedule	Active	Description	Days Before	Time	Description Surgical Procedure				
Appointment Confirmation		Reminder	1	09:00 am	Days Before	8	\$		
Recall Reminders		Surgical Procedure	8	09:30 am	Time	09:30			
Recall Schedule					nme	03.30	•		
Message Delay		Appo Ava				Туре		Selected	
		Add	Schedule	Delete Schedule	Standard Co Long Consu New Patient Review Cons Immunisatio Immunisatio covid TL Test1w Cloud TestApptTyp	nsult Itation n - Linked n	>>> <<	Surgical Procedure	
								Close Canc	el.

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