

Text message appointment reminders

Your clinic has the option to send SMS/text message appointment reminders in addition to email reminders. Patients will need to opt in to receive text messages. They can opt in by logging in to the [Patient Portal](#), or you can do it for them via the [Patient Profile Page](#).

This feature does NOT include two way texting. If a patient replies to a reminder text with anything other than STOP, they'll receive a message directing them to call your clinic phone number for further assistance (see below for an example).

Setting up SMS reminders

To activate the SMS reminders feature and enter your settings, go to your [Settings and Templates](#) page. On the top right hand side you'll see a box for Text Reminders:

Text Reminders

☒ **Send SMS Reminders**

Messages will be sent aprox 24 hours prior to appointments

When to send text message?

24 Hours Before Appointment

Text Reminder Verbiage

Hi [[NAME]]! It's [[CLINIC]] with a reminder of your appointment with [[PRAC]] [[APPTIME]] in [[LOC]]. Call [[LOCPHONE]] to make changes. Reply STOP to end msgs.

Max Characters: 161 / 165

Save Texting Preferences

Key to Verbiage Codes

Complete the following steps to activate SMS reminders:

1. Check the Send SMS Reminders box

2. Select your preference for when text messages are sent - they can be sent either 24 or 48 hours before the appointment.
3. Enter your verbiage for your text message - click the [Key to Verbiage Codes](#) button for options to customize your messages.
4. Click Save Texting Preferences and you're done!

See [this reference for the text code variables](#) you can use or click the [Key to Verbiage Codes](#) button on your admin page.

Next, patients will need to opt in to receive text message reminders. They can opt in by logging in to the [Patient Portal](#), or you can do it for them via the [Patient Profile Page](#).

How to opt in via Patient Portal

The patient will need to log in to their account and click Your Account in the upper right hand corner:



On the Account page there is a box under their name where they can enter the phone number where they'd like to receive messages:

My Account



Ariel Mermaid
arielm74775@X.com

Credit	Tokens
\$ 20.00	8

Email Preference

ON

Receive Email Reminders

Text Reminders

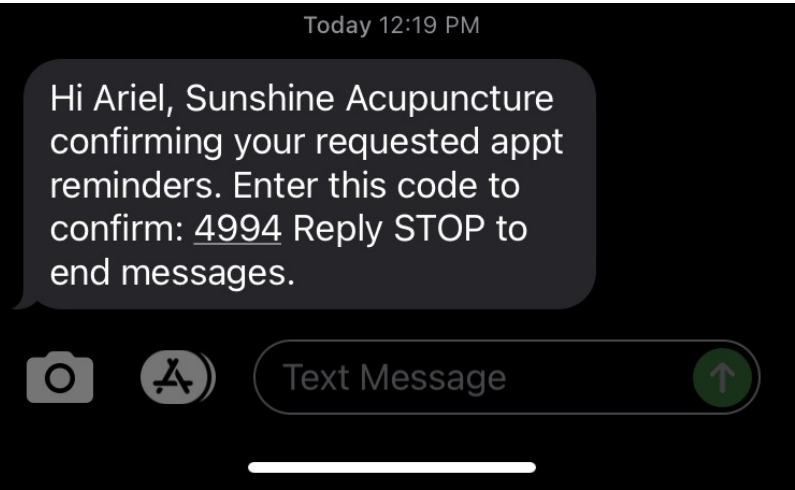
To receive appointment reminders by text, please provide your mobile number. We will send you a verification code to confirm your number.

Enter Your Mobile Phone Number.

Cell Phone with Areacode


Save Number

Once they enter their number they'll get a confirmation code via text message:



They'll need to enter the code to complete the process:

My Account



Ariel Mermaid
arielm74775@X.com

Credit	Tokens
\$ 20.00	8

Email Preference

ON

Receive Email Reminders

Text Reminders

Enter the code you received.


4994

Confirm Code

The code will expire in one hour.
Didn't get the code? [Try again](#) .

They'll see a confirmation message once they enter the code:

My Account



Ariel Mermaid
arielm74775@X.com

Credit	Tokens
\$ 20.00	8

Email Preference

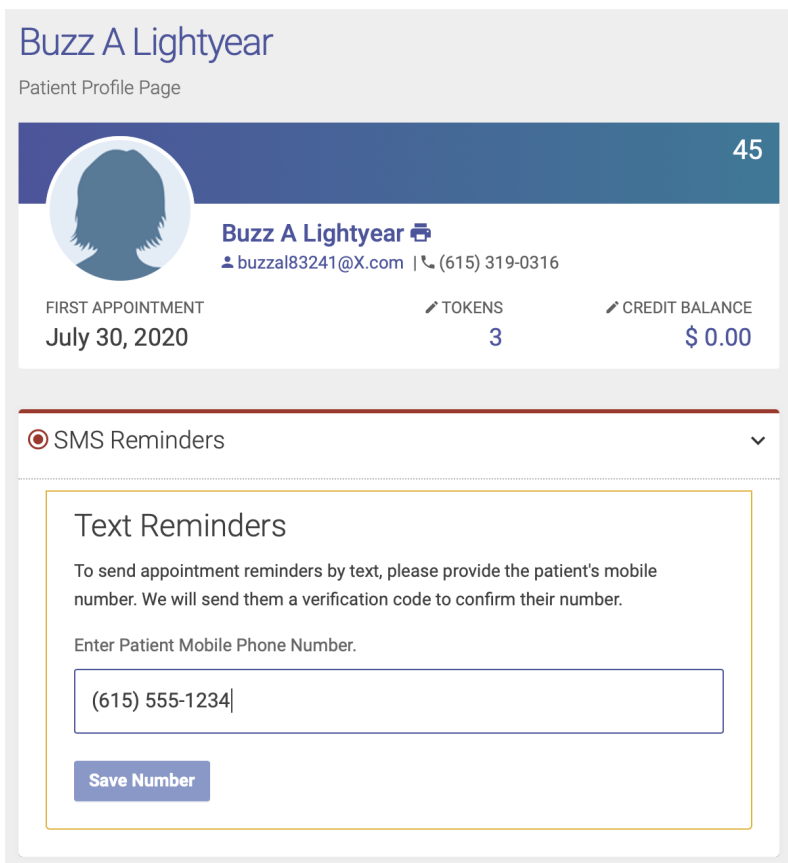
ON

Receive Email Reminders

You will now receive text reminders.

How to opt in via Admin Portal

You can opt in for the patient via the Admin Portal on their [Patient Profile Page](#). Under their name you'll see a box for SMS reminders. Enter the phone number where they'd like to receive message:




The screenshot shows the 'Patient Profile Page' for 'Buzz A Lightyear'. At the top, there's a header with the name 'Buzz A Lightyear' and 'Patient Profile Page'. Below this is a profile section with a circular placeholder for a photo, the name 'Buzz A Lightyear' with a medical icon, and contact info: 'buzzal83241@X.com' and '(615) 319-0316'. A blue bar on the right shows the number '45'. Below the profile section, there are three columns: 'FIRST APPOINTMENT' with the date 'July 30, 2020', 'TOKENS' with the value '3', and 'CREDIT BALANCE' with the value '\$ 0.00'. The main section is titled 'SMS Reminders' with a dropdown arrow. Inside, there's a 'Text Reminders' box. It contains the text: 'To send appointment reminders by text, please provide the patient's mobile number. We will send them a verification code to confirm their number.' Below this is a label 'Enter Patient Mobile Phone Number.' and a text input field containing '(615) 555-1234'. At the bottom of the input field is a 'Save Number' button.

Once they enter their number they'll get a confirmation code at that number via text message:



Enter the code to complete the process:

Buzz A Lightyear
Patient Profile Page



Buzz A Lightyear 🏠
buzzal83241@X.com | (615) 319-0316

FIRST APPOINTMENT July 30, 2020 ✍️ TOKENS 3 ✍️ CREDIT BALANCE \$ 0.00

☒ SMS Reminders

Text Reminders


Enter the code you received.

Confirm Code

The code will expire in one hour.
Didn't get the code? [Try again](#).

You'll see a confirmation message once you enter their code:

Buzz A Lightyear
Patient Profile Page



Buzz A Lightyear 🏠
buzzal83241@X.com | (615) 319-0316

FIRST APPOINTMENT July 30, 2020 ✍️ TOKENS 3 ✍️ CREDIT BALANCE \$ 0.00

☒ SMS Reminders

You will now receive text reminders.

How your text messages will appear

Example of appointment reminder message (this will vary based on your saved verbiage):



If a patient tries to reply to a text, they'll receive this message listing your clinic's phone number:




When a patient replies STOP to end messages, they'll receive this text:



Opting back in after opting out

If a patient STOPS text messaging by replying **STOP** to their Open ACU appointment reminders and want to turn text reminders back on follow these steps:



Reversing **STOP** Opt-Outs

If a patient STOPS text messaging by replying **STOP** to their Open ACU appointment reminders and want to turn text reminders back on follow these steps.

1. Text the word **START** to +1 (272) 236-2766. This is the number they receive reminders from.
2. Reinitiate text reminders in patient portal or admin via the patient profile.
3. Confirm with code sent to their phone.

Revision #8

Created Tue, Sep 21, 2021 1:56 PM by [Alexa Hulsey](#)

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