

Text Reminders: Codes Key

If you have [text reminders](#) with your Open ACU account you can edit the verbiage in the messages sent to your patients to your preferences. These messages can contain a combination of fixed text and [variables](#) that depend on the recipient and their appointment. Think of it like mail merge.

An Example of Text Reminder Verbiage:

“ Hi `[[NAME]]` ! It's `[[CLINIC]]` with a reminder of your `[[BLNAME]]` appointment with `[[PRAC]]` `[[APPTIME]]` . Visit `[[URL]]` to make changes. Reply STOP to end msgs.

Use the codes with double brackets "[[]]" and all caps when inserting specific variables.

Text Reminder Codes Reference:

Code	Description
<code>[[NAME]]</code>	Patient's first name
<code>[[APPTIME]]</code>	Appointment Date and Time
<code>[[URL]]</code>	Your Patient Portal URL
<code>[[CLINIC]]</code>	Your clinic's name
<code>[[PRAC]]</code>	The appointment's practioner's name
<code>[[BLNAME]]</code>	The Block Name
<code>[[LOC]]</code>	Location Name
<code>[[LOCADD]]</code>	Location Address
<code>[[LOCPHONE]]</code>	Location Phone Number

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