

Are my patients getting their reminders?

07/24/2024 12:29 pm EDT

DrChrono enables you to send reminders to your patients in the form of an email, SMS text message, and/or a phone call. You can see the status of reminders in the [appointment window](#) and in the [reminder report](#).

DrChrono also gives you the ability to create custom reminder profiles that you can easily choose from when creating an appointment, click [here](#) to learn how to set up a reminder profile. You can also set reminders in the [appointment window](#).

So what constitutes a successfully sent reminder?

DrChrono uses the terms below for reminders:

Delivered = Successfully sent from DrChrono

Verified = Successfully received by the patient's mobile phone service carrier (AT&T, Verizon, etc)

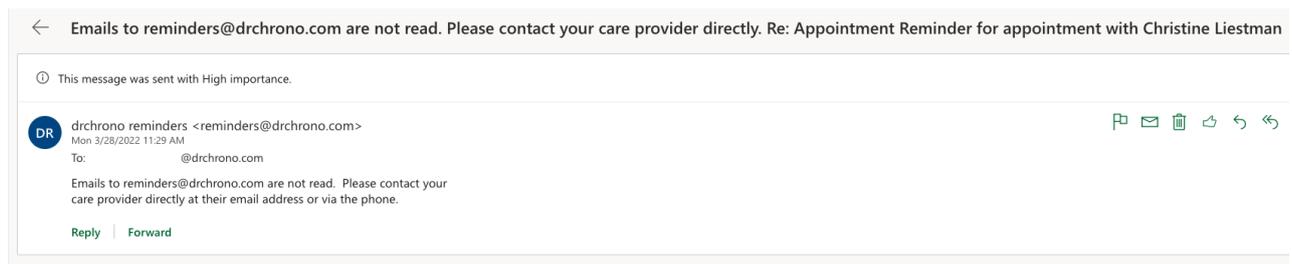
Phone calls: Our system marks it verified when the receiver picks up and presses 1 when prompted to do so, or a voicemail is left.

SMS Text Messages: Our system marks it verified when the text message is sent to the carrier successfully. Text messages to landlines that don't have SMS cannot be verified.

Note: DrChrono only supports SMS text reminders to US-based numbers and US territories.

Emails: Our system marks it as verified when the receiver clicks on the appointment link. Once the receiver loads the images in their email, we know they viewed it.

Note: Reminders are delivered from reminders@drchrono.com. This email address can not be customized or changed. If a patient replies to a reminder email they will receive the response below.



Additional Note: United States federal law prohibits sending text messages with content related to cannabis and cannabis products like CBD.

Confirming Reminders in the Appointment Window

1. Go to **Schedule > Calendar**.

SCHEDULING TOOLS

Calendar

Availability Search

Appointments Dashboard

Dashboard

Appointment Profiles

Appointment Templates

Billing Profiles

Reminder Profiles

Follow-up Reminders

Recurring Events

Bulk Appointments

Appointment Recovery

2. Open an appointment and select the **Appointment** tab.

- At the bottom of the window, there is a **Reminders for This Appointment** table. You can see when the reminders were delivered, verified, and if there were any errors.
- If a patient confirms the appointment through a phone call or email reminder their appointment status will automatically update to **Confirmed**.

Schedule Appointment

Appointment

Billing

Eligibility

Vitals

Growthcharts

Flags

Log Comm.

Revisions

Custom Data

MU Helper

Type Appointment

Video Visit

Walk-in

Transition of Care

Referral

Missing Auto Accident Case Number

Patient Statement Balance: \$2430.00 [Generate Statement](#)

Credit: \$931.10

495 past appointments

Primary Insurance: GEICO [HPRNT430]

COPD:

Fall Risk:

Must lay down for blood draw:

Provider	Nick Riviera	Billing	- If different to provider -
Patient	Homer J. Simpson - 05/13/1956	Office:	Primary Office
Reason:		Profile:	-----
Scheduled:	08/27/2020 Time 10:00AM	Exam:	Exam 1
Duration:	30 minutes <input type="checkbox"/> Allow overlapping	Color:	
Notes:		Status:	Confirmed
Consent Forms:	<input checked="" type="checkbox"/> HIPAA Data Use Agreement (default) <input checked="" type="checkbox"/> No Show Policy (default)		0h 33m
			View Clinical Note
			View All Appointments

Recurring Appointment A scheduled appointment cannot be converted to a recurring series.

Arrange a Follow-up Reminder

View Active Reminders:

Delete

Save & Close

Save

Cancel

Reminders for This Appointment

Delivery Attempted	Type	Reminder Delivered	Reminder Verified	Delivery Errors	
08/27/2020 09:55 AM	Email	Yes	Yes		View Sent Email
08/27/2020 09:58 AM	SMS Text	Yes	Yes		
08/27/2020 09:59 AM	Auto Phone Call	Yes	Yes		

Confirming Reminders in the Reminder Report

A reminder report is a powerful tool that gives you the ability to see how many reminders have been successfully sent. You are also given the option to search for specific patients within the time frame of your choosing. This can be useful when a patient says they have not received any reminders.

If the report shows that the reminder(s) was successfully sent, you will want to make sure to confirm with your patient that you have their correct contact information. If you choose an email as a reminder please let your patients know to check their spam folders. Some email providers mark these emails as spam, so they never reach the patient's actual inbox.

1. Go to **Reports > Reminder Report**.

Reports

Billing

Account

PRACTICE REPORTS

Account / User Report

Productivity Report

Reminder Report

Outgoing Prescriptions

Patient Insurance Authorization

2. Once you have navigated to the reminder report you can view the reminders sent, appointment information, and status within the date range selected.

- **Patient Search** allows you to search for reminders for a specific patient.
- You can select a date range or click on **Day, Week, Month, or Year** to filter your reminders.
- **Update Filters** will apply your filter changes to the report.
- Clicking on the (



), (



) or (



) icons will filter the report to only text, email, or phone reminders.

Reminder Report

Patient Search 07/27/2020 – 08/27/2020
Day Week Month Year
Update Filters

12
TOTAL

4
SMS

6
EMAIL

2
AUTO PHONE CALL

1 - 12 OF 12

Type	Sent	To	Patient	DOS	Status
Email	Aug 27, 2020 10:44:00 AM		Homer J. Simpson	08/27/2020 10:45 AM	Email Sent
Auto Phone Call	Aug 27, 2020 9:59:00 AM		Homer J. Simpson	08/27/2020 10:00 AM	Patient Confirmed
SMS Text	Aug 27, 2020 9:58:00 AM		Homer J. Simpson	08/27/2020 10:00 AM	Text Message Sent
Email	Aug 27, 2020 9:55:01 AM		Homer J. Simpson	08/27/2020 10:00 AM	Email Sent
Email	Aug 25, 2020 11:31:06 AM		Homer J. Simpson	08/25/2020 11:30 AM	Email Sent
Email	Aug 25, 2020 11:29:00 AM		Homer J. Simpson	08/25/2020 11:30 AM	Email Sent
Email	Aug 25, 2020 11:27:10 AM		Homer J. Simpson	08/25/2020 11:30 AM	Email Sent
Email	Aug 25, 2020 11:25:00 AM		Homer J. Simpson	08/25/2020 11:30 AM	Email Sent
SMS Text	Aug 13, 2020 11:16:00 AM		Lisa Simpson	08/13/2020 10:30 AM	Text Message Sent
SMS Text	Aug 13, 2020 9:02:26 AM		Homer J. Simpson	08/13/2020 11:40 AM	Text Message Sent
SMS Text	Aug 13, 2020 9:02:26 AM		Homer J. Simpson	08/13/2020 11:40 AM	Text Message Sent
Auto Phone Call	Jul 28, 2020 6:31:29 PM		Test Patient Jr		Not Verified