# E-Mail and/or Text Appointment Affirmations/Confirmations/Reminders

Affirmation messages will be sent once an appointment has been scheduled. Confirmation messages are sent three days prior to the patient's scheduled appointment. Reminder messages will be sent to patients the day before their scheduled appointment.

**<u>NOTE</u>**: You may Opt-Out of receiving email and/or text messages by letting the registration clerk know your preferences at any time.

## **Appointment Affirmation**

Appointment Affirmations are sent to you via e-mail or text to let you know your appointment has been scheduled. This will trigger as soon as an appointment is scheduled.

#### Example email:



#### **Example Text:**

Appointment Reminder Hi GRACE. You are scheduled for an appointment with EVIDENT COMMUNITY HOSPITAL on <u>Fri, Aug</u> <u>5, 2022 at 8:00 AM</u>

# **Appointment Confirmation**

Three days prior to your scheduled appointment, you will receive an appointment confirmation via text and/or email. The appointment confirmation will include a link for you to confirm your scheduled appointment.

### Example email:



**Example Text:** 

Hi JILLIAN. Please confirm your appointment with EVIDENT COMMUNITY HOSPITAL on <u>Thu,</u> <u>Aug 18, 2022 at 8:00 AM</u>. Click link to confirm, cancel, or reschedule. <u>http://qliq.ai/short/ljGP7FhsN?</u> <u>t=cl&r=5554793</u>

Reply STOP to unsubscribe

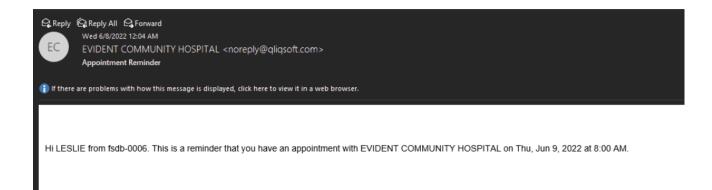
Once the link is selected from an email or text, you will have the option to select **Confirm**, **Request to Reschedule**, or **Request to Cancel**.



## **Appointment Reminder**

One day prior to your scheduled appointment, you will receive an appointment reminder text and/or email.

Example email:



## Example Text:

Appointment Reminder Hi GRACE. This is a reminder that you have an appointment with EVIDENT COMMUNITY HOSPITAL on <u>Fri, Aug 5, 2022 at 8:00 AM</u>.