**Customizing Appointment Reminders**

This will help clarify for your client where to go and how to reach you if necessary.

A picture containing wheel, gear

Description automatically generated**Under your profile icon, go to practice settings > patient communications**

Scroll down to the timeline and click on the first one you would like to customize. At the top of the reminder, you can toggle between views of the different types of reminders they will receive for in person or telehealth visits and customize each one.

**Recommended settings**:

1. Advance notice you can turn off, it is unnecessary in our practice.
2. The first appointment reminder it is recommended to set for 2 days out, and if it is not confirmed by the client, it will send another reminder 1 day out. For the reminder for in person visits, consider adding location info to guide them to the correct place, such as suite number and your contact info. You might say something like:

Please come to Suite 24 at your scheduled appointment time. The lobby will be locked, text me at (123)456-7890 and I’ll unlock the door and do a Covid screening for you.

1. The second one you can set to remind them an hour before the appointment.
2. Set the service location to Maple or Transformational Counseling center
3. Repeat for in person, telehealth texts and emails by toggling tabs at the top, then Save.