Time Zones in Appointment Reminders

Last modified on 01/14/2026 7:16 pm EST

Select a practice group's time zone source | **Select a provider's time zone source**

By default, appointment reminders are sent based on the provider's time zone. Time zone settings follow a simple order of priority: if a provider updates their time zone preference in **Account Settings**, it overrides the practice group's setting.

Example scenario

The practice group sets the reminder time zone source to use the provider's time zone by default. However, an individual provider can change this in their account settings to use the patient's time zone instead. When a provider makes this change, their setting overrides the practice group's default.

Select a practice group's time zone source

> 💼 To update the time zone source for the practice group, open a support case.

Select a provider's time zone source

1. Select **Account** > **Account Settings**.

2. Select the **General** tab.

3. In the **Communications** section, from the **Reminder timezone source** dropdown, select **Provider** or **Patient**. Provider is selected by default.

4. Select **Update Entire Profile**.