

# Set Up Appointment Reminders

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## Add reminders from the appointment window | [Sample reminders](#)

You can use reminders to notify patients about their upcoming appointments. There are two ways to set them up: directly from the appointment window or by using [reminder profiles](#). This article explains how to add reminders to an appointment.

## Add reminders from the appointment window

1. Select **Schedule > Calendar**.
2. Select an appointment to open the **Schedule Appointment** window.
3. On the **Appointment** tab, below the appointment details, select the **View Active Reminders** checkbox and select **New Reminder**.

The screenshot shows the 'Schedule Appointment' window with the 'Appointment' tab selected. The window contains the following elements:

- Appointment** tab selected, with other tabs: Billing, Eligibility, Vitals, Growthcharts, Flags, Log Comm., Revisions, Custom Data, MU Helper.
- Type:** Appointment (selected), Video Visit, Walk-in, Transition of Care, Referral.
- Recurring Edit:** Edit this appointment only (selected), Edit all future appointments.
- Onpatient Status:** Not Enabled-Invite, WARNING: This patient is pre-populated sample data, Patient Statement Balance: \$450.00, Generate Statement.
- Patient:** Eva Genmark - 09/12/1989, Office: West Office.
- Reason:** Followup Appointment, Profile: Followup Visit.
- Scheduled:** 04/27/2026, Time: 09:00AM, Exam: Exam 1.
- Duration:** 30 minutes, Allow overlapping (unchecked), Color: (dark blue), Status: (dropdown).
- Notes:** (text area), Consent Forms: x HIPAA Data Use Agreement (default), View All Appointments (button).
- Recurring Appointment:** (unchecked), A scheduled appointment cannot be converted to a recurring series. Repeats weekly on Monday starting 02/23/2026. Weekdays: Sun, Mon (checked), Tue, Wed, Thu, Fri, Sat. Recurs Every: 1 week(s). First Appointment: 02/23/2026. Last Appointment: Never Ends (checked).
- Arrange a Follow-up Reminder:** (unchecked), **View Active Reminders:** (checked and highlighted with a red box).
- Choose a Reminder Profile:** (dropdown menu), **+ New Reminder** (button highlighted with a red arrow).
- Footnote:** Voice and Text Reminders are only delivered between 5:00 AM and 9:00 PM, and reminders of the same type must be at least 12 hours apart. Please note that the fields for email accept HTML. For example, to insert a paragraph break, use <br>. Please note that the fields for SMS text do not accept HTML and will strip it out. For example, to insert a paragraph break, simply hit Enter or Return.
- Buttons:** Delete, Save & Close, Save, Cancel.

4. Select the reminder type from the dropdown. DrChrono offers one-way email, text messages, and phone

calls.



Text reminders can only be sent to phone numbers based in the US and its territories, such as American Samoa, Guam, the Northern Mariana Islands, Puerto Rico, and the U.S. Virgin Islands.

Choose a Reminder Profile:

Email  
 SMS Text  
 Auto Phone Call

minutes  before

[Edit](#) [Preview](#) [Delete](#)

[+ New Reminder](#)

Voice and Text Reminders are only delivered between 5:00 AM to 11:00PM.

5. Enter a number, select a time unit from the dropdown, and select **before** or **after** to schedule when to send the reminder.

In the example below, an email will be sent one day before the appointment.

Choose a Reminder Profile:

Email  1  day(s)  before

minutes  
 hour(s)  
 day(s)  
 week(s)

[Edit](#) [Preview](#) [Delete](#)

[+ New Reminder](#)

Voice and Text Reminders are only delivered between 5:00 AM to 11:00PM.

6. To set more reminders, select **New Reminder** and follow the same steps.

Choose a Reminder Profile:

Email  2  day(s)  before

Auto Phone Call  1  day(s)  before

SMS Text  12  hour(s)  before

[Edit](#) [Preview](#) [Delete](#)

[Edit](#) [Preview](#) [Delete](#)

[Edit](#) [Preview](#) [Delete](#)

[+ New Reminder](#)

7. Select **Save**.



To learn how to add text to an email or text appointment reminder, refer to [Add Text to Email and Text Appointment Reminders](#).

## Reminder timing and frequency

Reminders of the same type can only be sent 12 hours apart.

### Quiet hours (text messages and phone calls)

- **Allowed:** 5:00 AM - 9:00 PM (provider's timezone)
- **Blocked:** 9:00 PM - 5:00 AM (provider's timezone)
- No time restrictions for emails

## Sample reminders

Examples of standard text, email, and phone call reminders are below.

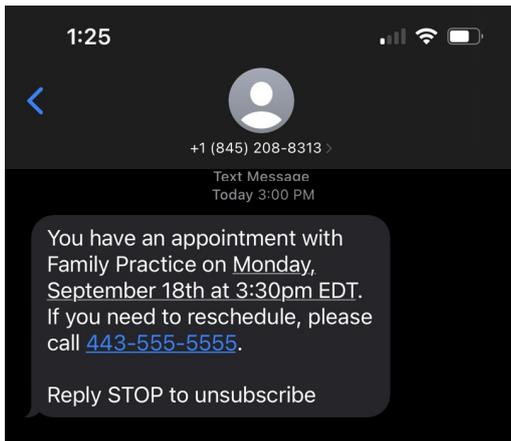
## Text reminders

Text reminders include an option for patients to opt out.



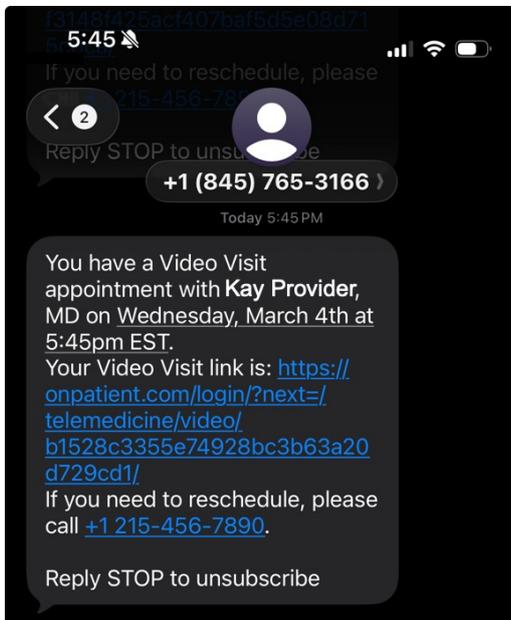
US federal law prohibits sending text messages with content related to cannabis and cannabis products like CBD.

## In-person visit



## Video visit

Telehealth text reminders automatically include the video visit link for video visit appointment types.



## Email reminder

Reminder for Appointment with Springfield General Practice Inbox x

reminders@drchrono.com  
to me ▾

Mon, Apr 12, 1:15 PM ☆ ↶ ⋮

Dear Jenny Harris,

You have an upcoming appointment with Springfield General Practice on Monday, April 12, 2021 at 1:30:00 PM Eastern Daylight Time.

Please follow this link to your appointment: [https://drchrono.com/appointment\\_reminder/e9d494fa-2dc9-4929-a1cb-f0842f314a90](https://drchrono.com/appointment_reminder/e9d494fa-2dc9-4929-a1cb-f0842f314a90)

Regards,  
Springfield General Practice

Reminders are delivered from reminders@drchrono.com, which can't be changed. If a patient replies to a reminder email, they receive the response below.

← Emails to reminders@drchrono.com are not read. Please contact your care provider directly. Re: Appointment Reminder for appointment with Christine Liestman

This message was sent with High importance.

DR drchrono reminders <reminders@drchrono.com>  
Mon 3/28/2022 11:29 AM

To: @drchrono.com

Emails to reminders@drchrono.com are not read. Please contact your care provider directly at their email address or via the phone.

Reply Forward

## Phone call reminder

You can't change or edit the phone call reminder message.

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