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**.

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

calls.

> ℹ 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.

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.

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

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

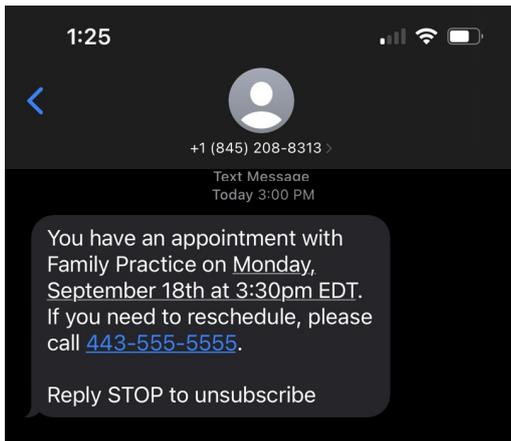Examples of standard text, email, and phone call reminders are below.

Text reminders

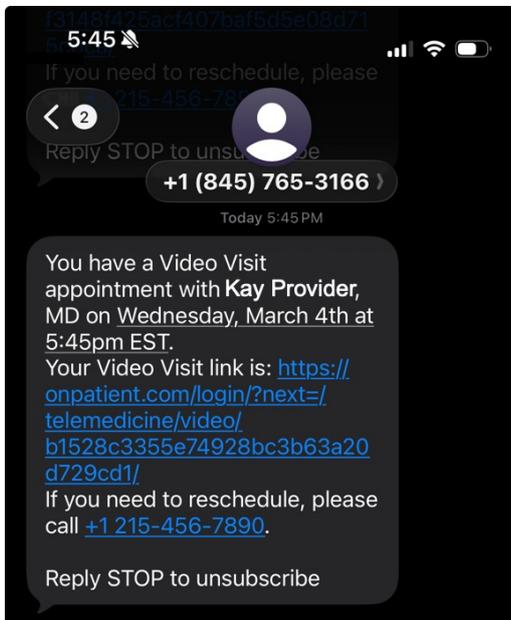Text reminders include an option for patients to opt out.

> ⓘ 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

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.

Phone call reminder

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