

Set Up Appointment Reminders

Last modified on 08/04/2025 9:54 pm EDT

You can set up appointment reminders from the appointment window. You can also set up reminders using [reminder profiles](#).

1. Open an appointment.
2. On the **Appointment** tab, below the appointment details, select the **View Active Reminders** checkbox and select **New Reminder**.

The screenshot shows the 'Schedule Appointment' interface. At the top, there are tabs for 'Appointment', 'Billing', 'Eligibility', 'Vitals', 'Growthcharts', 'Flags', 'Log Comm.', 'Revisions', 'Custom Data', and 'MU Helper'. Below the tabs, there are radio buttons for appointment types: 'Appointment' (selected), 'Video Visit', 'Walk-in', 'Transition of Care', and 'Referral'. A warning banner states: 'Missing Date of Birth for patient', 'Onpatient Status: Not Enabled-Invite', and 'WARNING: This patient is pre-populated sample data.' Below this, there's a 'Patient Statement Balance: \$450.00' and '3 past appointments'. The main form contains fields for Patient (Eva Genmark), Reason (Follow-up Appointment), Scheduled (07/10/2025), Time (09:00AM), Duration (30 minutes), and Consent (HIPAA Data Use Agreement). On the right, there are dropdowns for Office (Primary Office), Profile (Follow-up Visit), Eligibility Profile, Exam (Exam 1), and Status. A green button 'View Clinical Note' and a grey button 'View All Appointments' are also present. At the bottom, there are checkboxes for 'Recurring Appointment', 'Arrange a Follow-up Reminder', and 'View Active Reminders' (checked). Below these is a dropdown for 'Choose a Reminder Profile:' and a green '+ New Reminder' button with a red arrow pointing to it. At the very bottom, there are buttons for 'Delete', 'Save & Close', 'Save', and 'Cancel'.

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

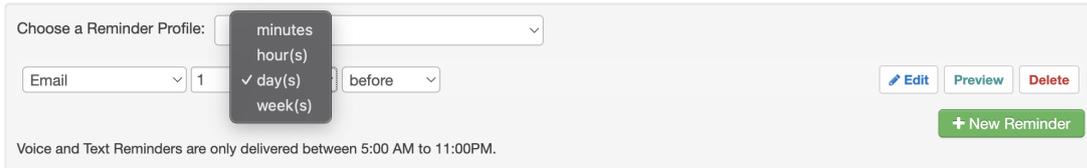


Text reminders can only be sent to phone numbers based in the US and its territories, such as American Samoa, Guam, the Northern Mariana Islands, Puerto Rico, and the U.S. Virgin Islands.

This close-up shows the 'Choose a Reminder Profile:' dropdown menu. The menu is open, displaying three options: 'Email' (which is selected with a checkmark), 'SMS Text', and 'Auto Phone Call'. In the background, the 'minutes' and 'before' dropdowns are visible, along with the '+ New Reminder' button.

4. Enter a number, select a time unit from the dropdown, and select **before** or **after** to schedule when the reminder will be sent.

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



Choose a Reminder Profile:

Email 1 before

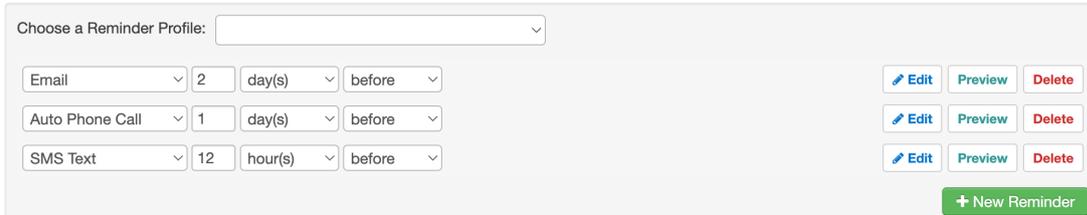
minutes
hour(s)
✓ day(s)
week(s)

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

[+ New Reminder](#)

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

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



Choose a Reminder Profile:

Email 2 before

Auto Phone Call 1 before

SMS Text 12 before

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

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

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

[+ New Reminder](#)

6. 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](#).

Sample text, email, and phone call reminders

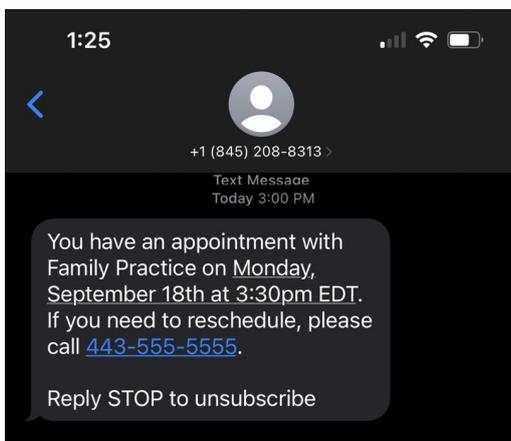
Described below are examples of standard text, email, and phone call reminders.

Text reminder

Text reminders include an option for patients to opt out of receiving them.



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



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

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.
