

Validation Question Configuration Guide

Last modified on 10/22/2026 9:34 pm EDT

Key configuration options | Example | Before going live

The **Validation Question** module lets clinics include a validation question or acknowledgment message before a patient schedules an appointment. Its main goal is to make sure patients review and accept key clinic terms, conditions, or policies before starting their booking.

Key configuration options

Message and response setup

- **Include a validation question or acknowledgement message before scheduling an appointment:** Text box (up to 300 characters) for the validation question or disclaimer message displayed to the patient.
- **Request a Yes or No patient reply:** Turn on to require an explicit **Yes** or **No** response from the patient before the appointment is processed.
- **No response message:** Available when **Yes or No** is turned on. This message appears after a **No** answer, and scheduling stops.

Example

- **Scenario:** A clinic requires patients to explicitly accept cancellation policies before booking.
- **Setup:** In the text box, enter "Do you agree to arrive 15 minutes early and provide at least a 24-hour notice for cancellations?" and turn on **Request a "Yes or No" patient reply**.
- **Outcome:** The scheduler requires an affirmative response from the patient to complete the appointment reservation.

Before going live

Confirm:

- **Character limit:** The question or statement stays within the 300-character limit.
- **Response requirement:** Evaluate whether a mandatory **Yes or No** response is required based on clinic policy.
- **Clear wording:** Use clear and direct phrasing to avoid patient confusion during booking.



If you require further assistance, contact our Customer Support team via in-app chat, email us at support@drchrono.com, or call us at (844) 569-8628.