

Telehealth Reminders

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The **Telehealth Reminders** module lets FrontOffice+ automatically manage reminders and pre- or post-appointment communication for virtual visits. Its primary goal is to make sure patients receive their telehealth link (for example, OnPatient, Doxy.me, Zoom, or Google Meet) on time, reducing no-shows and streamlining virtual consultations.

Key configuration options

General settings and scope

- **Enable Telehealth Reminders:** Main toggle to turn automated telehealth reminders on or off.
- **Appointment Profiles for Telehealth:** Select the appointment profiles (for example, Botox or Blood Work) that use this virtual care workflow.
- **Locations for Telehealth:** Select the clinic locations or offices (for example, 7 Hills Department) for telehealth appointments.

Reminder lead times

- **First Telehealth Reminder:** Set the lead time for the first reminder (for example, 24 hours before the appointment).
- **Second Telehealth Reminder:** Define a second reminder closer to the visit time (for example, 12 hours before).

Telehealth link settings

- **DrChrono Integration (OnPatient):** Uses DrChrono's telehealth platform to share the virtual link.
- **Single Link per Provider:** Assign a permanent, fixed URL per provider (for example, a Doxy.me virtual waiting room).
- **Link per Appointment:** Use dynamic URLs generated individually per appointment profile (for example, Zoom or Google Meet).
- **Link per Location:** Use dynamic URLs generated individually per location or office (for example, Zoom or Google Meet).



If multiple telehealth links are configured in FrontOffice+, the system follows this order to determine which link to send in SMS or email reminders: appointment link → by appointment profile → by location → by provider → by calendar → account setup.

Telehealth text customization

- **Telehealth Messages:** Customize profile-specific notes sent before and after patient confirmation.
- **Telehealth Reminders:** Define the exact wording for the first and second automated reminders before the virtual visit.

Example

- **Scenario:** A clinic provides virtual visits through a provider's permanent Doxy.me room and wants to send automated reminders 24 hours and 12 hours before the visit.
- **Setup:** Turn on **Enable Telehealth Reminders**, select the appointment profile, and set **First Telehealth Reminder** to 24 hours and **Second Telehealth Reminder** to 12 hours. Turn on **Single Link per Provider** and enter the Doxy.me link under **Providers & Exam Rooms** in **Self-Scheduling**.
- **Outcome:** Patients automatically receive customized text messages 24 hours and 12 hours before their visit with a direct link to join the video call.

Before going live

Confirm:

- **Link verification:** Provider telehealth URLs are entered accurately and are fully functional (if applicable).
- **Timing validation:** Selected lead times (for example, 24 hours and 12 hours) fit clinic operational schedules.



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.