

Bumps Configuration Guide

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Bumps are cancellations initiated by the office. The **Enable Bumps** setting lets FrontOffice+ automatically send a cancellation message to the patient when their appointment status changes to **Bumped** in the EHR. Its primary goal is to provide timely notifications to patients when the clinic makes unexpected schedule adjustments or cancellations.

Key configuration options

Bump notification control

- **Enable Bumps:** Main toggle to turn on or off an automated cancellation message when the appointment status is updated to **Bumped**.
- **Reschedule Bumped Appointments:** When turned on, FrontOffice+ offers rescheduling when texting patients to inform them that the office canceled or moved their appointment.

Example

- **Scenario:** A provider has an emergency and needs to clear their schedule, so staff update affected appointments to **Bumped**.
- **Setup:** Turn on **Enable Bumps** and **Reschedule Bumped Appointments**.
- **Outcome:** FrontOffice+ detects the status change and automatically sends a text message notifying the patient of the cancellation and inviting them to reschedule.

Before going live

Confirm:

- **Feature toggle:** The **Enable Bumps** toggle is turned on to maintain automated patient communication.
- **EHR status usage:** Front desk staff correctly apply the **Bumped** status in the EHR when cancellations originate from the clinic.
- **Clear messaging:** The cancellation text template provides clear next steps or contact details for the patient.



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