

Confirmations Configuration Guide

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The **Confirmations** module is FrontOffice+'s primary configuration hub for outbound operational rules, including time management, event handling, staff notifications, and system default language settings.

Key configuration options

Time management

- **Confirmation Lead Time:** Sets how many days before an appointment FrontOffice+ begins sending confirmation SMS messages.
- **Cancellation Cut-off:** Defines the timeframe policy for cancellations. If a cancellation falls outside policy rules, FrontOffice+ prompts the patient to call the office directly without offering rescheduling options.
- **AI Assistant Working Days & Hours:** Specific days of the week and daily hours when FrontOffice+ can send messages to patients.
- **Scheduling Days & Hours:** Days of the week and daily hours when the practice is open for business.
- **Start Time for New Appointment Slots:** Time interval increments (for example, on the hour, :15, :20, or :30) offered when proposing new available appointment slots.

Event management

- **Exclude Appointment Profiles, Location, or Providers:** Filters to select specific visit types, clinic locations, or providers that FrontOffice+ should not manage or should ignore.
- **Cancellation Feedback & Parameterized:** Configures whether FrontOffice+ asks patients for feedback or a standardized reason when declining or canceling an appointment.

Notifications

- **Second Confirmation Lead Time:** Lead time to send a second confirmation reminder if the patient hasn't responded to the initial message.

Notifications sent to staff

- **Operational and scheduling alerts:** Configure email addresses to receive notifications for patient declinations, cancellation issues, invalid data, or booking technical errors.
- **Periodic reports:** Options to turn on automated **Daily Reports** or **Weekly Reports** sent directly to administrative email addresses.

Example

- **Scenario:** A clinic needs confirmation texts to start 3 days before the appointment, messages sent strictly during business hours, and weekly summary reports delivered to the practice manager.
- **Setup:** In **Time Management**, set **Confirmation Lead Time** to 3 days and select allowed working days and hours. Under **Notifications Sent to Staff**, turn on **Weekly Report** and enter the manager's email.
- **Outcome:** FrontOffice+ performs outreach within approved operational windows and delivers a consolidated weekly summary via email.

Before going live

Confirm:

- **Messaging window:** AI Assistant **Working Days & Hours** are configured to avoid sending late-night or off-hours messages.
- **Staff emails:** Email addresses under **Notifications Sent to Staff** are entered correctly to receive critical alerts.



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