

Extra Questions Configuration Guide

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The **Extra Questions (3 Max)** module lets clinics configure up to three additional questions that FrontOffice+ automatically asks when a patient schedules an appointment. The questions gather supplementary information before the visit without interrupting or lengthening the main booking workflow.

Key configuration options

Mandatory requirement

- **Mandatory Extra Questions:** When turned on, FrontOffice+ requires patients to answer all additional questions in the web scheduler to complete the process.

Question setup

- These questions appear in the patient information form in the web scheduler. Through SMS, FrontOffice+ asks these immediately after booking.
- **First extra question:** Enter the first question, with a 150-character limit.
- **Add a question:** Add consecutive questions, up to a maximum of 3.

Closing message

- **Message after extra question (SMS closing message):** Define the final closing or thank-you message FrontOffice+ displays after the patient submits their answers. This message only appears in the SMS channel.

Example

- **Scenario:** A clinic needs to know the patient's referral name and whether it's their first visit.
- **Setup:** Turn on **Mandatory Extra Questions**, enter the first question in **First extra question** ("Do you have a referral?"), and select **Add a question** for the second ("Is this your first visit with us?").
- **Outcome:** The patient reserves their time slot and completes both mandatory questions.

Before going live

Confirm:

- **Character limits:** Each question and the closing message stay within the 150-character limit.
- **Mandatory setting:** Determine if questions are essential. If not, keep **Mandatory Extra Questions** turned off for a faster user experience.
- **Relevance:** Only ask for essential details to avoid overwhelming the patient after appointment confirmation.



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