

FrontOffice+ Text Customization Module Configuration Guide

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Text Customization lets you tailor the automated SMS messages FrontOffice+ sends to patients throughout their scheduling journey. By customizing default templates and adding specific notes, you can maintain your clinic's tone, convey essential visit preparations, and manage patient responses effectively across all touchpoints.

Key configuration options

Pre-confirmation messages

Add supplemental notes directly into the initial reminder before the patient responds:

- **Global pre-confirmation messages:** Include additional notes that apply universally across all account reminders.
- **Location-specific details:** Add custom instructions tied to a specific facility, such as parking directions, suite numbers, or check-in procedures.
- **Appointment profile instructions:** Attach tailored clinical preparation notes (such as fasting guidelines or paperwork requirements) based on the scheduled appointment profile.

Confirmation and follow-up workflows

Define how FrontOffice+ communicates during the core confirmation process:

- **Confirmation prompts:** Edit the primary confirmation request, fallback responses used when a patient's reply is unclear, and re-elicitation prompts sent to encourage a clear answer.
- **Final confirmation:** Customize the automated acknowledgment sent immediately after a patient confirms attendance, including clinic contact numbers and physical address details.
- **Calendar links and reputation management:** Turn on automated calendar links so patients can add visits to their personal digital calendars, and configure follow-up rating requests to collect patient satisfaction scores.

Rescheduling and reengagement workflows

Manage automated communications for canceled or missed visits through a unified re-engagement approach:

- **Canceled and missed visit outreach:** Automatically message patients when an appointment is canceled or no-showed to offer immediate rescheduling options, including clarifying responses if their reply isn't understood.
- **Cancellation feedback and closing:** Gather insights when a patient declines to reschedule by asking for their reason, followed by an automated closing acknowledgment.

Post-confirmation messages

Add supplemental notes directly into the initial reminder after the patient confirms their appointment:

- **Global post-confirmation messages:** Include additional notes that apply universally across all account reminders.
- **Location-specific details:** Add custom instructions tied to a specific facility, such as parking directions, suite

numbers, or check-in procedures.

- **Appointment profile instructions:** Attach tailored clinical preparation notes (such as fasting guidelines or paperwork requirements) based on the scheduled appointment profile.

Dynamic personalization tags

FrontOffice+ uses dynamic tags within message templates to insert real-time patient and appointment details automatically:

- `firstName` : Patient's first name.
- `start` : Scheduled date and time of the visit.
- `fza` : Applicable appointment time zone.
- `name` : Clinic or provider name.
- `work` : Clinic contact phone number.
- `address` : Clinic physical street address.
- `hostname` / `conversationId` : System elements used to generate calendar link URLs.

Example

- **Location message (Downtown Office):** "Parking is available in Garage B behind the building."
- **Appointment profile message (Lab Work):** "Fasting required for 8 hours prior to your visit."
- **Base template:** "Hi `firstName`, reminder for your appointment on `start` `fza` with `name`."

Resulting patient SMS output:

1. **Confirmation:** "Hi John, reminder for your appointment on Tue, Oct 31 at 10:45 AM PST with ABC Clinic."
2. **Additional message per location:** "Parking is available in Garage B behind the building."
3. **Additional message per appointment profile:** "Fasting required for 8 hours prior to your visit. Please confirm attendance (Yes/No)."

Before going live

Confirm:

- All customized messages follow the recommended character limits (for example, 150–160 characters per message) to prevent split texts.
- Dynamic tags (for example, `firstName` and `start`) are spelled accurately with appropriate spacing around them.
- Fallback and clarification prompts clearly instruct patients on how to respond.
- Location and appointment profile dropdowns are assigned to the correct custom messages.
- Clinic management has reviewed and approved all messaging content.



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.