

# Immediate Reminder Email Configuration Guide

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## Key capabilities | Example | Before going live

The **Immediate Reminder Email** setting lets FrontOffice+ automatically send an email to the patient containing complete appointment details the moment an immediate reminder is triggered. Its primary goal is to reinforce digital outreach by making sure patients receive their visit details directly in their email inbox.



This feature depends on DrChrono's webhooks feature. Validate any prior limitations in the user's account before turning it on.

## Key capabilities

### Instant email notification

- **Send Immediate Reminder Email:** Turn this toggle on or off to send automated email notifications when an immediate reminder is triggered in the system.
- **Appointment details:** Automatically includes essential booking information (such as date, time, and location) in the email body.

## Example

- **Scenario:** A clinic books a same-day urgent appointment and needs to make sure the patient receives instant written confirmation via email.
- **Setup:** Turn on **Send Immediate Reminder Email (Advanced)**.
- **Outcome:** As soon as the immediate reminder trigger fires, FrontOffice+ automatically sends an email to the patient with their full visit details.

## Before going live

Confirm:

- **Feature toggle:** The **Send Immediate Reminder Email** toggle is turned on.
- **Valid email records:** Patient profiles contain valid email addresses in your EHR or database.
- **Email template review:** The email reminder template is reviewed and aligned with official clinic instructions (validate this in the email configuration).



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