

Same-Day Reminders Configuration Guide

Last modified on 10/26/2026 9:04 pm EDT

Key configuration options | Example | Before going live

Same-Day Reminders let FrontOffice+ send last-minute SMS notifications to patients on the day of their scheduled appointment. This feature helps reduce no-shows by giving patients a timely heads-up a few hours before their visit.

Key configuration options

Turn on and set scope

- **Enable Same-Day Reminders:** Main toggle to turn same-day notifications on or off across the account.
- **Appointment Profiles:** Select the appointment profiles (for example, Consultations or Follow-ups) that should receive same-day reminders.
- **Locations:** Choose the offices or physical locations where same-day reminders should be sent.

Timing and delivery rules

- **First Same-Day Reminder:** Set how long before the appointment the first reminder is sent (for example, 4 hours before).
- **Second Same-Day Reminder:** Optionally configure a second follow-up notification closer to the visit time.
- **Only Send to Confirmed Appointments:** Turn this on if same-day reminders should only go to patients who already confirmed their visit.

Customization texts

- **Message templates:** Customize the SMS message content sent to patients, using dynamic tags such as `firstName` , `start` , and `fza` to insert personalized patient, clinic, time, and time zone information.

Example

- **Scenario:** A clinic wants to send a quick text 4 hours before an appointment, but only to patients who already confirmed earlier in the week.
- **Setup:** Turn on **Enable Same-Day Reminders**, set **First Same-Day Reminder** to 4 hours, and turn on **Only Send to Confirmed Appointments**.
- **Outcome:** A patient named John receives an automated message 4 hours before his appointment: "Hi John, just a reminder that your appointment with ABC Clinic is at 10:45 AM PST."

Before going live

Confirm:

- **Feature toggle:** **Same-Day Reminders** is turned on.
- **Scope selection:** The appointment profiles and locations you want are selected.
- **Time intervals:** Reminder lead times (for example, 4 hours before) fit your clinic's operational schedule.
- **Confirmed-only rule:** **Only Send to Confirmed Appointments** is set according to clinic policy.
- **Message templates:** Dynamic tags (`firstName` , `start` , `fza`) are formatted correctly in custom texts.

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.
