

How to Send Reminders

- 2023-07-12 - [Scheduling](#)

For confirmed scheduled appointments, VSee Clinic automatically sends two notifications to both provider and patient via email and/or SMS (if SMS is enabled):

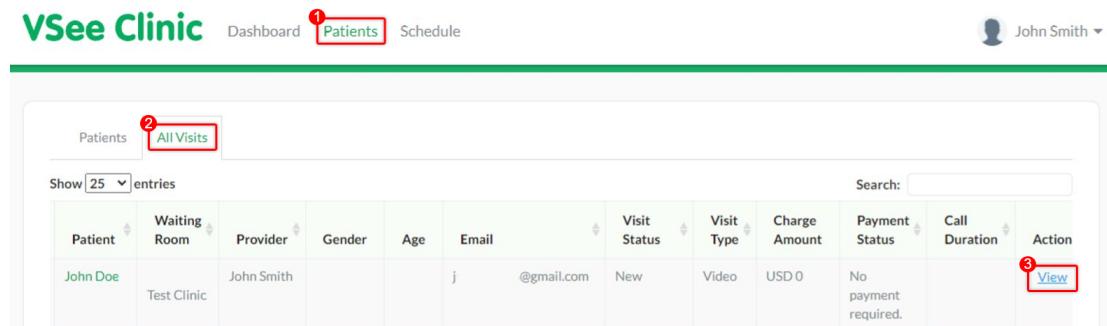
- Appointment confirmation - sent right after the appointment is confirmed.
- Appointment reminder - sent 24 hours by default before the actual appointment time.

However, patients may sometimes miss an appointment due to various reasons (email went to spam, forgot the details or the notification was accidentally deleted). With this feature, a provider or clinic admin can manually re-send the appointment reminder to the same patient from the calendar or visit record.

- [Sending a Visit Reminder From the Visit Details](#)
- [Sending a Reminder From the Calendar/Schedule Tab](#)
- [What a Visit Reminder Will Look Like on the Side of the Patient](#)

Resend the Reminder From the Visit Details

1. From the provider dashboard, click on **Patients** tab.
2. Once the Patient tab is loaded, click on **All Visits**.
3. Search for the patient and click **View** to open the patient's upcoming visit record.



The screenshot shows the VSee Clinic provider dashboard. At the top, there are tabs for 'Dashboard', 'Patients' (which is highlighted with a red box and has a red '1' notification), and 'Schedule'. Below the tabs, there is a search bar and a table with 25 entries. The table columns are: Patient, Waiting Room, Provider, Gender, Age, Email, Visit Status, Visit Type, Charge Amount, Payment Status, Call Duration, and Action. In the 'Patient' column, 'John Doe' is listed. In the 'Action' column for John Doe, there is a red box around the 'View' button, which is highlighted with a red box and has a red '3' notification. The table also includes a 'Show 25 entries' dropdown and a 'Search:' input field.

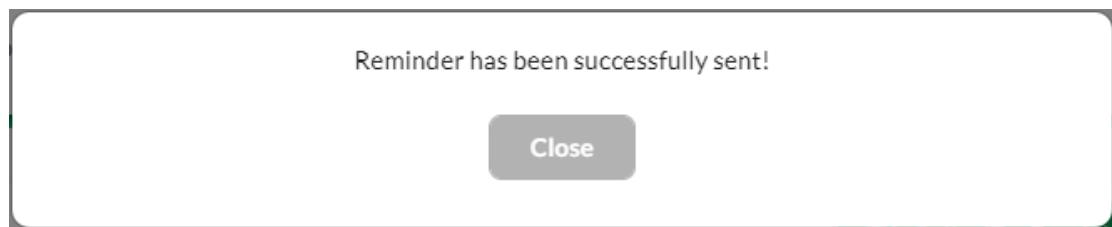
4. Click on the **ellipsis button (...)**
5. On the drop-down menu, click on **Send visit reminder**.

6. A pop-up for the Visit Reminder will appear. Select which parties will be notified by clicking the **drop-down menu**.

7. Once you have selected to whom you want to send the reminder (In this case, the Patient only), click **Send Reminder**.

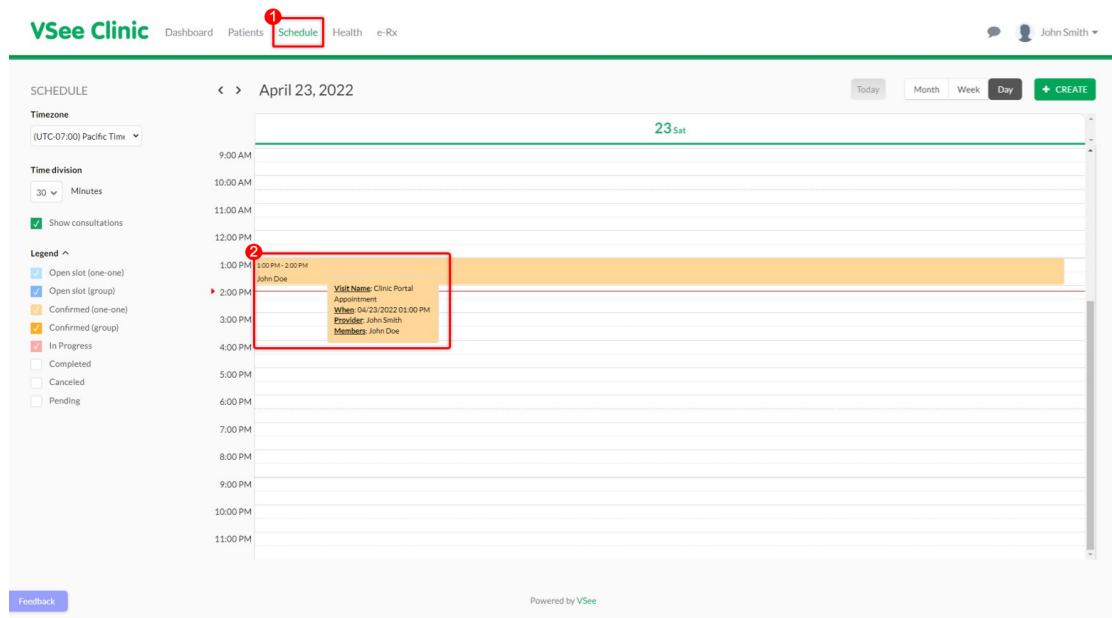
You will receive a confirmation that the reminder had been sent. The patient will then

be notified through e-mail and/or SMS depending on the provided details from the patient (e-mail and/or mobile number) when the visit was scheduled.



Resend the Reminder From the Calendar

1. On the provider dashboard, go to the calendar by clicking on **Schedule**.
2. Click on an upcoming and confirmed appointment.



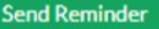
3. You will be taken to see the Visit Details. Click on the **bell icon**.

X

Visit Details

Visit Name	Clinic Portal Appointment
Time	Sat, Apr 23, 2022 01:00 PM (PDT)
Visit Type	Video
Visit Option	Initial Consultation
Patient	John Doe
Provider	John Smith
Room	Test Clinic
Reminder	1 day before

Telephone:	+1.650.758.0
Meeting PIN:	262449
Guest invite link:	https://clinic.vsee.me/visits/join/626464457b0a 



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4. The confirmation to send the reminder will pop up. Select **Patient only**.

5. Click on **Send Reminder** to confirm sending.

X

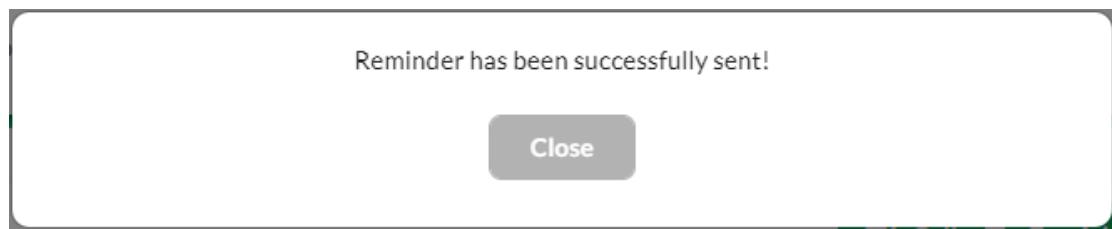
Visit Reminder

Would you like to send additional reminder to  4

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You will receive a confirmation that the reminder had been sent. The patient will then

be notified through e-mail and/or SMS depending on the provided details from the patient (e-mail and/or mobile number) when the visit was scheduled.



What a Visit Reminder E-mail/SMS Looks Like

Here is an example of what the e-mail reminder will look like for the patient:

Reminder: Clinic Portal Appointment Inbox x

Clinic Portal <noreply@vsee.com>
to me ▾

Dear John,

You have an appointment at 01:00 PM on Sat, Apr 23 2022 (PDT).

Please log into the portal 15 minutes before your scheduled time. To log in, click on the button below.

Start Visit

You are recommended to test your device before the visit to ensure stable call quality.

Test Your Device

If you have any questions, please contact us at help@vsee.com

Thank you for using Clinic Portal!

Here is an example of what an SMS reminder will look like for the patient:

Reminder: Clinic Portal
Appointment - You have an
appointment at 01:00 PM
on Sat, Apr 23 2022 (PDT).
Please log into the portal
15 minutes before your
scheduled time at <https://clinic.vsee.me/members/appointment/22134?token=oavps> q . Thanks.
Reply STOP to opt out

Related Article:

[How to Create a Visit as a Provider](#)

Need more assistance? Send us an email at help@vsee.com or check out the [Help](#) section under the Profile Menu of your VSee Clinic.

This article was last updated on: 10 April 2023

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