VSeehealth

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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.



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

VSee Clinic	Dashboard Patients	Schedule Health	e-Rx	🗩 👤 John Smith 👻
Status: New < All participants			Cal	Add Participants Find Visit
John Doe jo P	Offline @gmail.com,+	5	# @ @ @	 Visit ID: 2213463 Today 01:00 PM Video Visit Test Visit Test Visit Test Clinic
Intake Notes Paymen	t Visits Health	Medical History Allergi	es Medications Documents	
Intake ☐ 04/23/2022 ② 01:	00 PM			

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

		×
Visit Rem	inder	
6		_
Would you like to send additional reminder to	All participants 🗸 🗸	
	ا م	
	All participants	ler
com,	Patient only	Today 01:00
iderson	Provider only	Video Visit
	Provider & patient only	5 mins

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

		×
Visit Rem	inder	
Would you like to send additional reminder to	Patient only 🗸)
	Cancel Send Remin	ıder

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.

ſ	Reminder has been successfully sent!
	Close

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.

CHEDULE	< >	April 23, 20	22				Today	Month Wee	k Day	+ CREA
nezone										
TC-07:00) Pacific Time 👻						23 Sat				
	9:00 AM									
D V Minutes	10:00 AM									
	11:00 AM									
Show consultations	12:00 PM									
end ^	2			_						
Open slot (one-one)	1:00 PM 1	00 PM - 2:00 PM								
Open slot (group)	▶ 2:00 PM		Visit Name: Clinic Portal	÷						
Confirmed (one-one)	0.00.014		When: 04/23/2022 01:00 F	м						
Confirmed (group)	3:00 PM		Members: John Doe							
In Progress	4:00 PM									
Completed	5:00 PM									
Canceled										
Pending	6:00 PM									
	7:00 PM									
	8-00 PM									
	0.00114									
	9:00 PM									
	10:00 PM									
	11:00 PM									

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

Visit Details

×

Visit Name	Clinic Portal Appointment						
Time	Sat, Apr 23, 2022 01:00 PM (PDT)						
Visit Type	Video						
Visit Option	nitial 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/6264 :0e 64457b0a @Copy						
	Go To Visit Page						

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

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



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 ×

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 <u>01:00 PM</u> on Sat, <u>Apr 23 2022</u> (PDT). Please log into the portal 15 minutes before your scheduled time at <u>https://</u> <u>clinic.vsee.me/members</u> /<u>appointment/22134</u> ?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 <u>help@vsee.com</u> or check out the <u>Help</u> section under the Profile Menu of your VSee Clinic.

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