



Resend Appointment Reminder to a Patient

- 2020-10-05 - Scheduling

For confirmed 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 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**.

Resend the reminder from the visit record

1. On the provider dashboard, go to **Patients > All Visits**.
2. Search for the patient and click **View** to open the patient's upcoming visit record.

The screenshot shows the VSee Clinic dashboard with the 'Patients' menu highlighted. The 'All Visits' sub-menu is also highlighted. Below the navigation, there is a search bar with 'adams' entered. A table displays visit records with columns for Visit Time, Patient, Waiting Room, Provider, Gender, Age, Email, Visit Status, Visit Type, Charge Amount, Payment Status, Call Duration, and Action. The first row shows a visit on 10/12/2020 at 11:00 AM for April Adams, with a 'View' link in the Action column circled in red. The second row shows a missed visit on 09/30/2020 at 01:00 PM for April Adams, also with a 'View' link in the Action column. At the bottom, it indicates 'Showing 1 to 2 of 2 entries (filtered from 416 total entries)' and includes 'Previous', '1', and 'Next' navigation buttons.

Visit Time	Patient	Waiting Room	Provider	Gender	Age	Email	Visit Status	Visit Type	Charge Amount	Payment Status	Call Duration	Action
10/12/2020 11:00 AM ID: 12252145	April Adams	A1 Clinic	Dr. April Inclong	Female	34		New	Video	USD 49	Invoice created. 49 \$ of the payment may fail to be charged when the card has insufficient credits.		View
09/30/2020 01:00 PM ID: 12100096	April Adams	VSee Clinic	Dr. Gem Canovas	Female	34		Missed	Video	USD 0	No payment required.		View

3. Click on More button > **Send appointment reminder**.

April Adams Offline
Age 34, Jan 07, 1986, Female

Open Visits + Create New Visit

Visit Upcoming Mon, 10/12/2020 11:00 AM
#12252145

Visits Health Medical History Allergies Medications Documents

All Visits > Visit #12252145

Mon, 10/12/2020 11:00 AM Visit type: Video 15 mins for USD 49 15-min Consultation Status: New

Intake Date: 10/12/2020 11:00 AM

Notes

Payment

Send appointment reminder

Complete visit

Cancel visit

4. Click **Send Reminder**.

Would you like to send an appointment reminder to the patient?

CANCEL SEND REMINDER

Resend the reminder from the Calendar

1. On the provider dashboard, go to **Calendar**.
2. Click on an upcoming and confirmed appointment.

VSee Clinic Dashboard Patients **Calendar** Health e-Rx

Dr. April Incio...

MY SCHEDULE

America/Los_Angeles

October 2020

month week day

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12 11a April Adams	13	14	15	16	17
18	19	20	21	22	23	24

Filter

Division

30 Minutes


Show consultations

Legend:

- Open slot (one-one)
- Open slot (group)
- Confirmed
- Completed
- Deleted / Canceled
- In Progress
- Pending

3. Click on the doorbell icon.

VISIT DETAILS ✕

Visit Type	Video
Visit Option	15-min Consultation
Date & Time	10/12/2020 11:00 AM
Patient Name	April Adams 
Provider Name	Dr. April Inching
Room Name	A1 Clinic

Appointment Information

Telephone: +1.650.758.0255
Meeting PIN: 553234

CLOSE CANCEL VISIT EDIT

4. Click **Send Reminder**.

Would you like to send an appointment reminder to the patient?

CANCEL SEND REMINDER