

Remind Frequently Asked Questions

The following table lists questions that Remind™ users ask most frequently:

Question	Answer
How many business days before the appointment does the Remind call go out?	The Remind call goes out two business days before the appointment.
How many times does the system attempt to contact a patient?	The system contacts a patient a maximum of two times if the first attempt is unsuccessful.
If the patient presses "3" to cancel his or her appointment, does Remind cancel the appointment in our practice management system?	No, the system just notifies you about what the patient intends to do. You must cancel or reschedule all appointments in your practice management system manually.
If an answering machine picks up, is that a successful call?	Yes.
What phone number will show up on the patient's caller ID?	Your clinic's phone number.
What are the two most important icons to look for on the Appointments page each morning? Why?	Canceled by Patient and Rescheduled . This is so you can call the patients, and book them for a different time.
A patient name has the Unconfirmed icon next to it. Does that mean it was an unsuccessful attempt at delivering the message?	Not necessarily. Calls answered by a voicemail or answering machine are successful calls, but the status of the call is Unconfirmed . Unconfirmed calls can also be unsuccessful if there was a busy signal, no answer, or an early disconnection.
If a call attempt was unsuccessful due to a hang up, can I use the system to send another automated call? If yes, should I have the system call the patient again?	Yes, you would select that patient, and click the Resend Notifications button. If the patient has already received two Remind calls and does not respond, you should avoid sending two additional calls, as doing so may frustrate him or her.
Why would a patient have a status of Confirmed , but no communication information listed below his or her name?	Patient status is updated in your practice management system. If a patient was confirmed by staff in your system, then no communication would have been sent to the patient. The information below the patient name would be blank.
Why do some patients have no communication information below their name?	There are several reasons why a patient can have no communication information below his or her name: 1) The patient has opted out of reminder calls, so no call was sent. 2) The patient is scheduled for an appointment that calls are not sent for. 3) The patient has already been confirmed, canceled, or rescheduled in your practice management system, and a call did not go out for him or her.
If a patient has multiple appointments scheduled in the same facility, and the reminder call is sent for the first appointment only, what information will show for the second appointment in Remind?	The second appointment will have an Unconfirmed status, because no call went out, and the Last Communication will say, "Earlier appointment used for confirmation."
If a patient confirms his or her appointment by email, will he or she receive an appointment confirmation phone call too?	No, he or she will not receive a phone call if he or she confirms by email before appointment confirmation phone calls are queued up in the system. This could be two or three days before his or her appointment, depending on your organization's call schedule.
What type of information does the Client Care team need to answer a question about a patient call?	Client Care needs the following: your contact information (name, email, practice name); patient example (patient's initials, DOB, and last four digits of the phone number where the patient received the Remind call); and a brief summary of the problem.
Scenario	Response
Common scenarios you'll encounter when using Remind:	
A patient calls and complains that he or she canceled his or her appointment late yesterday afternoon, yet he or she still received a Remind call.	Because the system receives multiple feeds throughout the day, the patient may have called to cancel after the last feed was received, and the system did not receive that updated information. This can also be the reason a patient doesn't receive a Remind call when he or she has called and scheduled an appointment late in the day.

<p>A patient gets a call and cannot hear the message that is being delivered, because she is in a bad cell zone, and it keeps cutting out. How will that patient hear our message or even know who called?</p>	<p>Occasionally, patients will be in areas with poor cell reception, and they will not be able to hear the message properly. Because the caller ID will show your clinic's number, the patient can call when he or she is in a better area, and you can let him or her know the clinic was calling to remind him or her about his or her upcoming appointment.</p>
<p>A patient is at a football game, and the background noise is very loud, so the system cannot begin to leave a message. The system calls back again in 20 minutes, and the same problem exists. How will this patient get the proper reminder about his or her appointment?</p>	<p>Because the system only attempts to call patients a maximum of two times, the patient will not receive an additional automated call. The call will register in the system as "unconfirmed" with details showing that the call was unsuccessful. You can resend calls to that patient through the Remind system, or call him or her personally.</p>
<p>A patient has multiple voicemails attached to one phone number: "To speak to John, press 1, for Jane press 2." Does the system have the capability to work around this complicated voicemail system?</p>	<p>No, the system would not be able to respond appropriately to a voicemail that is configured this way. The message would not be delivered successfully, so we would suggest attempting to resend the patient's notification or calling him or her personally.</p>
<p>After learning about the Remind system, you immediately know of patients that have physical impairments who would not be able to use the system. Or, maybe a caregiver calls to let you know a patient will not be able to respond appropriately to the calls. What options do you have in helping these patients?</p>	<p>The best way to handle this situation is to opt the patient out of Remind calls, due to his or her physical impairment. You can do this by selecting a Global Opt Out in the opt-out section of the system.</p>
<p>A patient calls and would rather not be called for appointment reminders. What can I say to the patient to help him or her understand this new technology?</p>	<p>This is your opportunity to educate the patient on the need for this new technology. It enables your providers to manage their schedules efficiently while extending a courtesy reminder for each patient, which would be impossible to do without the Remind system.</p>