

# IBM Phytel Remind Quick Reference Guide

1 Login <https://atmosphere.phytel.com>

2 Filter by Groups | Schedules | Date

The default date is the current date. Change this to the date of the appointments you need to view.

Groups:  Schedules:  Date:

**Appointments**

3 Filter by Status | Response | Sort By

Status	Response
<input checked="" type="checkbox"/> ⚠ Unconfirmed	<input checked="" type="checkbox"/> Busy
<input checked="" type="checkbox"/> ❌ Canceled (By Patient)	<input checked="" type="checkbox"/> Live Answer
<input type="checkbox"/> ❌ Canceled (By Doctor)	<input type="checkbox"/> Answering Machine
<input type="checkbox"/> ❌ No Show	<input checked="" type="checkbox"/> No Answer
<input checked="" type="checkbox"/> ➡ Rescheduled	<input checked="" type="checkbox"/> Dial Error
<input type="checkbox"/> ✅ Confirmed	<input type="checkbox"/> Queued
<input type="checkbox"/> ✅ Checked In	<input type="checkbox"/> Stopped
	<input type="checkbox"/> No Communication
	<input type="checkbox"/> Email Sent

Sort By

- Status and Response
- Time
- Provider
- Time and Provider
- Status
- Status and Response

Look for ❌ and ➡

Cancel these appointments in your practice management system and contact the patients personally to schedule them for a more appropriate time.

**2 clicks and your call results will be in the format you need!**  
 After the initial setup is in place, each morning:  
 Change the date

Educate your patients!  
 “Our providers have a new system to help monitor your health...”

Questions?

Email [PhytelClientCare@us.ibm.com](mailto:PhytelClientCare@us.ibm.com) or submit a **Support Request**