EZDERM Notifications

SMS/Text Message Reminders:

- To set up your SMS settings that allow you to set a date and time they go out follow the steps below:
    - Click practice logo or name
    - Click general settings
    - Click general information
    - Update appointment reminder lead time
- Sent out 1-7 days before the patient's scheduled appointment at the time you chose (clinic time zone)
- Appointment statuses MUST be in any of the following for the messages to be sent

    1. Scheduled
    2. Wait Listed
    3. Message Left
    4. No Answer

- ALL other statuses will not get an SMS reminder

PLEASE NOTE: Only valid mobile numbers that are placed in the mobile phone field of the demographics will receive a text message reminder

Email Reminders:

- The first email is sent out as soon as the appointment is created
- The second email reminder is sent 1 day before the patient's appointment at 3 pm -UTC

Will NOT be triggered if:

- The appointment type or chief complaint is updated on the appointment card.
- If the duration of the appointment is modified but the start and end times stay the same.
- If the appointment is in the confirmed, canceled, rescheduled via SMS, no answer, or rescheduled status

WILL be triggered if:

- The appointment start time is changed
- The day of the patient's appointment is changed
- If the appointment is in the status of scheduled, and waitlist.

Online Scheduling Email Reminders:
- Online Scheduling Acknowledgement- Notifying the patient that the appointment has been requested
- Appointment Reminder- Notifying the patient that the appointment has been approved

PLEASE NOTE: Patients will only receive an email reminder if there is a valid email address in their account and the email has been verified.