



Hello World Appointment Reminders

Hello World appointment reminders allow patients to receive notifications via text message or automated voice call. As of June 16, all appointment reminders (both text and voice) are managed and sent through Epic Hello World.

As part of this transition, patient reminder preferences need to be updated directly within Epic, making it easier to manage communication settings in one place.

Appointment reminders setup is already included on your checklist. 

Appointment reminder Workflow:

- Initial appointment reminder - **4 days prior** to their scheduled visit.
- If appt is not confirmed, a second reminder is sent **2 days prior**.

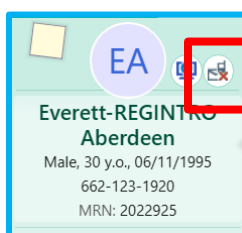
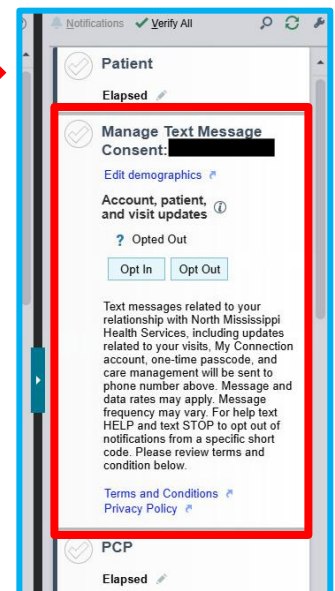
Communication Method

- Patients who are opted in to text messaging and have text set as their preferred communication method will receive **text reminders at both 4 days and 2 days**.
- Patients who are **not opted in to text messaging** or do not have text as their preference will receive **phone call reminders at both 4 days and 2 days**.
- Patients will receive only one type of reminder (text OR phone), based on their preference.

Additional Reminder

- All patients receive a **courtesy text message the day before** their appointment.

**It is very important to update your patient's communication preference.
Go to the patient's communication preferences in Epic to update.**



**Communication Preferences
Icon** — located within patient's
storyboard.

- All patient responses (confirmations, rescheduled, and cancellations) will be worked from the clinic scheduling pool.
- Reminder delivery depends on **accurate phone numbers and active communication preferences.**



Try It Out

Update Appointment Reminder Preferences in Epic

1. Open the patient chart in Epic.
2. Go to Registration or Demographics.
3. Select Communication Preferences or Patient Communication Settings.
4. Review the patient phone numbers and reminder delivery preferences.
5. Confirm the patient's preferred reminder method:
 - Text Message
 - Voice Call
 - No Reminders
6. Save the changes.

How to Opt In to Text Message Reminders – PREFERRED METHOD

1. In Communication Preferences, verify the patient mobile phone number.
2. Select Text Message as the preferred reminder method.
3. Confirm the patient agrees to receive text reminders.
4. Save the update.

How to Opt In to Voice Reminders

1. Verify the patient preferred phone number.
2. Select Voice Call as the reminder preference. This will be the default unless the patient has been opted in for Text Messaging.
3. Save the update.

How to Opt Out of Voice Reminders

1. Open Communication Preferences in Epic
2. Remove the Voice Call reminder selection.
3. Select another reminder option if needed.
4. Save the changes.

Important

- Patients can update their own communication preferences in myConnection. The default is for patients to receive notifications from myConnection two hours before their appointment. If the patients do not want that reminder, they will need to update this in the myChart preferences.
- Patients who opt out of all communication preferences will no longer receive automated reminders. They should have either telephone or text turned on for communication.
- If a patient did not receive a reminder, verify contact information and reminder preferences in Epic.
- Reminder delivery depends on accurate phone numbers and active communication preferences.
- Please reach out to a patient representative for any questions or concerns you may have regarding Hello World Appointment Reminders.