## Adding a Waiting Room Link to Your Reminders

Last Modified on 04/08/2025 4:13 pm EDT

Adding a Public Waiting Room link to your reminders is a great way to streamline your Video Chat workflow. It is easy to set up. Just follow the steps below to get started.

**NOTE**: You must have Admin access to configure the settings for this process.

First, you need to set up a Public Waiting Room.

1. Go to Video Chat from the Home menu.

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2. Next, go to the **Settings** menu.



3. You will need to make the waiting rooms you want to use for reminders public. Check the box for **Set My Room to Public** and make sure the URL is what you would like to use.

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Video Chat SETTINGS ON THE Chat Preferences Virtual Backgro Profile Display Name Status URL Waiting Room Display Name Greeting Grant Access	Avage:  Avage:  Public Room  A public room is a room that can be accessed by anyone with the URL link. No invitation is required.  Set My Room to Public  Set My Room to Public  Set My Room to Public  Nour of also change this setting at the top of your waiting room.  Vour Public Room is  Vour Public Room is  Vour Public Room is  Cese room  URL  Argon.  Cept room link  URL  Argon.  Cet Edit room link  Waiting Room  Display Name  This name will be displayed for practice users to whom you have granted access to your room.  Vour diatuit displayed for practice users to whom you have granted access to your room.  Vour diatuit displayed for practice users to whom you have granted access to your room.  Vour diatuit displayed for practice users to whom you have granted access to your room.  Vour diatuit displayed for practice users to whom you have granted access to your room.  Vour House Compared in the synue Vidaou user's first and last ranne followed by room.	MY DEVICE UQ Q
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4. After setting up the Public Waiting Room, go to Admin and select Scheduling.

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5. Click on the **Calendars** tab and select the calendar to set up with the Public Waiting Room link. Next, under the **Available Public Waiting Rooms** dropdown, pick the waiting room you want to associate with the selected calendar and **Save**.

Rules Appt. Types Cale	endars Locations	
Admin CJG Dr. Bock Dr. Johnson Dr. Michaels Dr. Phil Dr. Sond Reminders Dr. Sond Reminders	Title Name     Dr. Smith       Color     Example Patient: Example Pa	ľ
Dr. Tom O New Calendar	Availability Monday	0
	9:00am:5:00pm Appointment Type(s)  Patients can View/Select Tuesday	
	9:00am3:10pm Appointment Type(s)  Patients can View/Select Wednesday	
	Stolam 5:00pm Appointment Type(s) 2 Patients can View/Select Thursday	
	7:00am-1:00pm Appointment Type(s) 2 Patients can View/Select     3:30pm 6:30pm Appointment Type(s) 2 Patients can View/Select	
	Friday 9:00am-5:00pm Appointment Type(s) 2 Patients can View/Select	
	Saturday No time slots exist for this day. Sanday	
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Now that we have set up the Public Waiting Room link and associated it with a calendar, we can now set up the reminders.

You can add the link to an existing script or create a new Reminder Script that includes the Public Waiting Room linked to the calendar.

## Go to Admin and click on Reminders.

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You can add the [telehealthurl] variable to the reminder script to pull the link from the waiting room that was set up for a calendar from the previous steps. **Save** your script when finished.

New Script		Reminders Documentation Discard Save Script
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tasic Script Information Cript Name * Telehealth Reminder Composition Composi	2.	Personalize your Message Use the variables below to personalize your content. Variables will always appear in english     [firstname]     The patient's first name     [date]     The date of the appointment     [time]     The time of the appointment
Refrain from entering any PHI in the message contents.		[type] The type of the appointment
This is a reminder for (firstname). You have a telehealth appointment with (with) at [practicena You can access your telehealth call with the link below. We look forward to seeing you. [telehealthurt]	me] on [date] at [time].	The location of the appointment (address) The address of the location or practice (with) The calendar the appointment appears on
English Message Preview This is a reminder for Tony. You have a telehealth appointment with Dr. Banner at The Practice (	on 02/19/25 at 11:52 AM.	[practicename] The practice name [practicephone]
You can access your telehealth call with the link below. We look forward to seeing you. www.ExampleTelehealthURL.com + Add Spanish Version		The practice phone number [apptbunding] Bundle appointments based on the timeframe set in your appointment filtering settings. Appointments scheduled in this set timeframe will be bundled into a aingle reminder. Includes (with), [location], and (time) variables for each. [teleheathurd] Include a direct URL link to an appointment's associated provider's public withing room.

Below is an example of a reminder we set up. The recipient just needs to click the link to get started.

