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Variables Are Now Optional in Reminders Scripts

Previously, when configuring scripts for Reminders, there were certain fields we required customers to include in scripts, like [firstname] or [date].

However, we have heard from some customers that there are situations when including a patient's name can be a negative experience for the patient.

We want to give our customers the flexibility to create scripts that work for them and their patients, so we made all the variables in Reminder scripts optional. Going forward, customers can create Reminder scripts without any variables.