

# September 2024

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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.

### Text Script


**Script Name**  
My Custom Script

Active  
 Default text script

**Personalize your message**  
Use the variables below to personalize your message. Variables will always appear in English

**Manage Script content and languages**  
When making changes to a script, update all language versions to maintain consistent messaging.

**Warning:** Patient Reminders are not a HIPAA-compliant method of communication. Refrain from entering any PHI in the message contents.

**English Message**  
Hi, you have an upcoming appointment soon. 

- [firstname]  
The patient's first name
- [date]  
The date of the appointment
- [time]  
The time of the appointment
- [type]  
The type of the appointment
- [location]  
The location of the appointment
- [address]  
The address of the location or practice
- [with]