

# Reminders Overview

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Updox's Reminders solution is an appointment reminder application that practices can personalize to easily engage with patients. It allows practices to include automated appointment reminders as part of their strategy for patient engagement. This two-way messaging solution allows your practice to remind patients about upcoming appointments via text message, phone call, or email, and it allows patients to respond by confirming or cancelling the appointment directly from the message.

The screenshot displays the 'Reminders Settings' page in the Updox interface. The page is organized into several sections:

- On This Page:** A sidebar menu with links for Settings, Scheduling, Restricted Timeframes, Appointment Contact Telephone Number, Multiple Reminders, Appointment Bundling, Human Voice, and Related Settings.
- Settings:**
  - Scheduling:** Includes a description of the reminder system, a 'Practice Timezone' dropdown set to 'Eastern', and checkboxes for 'Send reminders after confirmation is received' (unchecked) and 'Allow patients to cancel an appointment from the reminder' (checked).
  - Reminders:** A table showing 1st, 2nd, and 3rd reminders. The 1st reminder is 'Email' (1 Week), the 2nd is 'Telephone - Home' (48 Hours), and the 3rd is 'Text Message' (24 Hours). Each has an 'Inactive' status button. An 'Edit Schedule' button is present.
  - Restricted Timeframes:** Includes a description and two dropdowns for 'Daily Delivery restricted start time' (8:00pm) and 'Daily Delivery restricted end time' (8:00am).
  - Restrict Weekends:** A checkbox for 'Restrict delivery on weekends' is checked.
  - Appointment Contact Telephone Number:** A section for managing location phone numbers with four input fields: 'Oak Street' (614) 806-5544, 'Maple Ave' (614) 806-6566, 'Eim Street' (614) 555-5555, and 'Smith Primary Care Columbus'. A checkbox for 'Allow patients to call the office from the reminder' is checked.
  - Multiple Reminders:** A description and a checked checkbox for 'Turn on appointment filtering for patients who have multiple appointments'. A dropdown for '1 Hour' is shown.
  - Appointment Bundling:** A description and a checked checkbox for 'Appointment Bundling'.
  - Human Voice:** A description and a dropdown for 'English (Female)'.
- Related Settings:** A section with a description and links for 'Appointment Types', 'Provider Calendars', and 'Locations'.