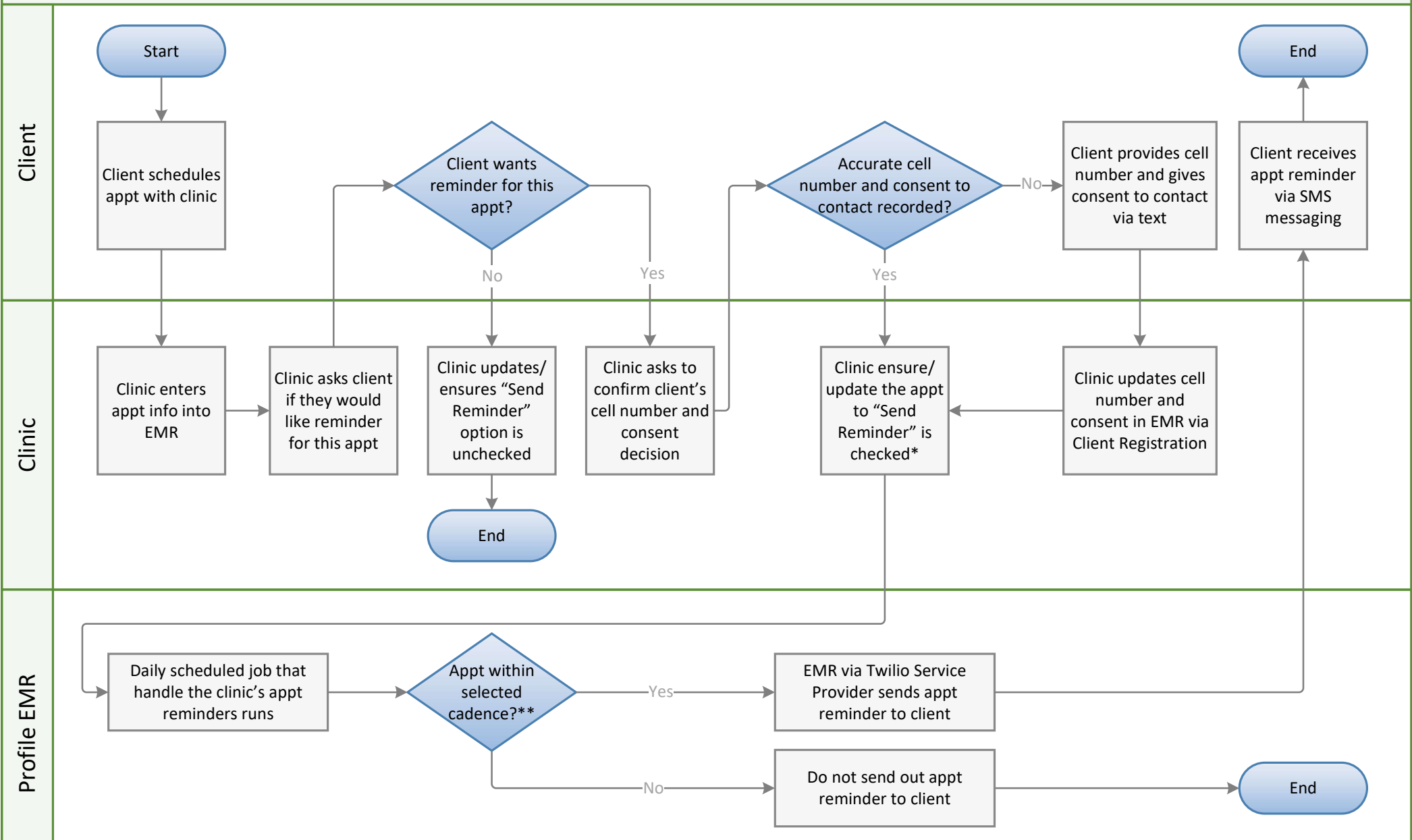# SMS Appointment Reminder Workflow

*(Note: Appt = Appointment; Assumption is the clinic has opted into using the Appt Reminder feature through Profile EMR)*

**ProfileEMR**

## Client

Start → Client schedules appt with clinic

Client wants reminder for this appt? — No / Yes

Accurate cell number and consent to contact recorded? — No → Client provides cell number and gives consent to contact via text

Yes

Client receives appt reminder via SMS messaging → End

## Clinic

Clinic enters appt info into EMR → Clinic asks client if they would like reminder for this appt

Clinic updates/ensures "Send Reminder" option is unchecked → End

Clinic asks to confirm client's cell number and consent decision

Clinic ensure/update the appt to "Send Reminder" is checked*

Clinic updates cell number and consent in EMR via Client Registration

## Profile EMR

Daily scheduled job that handle the clinic's appt reminders runs → Appt within selected cadence?** — Yes → EMR via Twilio Service Provider sends appt reminder to client

No → Do not send out appt reminder to client → End

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*Other conditions that must be met: booked appointment (not cancelled or rescheduled), and the appointment type is supported to send reminders.

**Cadence = timeframe specified to notify clients (ex: 5 days prior to scheduled appointment, 1 day prior, etc.). Up to 3 cadences can be selected by the clinic.