Ambulatory Patient Appointment Reminders

Epic's Cadence application allows sending of appointment reminders via text (SMS), email, or patient activated phone calls (IVR). The GW Medical Faculty Associates has optimized appointment reminders to support the reduction of no show and late cancel appointments. Our vendor for this work is SolutionReach Health (SRH).

Ambulatory Appointment Reminders

When are they sent?
MFA Patient Access Optimization has recently updated the timing in which appointment reminders are being sent to our patients. These reminders are sent regardless of MyChart activation status. The method sent (SMS/Email/IVR) is based on the patient's communication preferences in Epic.

- 14-day appointment reminder – sent when scheduled over 14 days in advance of appointment with a status of scheduled or rescheduled
  - Sent at time of appointment
  - Response options to confirm or cancel

- 3-day appointment reminder – sent if scheduled within the 14 – 3-day window from appointment OR if no response from 14-day reminder
  - Sent at time of appointment
  - Response options to confirm or cancel

- Same day courtesy reminder, sent to all appointments regardless of status
  - Sent 3 hours prior to appointment OR if scheduled before 11AM sent 12 hours prior to appointment
  - No response options

Sample Standard Reminder Verbiage

14- and 3-day reminder, SMS (IVR):
Hi, [Patient Preferred Name]. We are contacting you from The George Washington Medical Faculty Associates to remind you of a scheduled appointment on [Appointment Day and Date] at [Arrive-By Time] with [Provider Full Name]. Reply YES (or 1) to confirm. Reply NO (or 2) to cancel. (Reply 0 to speak to a person) Reply STOP (or 3) to opt-out.

Confirmation Response Message
Thank you for confirming your appointment. We look forward to seeing you at [Department Name, Department Address]. Please bring a photo ID, insurance card, copay, and referral. To login or activate your MyChart go to mychart.gwdocs.com.

Same Day Message
Hi, [Patient Preferred Name] this is The George Washington Medical Faculty Associates to remind you of the appointment on [Appointment Day and Date] at [Arrive-By Time] with [Provider Full Name] at [Department Address]. Please bring a photo ID, insurance card, copay, and referral. If you are experiencing any respiratory symptoms, please wear a mask that covers your mouth and nose at all times unless directed otherwise by a healthcare provider. See you soon!

Telehealth Voicemail Message
Hello, [Patient Preferred Name]. We are contacting you from The George Washington Medical Faculty Associates to remind you of a telehealth video phone appointment on [Appointment Day and Date] at [Arrive-By Time] with [Provider Full Name] at [Department Name]. Within 7 days of the appointment, log into MyChart to complete your eCheck-in and test your connection. To login or activate your MyChart account go to mychart.gwdocs.com.

Communication Preferences

Appointment Confirmation
From the patient storyboard you can view, change, and review the communication preferences. Patients can also edit these in MyChart. Ambulatory appointment reminders are the 'Appointment Confirmation' option under Appointments. Options are phone, text, or email.
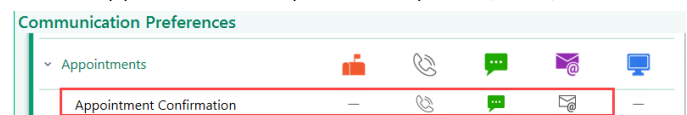
Future Enhancement

Language Expansion
Looking to appointment data, Spanish was the preferred language of 2% of all completed appointments in the past year. Additional education will be provided on the importance of entering the correct preferred language and if an interpreter is required for the visit.

Multiple Appointment View
If a patient has more than one appointment scheduled within the same department on the same day, SRH has what is called an 'itinerary view'. This will limit the number of times that The GW MFA is contacting patients and allow a link to be sent to view/confirm/cancel all appointments on that day.