

# APPOINTMENT CONFIRMATIONS

## WHAT TO EXPECT

For most appointment types, you will receive a message 4 days before your appointment. Depending on the method you choose: Voice, Text Message (SMS) or Email, here is what to expect.

**AUTOMATED VOICE:** The message repeats 3 times to give you time to take notes or to quickly review your calendar. **THE LOCATION IS STATED IN THE MESSAGE.** It is important to listen to the message and respond at the time of this call. You can press 0 anytime during the message to get to the response prompts. - **If you do not press 0 or the message goes to voicemail or the answering machine, three more attempts will be made to reach you. If you do not respond by pressing 0 and following the response prompts, you will need to call our office to confirm the appointment. -**

After the recorded message you hear: “**Press 0 to confirm, cancel or reschedule.**” Then, when 0 is pressed you hear: “Press 1 to confirm, press 2 to cancel or press 3 to reschedule.”

When 1 is pressed you hear: “Your appointment is confirmed. Thank you.”

When 2 is pressed you hear: “Your appointment cancellation has been submitted. Thank you.”

When 3 is pressed you hear: "A reschedule request has been submitted. \*Call later for your new appointment date. Thank you."

**\*IMPORTANT NOTE: THE RESCHEDULE RECORDING ASKS YOU TO CALL OUR OFFICE LATER. YOU DO NOT NEED TO CALL OUR OFFICE. WHEN WE RECEIVE YOUR RESCHEDULE REQUEST, OUR OFFICE WILL CALL YOU TO SET UP A NEW DATE AND TIME.**

**TEXT MESSAGE (SMS):** You have 24 hours to respond. After 24 hours, you will need to call our office. Our system only accepts your first response. Contact our office if you must make any changes / corrections to your response **BEFORE** your scheduled appointment.

After you receive the TEXT message: Reply **C** to confirm, **R** to reschedule or **X** to cancel.

**E-MAIL:** Please reply promptly. Our system only accepts your first response. Contact our office if you must make any changes / corrections to your response **BEFORE** your scheduled appointment.

Use the prompts in the email to Confirm, Reschedule, or Cancel.

Tony has an appointment with Doctor [redacted] at Cardiovascular Consultants Fresno on 7/12/2016 12:30 PM. Arrive 15 minutes early. We look forward to seeing you.

Click below to confirm, reschedule or cancel. Thanks!

CONFIRM       RESCHEDULE       CANCEL

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[1207 East Herndon Avenue](#)  
Fresno, CA 93720  
(559) 432-4303 | [www.cvcfresno.com](#)

Tony has an appointment with Doctor [redacted] at Cardiovascular Consultants Clovis on 7/8/2016 4:30 PM. Arrive 15 minutes early. We look forward to seeing you.

Click below to confirm, reschedule or cancel. Thanks!

CONFIRM       RESCHEDULE       CANCEL

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[729 Medical Center Drive West, Suite 123](#)  
Clovis, CA 93811  
(559) 432-4303 | [www.cvcfresno.com](#)

THE LOCATION IS STATED IN THE VOICE MESSAGE AND IS NOTED IN A TEXT AND EMAIL.