



# CARDIOVASCULAR CONSULTANTS HEART CENTER

1207 EAST HERNDON AVENUE, FRESNO CA 93720

(559) 432-4303

## AUTOMATED APPOINTMENT NOTIFICATIONS

Our office uses Automated Appointment Notifications to remind you of your upcoming appointments. You can be notified by Automated VOICE, TEXT message, or EMAIL. Please update all your contact information with our staff as soon as possible and let them know how you would like to be notified of your upcoming appointments. The default Notification will be VOICE until you inform our staff of your notification preference.

**Text Notifications** are by far the most convenient. All the appointment information is clearly spelled out for you with the date, time and location. All you need to do is reply back to the text **within 24 hours** with the letter **C** which will confirm your appointment, or **X** which will cancel your appointment, or **R** which will request a reschedule of your appointment; otherwise you must call our office.

**BELOW IS AN EXAMPLE OF HOW THE TEXT MESSAGE WILL LOOK.**

**THIS IS NOT REAL PATIENT INFORMATION. THIS IS ONLY AN EXAMPLE.**

**THIS IS ONLY AN EXAMPLE USING A FAKE PATIENT NAMED ABBY.**

Appointment reminder from Cardiovascular Consultants Heart Center. Abby has an appointment with Doctor Boran on 3/21/2017 at 9:30 AM located at our Fresno office. Arrive 15 minutes early. Bring all your medications and current insurance cards. Please notify our office of any insurance changes within 24 hours of this message. Reply C to confirm, R to reschedule or X to cancel.

**Email Notifications** are also very convenient. You will receive an email with all the appointment information clearly spelled out for you with the date, time and location. The email will contain a **link** to select for **Confirm**, **Reschedule**, or **Cancel**. Please select the appropriate response.

Click below to confirm, reschedule or cancel. Thanks!

CONFIRM       RESCHEDULE       CANCEL

**Automated Voice Notifications.** You will receive an automated voice message stating the date, time and location of your appointment. You will also be prompted to press **zero** to get to the next menu where you will then be prompted again to press **1** to confirm, press **2** to cancel, or press **3** to reschedule.

The message will repeat two more times until you press zero to get to the next menu. If you miss this call and it goes to voice mail, or if you do not press zero and then press the 1, 2, or 3 to confirm, cancel, or reschedule, you will have to call our office to let us know if you will make it to your appointment.