UNIFIED
WOMEN'S HEALTHCARE™

Appointment Reminders & Ticklers

Appointment reminders and ticklers are emails and/or text messages that are sent to patients prior to their appointment, as a reminder to come in.

Benefits:

- Decrease no-show rates
- Improve patient satisfaction with helpful reminders for appointments
- Ensure patients receive timely follow-up services and/or preventative care
- Increase revenue with maximizing appointments per unique patient

Key Features:

- Automatic reminders to patients with scheduled appointments
- Uses best method to reach patient – either email, text, or phone call, based on registration data
- Ticklers remind patients when they are due to schedule new appointments for overdue services related to follow-up or preventative care
- Decreases risk for providers by having documented communication to patients with overdue services
- Automatic messaging through athena requiring no additional administrative work
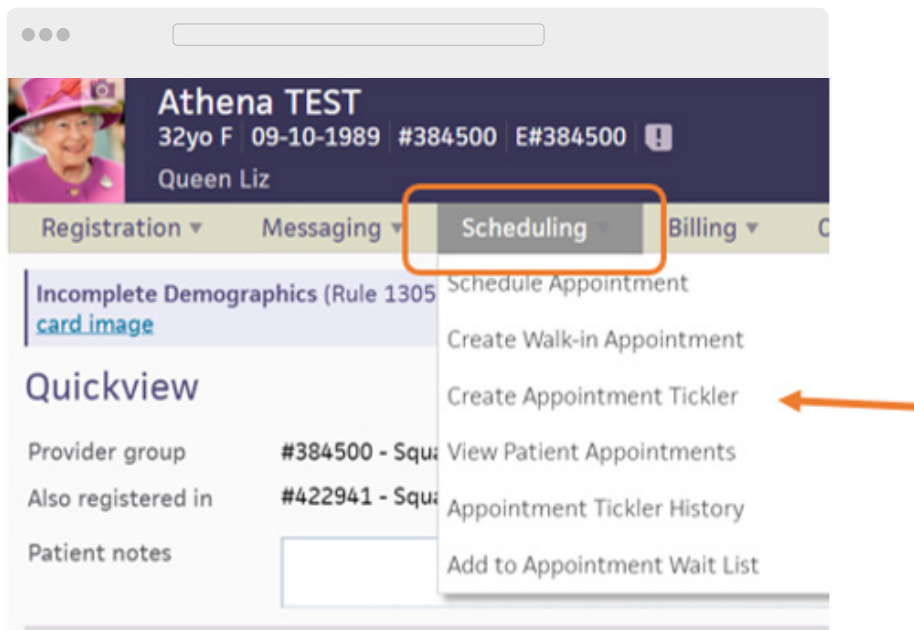
Create Appointment Ticklers:

There are two options to create an appointment tickler.

1. Create a tickler during the clinical encounter by the provider or clinical staff. This can be found in the A&P section of the encounter notes listed under follow-up. **Note: For ticklers through the patient encounter, alarm must be turned on in order for patient to receive the notification.**

2. Appointment ticklers can also be created from the patient appointment page. The tickler should be based on follow-up as recommended by the providers notes for returning to office, which are listed at the bottom of the encounter.

Adding an appointment tickler:

Search for the patient and you will be routed to the patient quickview. Click Scheduing and select Create Appointment Tickler.
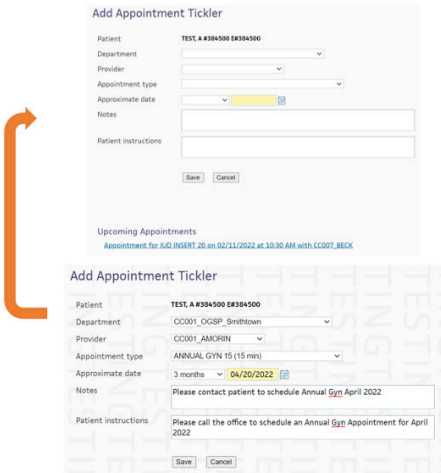

In the "Appointments" section of the patient quickview, click "Create Appointment Tickler".
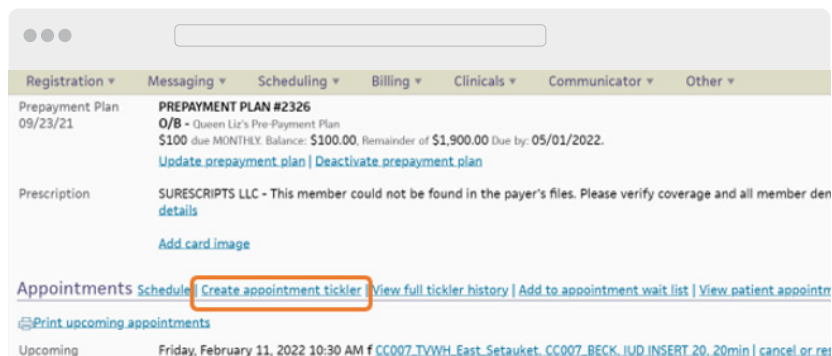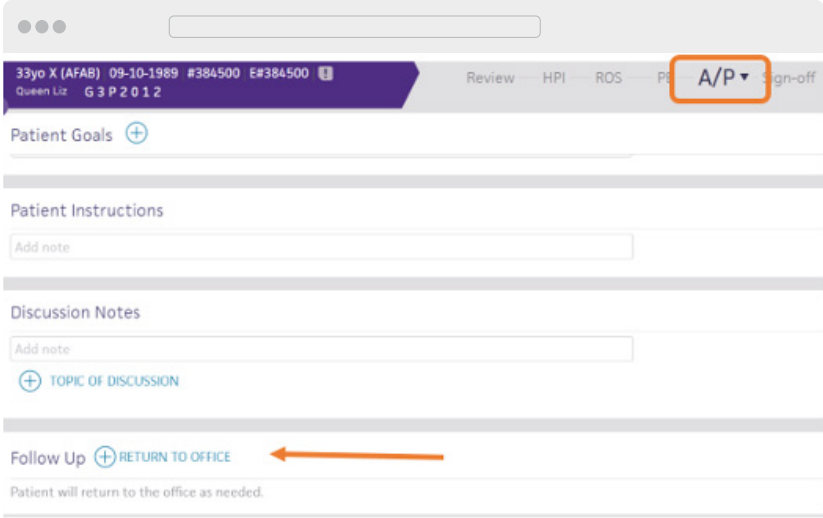
The Add Appointment Ticker section will display. Complete the filters and select "Save". Also if the patient has any upcoming appointments set up prior to the appointment tickler, then it will appear on the bottom of the page.

ONCE THE TICKLER IS SAVED, THE PATIENT WILL SEE A MESSAGE IN THEIR PORTAL THAT AN APPOINTMENT WAS RECOMMENDED, ALONG WITH A PROMPT TO CALL AND SCHEDULE.

Add Appointment Tickler

Patient	TEST, A #384500 E#384500
Department	
Provider	
Appointment type	
Approximate date	
Notes	
Patient instructions	

Save   Cancel

Upcoming Appointments
Appointment for IUD INSERT 20 on 02/11/2022 at 10:30 AM with CC007_BECK

Add Appointment Tickler

Patient	TEST, A #384500 E#384500
Department	CC001_OGSP_Smithtown
Provider	CC001_AMORIN
Appointment type	ANNUAL GYN 15 (15 min)
Approximate date	3 months 04/20/2022
Notes	Please contact patient to schedule Annual Gyn April 2022
Patient instructions	Please call the office to schedule an Annual Gyn Appointment for April 2022

Save   Cancel

To add a return to office tickler from within the patient encounter, see below steps:

"Return to Office" can be completed by the patient encounter workflow. The Assessment & Plan section of the patient encounter workflow has a "Return to Office" option.

33yo X (AFAB) 09-10-1989 #384500 E#384500
Queen Liz   G 3 P 2 0 1 2

Review   HPI   ROS   PE   A/P ▾   Sign-off

Patient Goals ⊕

Patient Instructions
Add note

Discussion Notes
Add note
⊕ TOPIC OF DISCUSSION

Follow Up ⊕ RETURN TO OFFICE
Patient will return to the office as needed.

Select a time for the follow-up appointment. Select the desired provider for the follow-up appointment. Select the type of follow-up appointment. Select the department and set the alarm. If you want to set a reminder alarm for scheduling the follow-up appointment, select a timeframe for scheduling the appointment. If an alarm is set, a Return to Office document (RTO document) is created along with the appointment tickler.

Note: RTO documents are created in a "SUBMITTED" status and not assigned to anyone. If the number of alarm days elapses, RTO documents are moved to "FOLLOW UP" status and assigned to a provider.

If you need assistance, contact clinicaloperations@unifiedhc.com