

Patient Communication Preferences


Effective patient retention starts with effective patient communications. As we continue to create appointments, update patient profiles and greet patients, it is important to ask how the patient would like to be contacted.


1. Whether a patient calls, walks into the office, or has arrived for their appointment start by creating an appointment or updating the appointment with the patients' communication preferences.

2. Select the "Yes" or "No" option on each of the four communication preferences.

- Email
- Text
- Phone
- Mail


IMPORTANT NOTE: It is necessary to address (Yes or No) all four communication preferences prior to Check Out.

 Doctor Preference:


 **Patient Communication Preferences*** (Please choose at least one communication preference)

How would the patient prefer to receive appointment reminders?

Select the patient's preferred reminder method(s) below and verify/update the appropriate contact information.

 Email: Collecting E-mail addresses allow automated notifications from the office without any effort from the staff, for example, confirmations and reminders.

Text: Once opted-in, the patient will receive appointment reminders via text.

 Phone: Is it OK if we call you with a live or pre-recorded appointment reminder?

Mail: Send mail notifications, for example eye exam reminder Postcards.

Copy patient information to schedule the next appointment for a household member. 