

MEMO

Day-Before-Appointment Confirmation Texts

Please make the following confirmations in the morning:

- 1) Call the patient on the last business before an appointment, to confirm.
- 2) Text the patient the morning before his or her appointment:
 - “This is a reminder that you have an appointment to see Dr. Rick Shacket. If you need to reschedule or cancel your appointment, please text back to this number. Your appointment time is Tuesday/Wednesday/Thursday ____ __ @ __:__ am/pm.”

If an employee needs to text patients on her or her day off, they will be paid a minimum of 30min to 1 hour for his time.