



# Amazing Reminders User Guide

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## Amazing Reminders Overview

Amazing Reminders sends out appointment reminders to patients **per their contact preference**.

Click provider's name for details. **Saturday February 28, 2015** Print + -

| Time     | ROBERT                       |
|----------|------------------------------|
|          | Visits: 1                    |
| 07:00 AM |                              |
| 07:15 AM | ARNOLD ALLEN Well Child (20) |
| 07:30 AM | ARNOLD ALLEN Well Child (20) |
| 07:45 AM |                              |


|   |                        |               |
|---|------------------------|---------------|
| CVS/pharmacy #1889 (427 WASHINGTON STR    |                        |               |
| City                                      | State                  | Zip           |
| BRIGHTON                                  | MA                     | 02135         |
| Home Phone                                | Cell Phone             | Work Phone    |
|   | (555) 934-2301         |               |
| Organization                              | Ethnicity              | Employer Name |
|   | Not Hispanic or Latino |               |
| Email Address: hello@amazingreminders.com |                        |               |
| Contact Preference: Cell Phone            |                        |               |

Reminders are sent via **text message, email or phone call**, and can be sent days before the appointment, and/or hours before the appointment. You control how often reminders go out.

Reminder messages can be **customized** using details about the appointment. You can also allow patients to respond to reminders with cancellations and confirmations, and can tailor reminders to send based on a patient's preferred language.

-Do Not Reply- You have a Well Child appointment with Robert Staywell on [02/28/2015 at 07:15 AM](#). If you have any questions, or need to change or cancel your appointment, please call the office at [555-555-5555](#). Sincerely, Cetus Practice

Reply Reply All Forward IM

 Amazing Reminders <Accounts@AmazingReminders.com>  
A reminder From: Cetus Practice

-Do Not Reply- You have a Well Child appointment with Robert Staywell on 02/28/2015 at 07:15 AM. If you have any questions, or need to change or cancel your appointment, please call the office at 555-555-5555. Sincerely, Cetus Practice

NOTE: AMAZING REMINDERS WORKS ON VERSION 7.1.3 AND UP.

NOTE: SEE OUR [FAQS](#).

## Installing Amazing Reminders

### Version 9.1 and higher

If you're on Version 9.1 or higher, you do not need to run an installer. Once you express interest in Amazing Reminders on our website, or purchase it in the portal, our team will contact you and send you a user-creation email. Once you create a user, you'll be able to log in, [set up your reminders](#), and start sending them out.

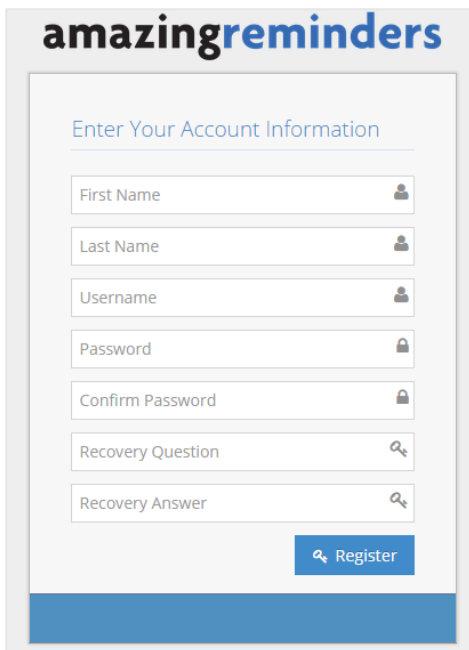
1. You'll receive an email from Amazing Reminders asking you to set up a user account. (You must set up this account to access the installer.) Click the link in the email.

Thank you for using Amazing Reminders for your business needs. Please click the following link to finish creating your Account.  
<https://portal.amazingreminders.com/registration/register/2c7fcb3d-f298-4c98-926f-1f590bf7492c>

2. On the webpage the link takes you to, type in information about your account.

NOTE: THIS ACCOUNT WILL BE SHARED BY YOUR PRACTICE, SO WE ENCOURAGE YOU TO USE A USERNAME AND PASSWORD THAT EVERYONE CAN EASILY SHARE.

NOTE: YOU CAN EDIT THE PASSWORD AND EMAIL ASSOCIATED WITH THE ACCOUNT AFTER CREATING IT, BUT YOU CANNOT CHANGE THE USERNAME.



The image shows a registration form for 'amazingreminders'. The form is titled 'Enter Your Account Information' and contains several input fields: 'First Name', 'Last Name', 'Username', 'Password', 'Confirm Password', 'Recovery Question', and 'Recovery Answer'. Each field has a small icon to its right (person for names, lock for passwords, and magnifying glass for recovery questions/answers). A blue 'Register' button is located at the bottom right of the form.

## Version 7.1.3 to Version 9.0

If you're on Version 7.1.3 to Version 9.0, you'll first need to purchase Amazing Reminders on the Amazing Charts Client Portal, you'll be contacted by a sales rep, who will complete your purchase. Once they've added your account, you can follow the steps below to install the program and start sending reminders.

NOTE: YOU NEED TO INSTALL AMAZING REMINDERS ON YOUR MAIN AMAZING CHARTS COMPUTER

1. You'll receive an email from Amazing Reminders asking you to set up a user account. (You must set up this account to access the installer.) Click the link in the email.

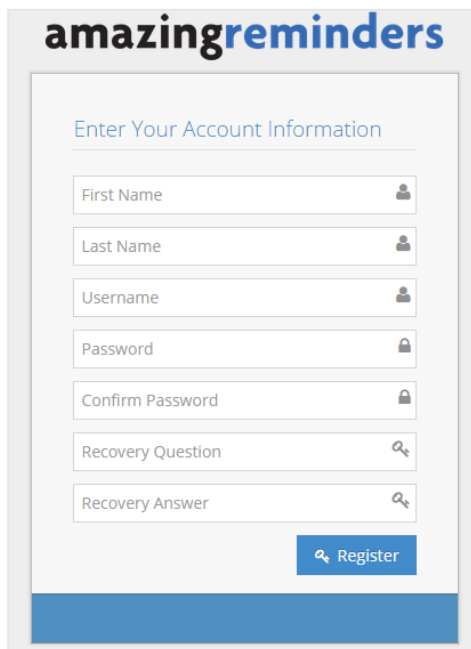
Thank you for using Amazing Reminders for your business needs. Please click the following link to finish creating your Account.

<https://portal.amazingreminders.com/registration/register/2c7fcb3d-f298-4c98-926f-1f590bf7492c>

2. On the webpage the link takes you to, type in information about your account.

NOTE: THIS ACCOUNT WILL BE SHARED BY YOUR PRACTICE, SO WE ENCOURAGE YOU TO USE A USERNAME AND PASSWORD THAT EVERYONE CAN EASILY SHARE.

NOTE: YOU CAN EDIT THE PASSWORD AND EMAIL ASSOCIATED WITH THE ACCOUNT AFTER CREATING IT, BUT YOU CANNOT CHANGE THE USERNAME.

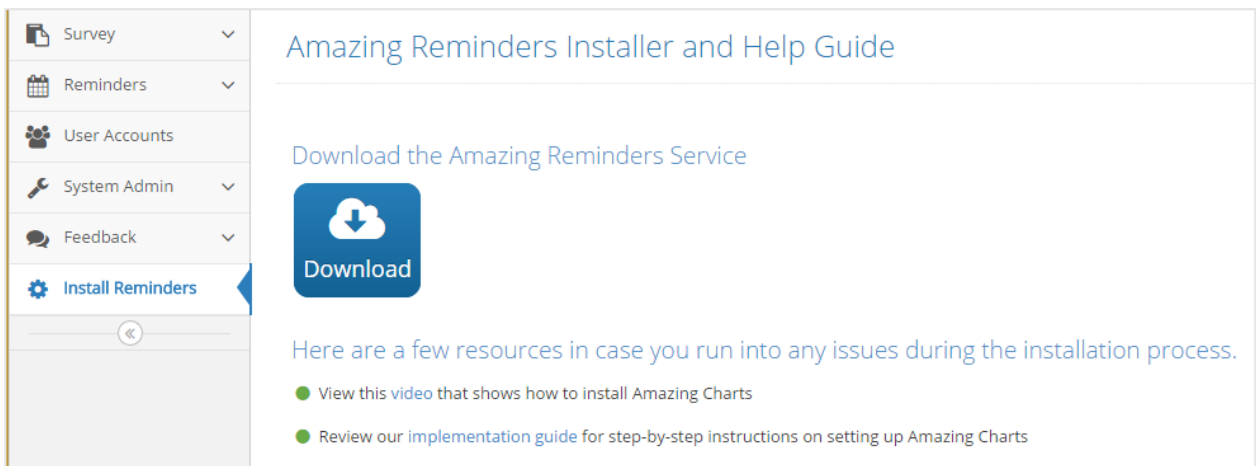


The image shows a registration form for 'amazingreminders'. The form is titled 'Enter Your Account Information' and contains several input fields: 'First Name', 'Last Name', 'Username', 'Password', 'Confirm Password', 'Recovery Question', and 'Recovery Answer'. Each field has a small icon to its right (person for names, lock for passwords, and magnifying glass for recovery questions/answers). A blue 'Register' button is located at the bottom right of the form.

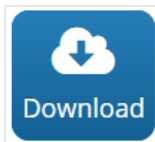
- Before installing Amazing Reminders, you can choose your reminder settings ([See page 9 Error! Bookmark not defined. for more information](#)). Once Amazing Reminders is installed, reminders will start sending out immediately.

By default, the settings are:

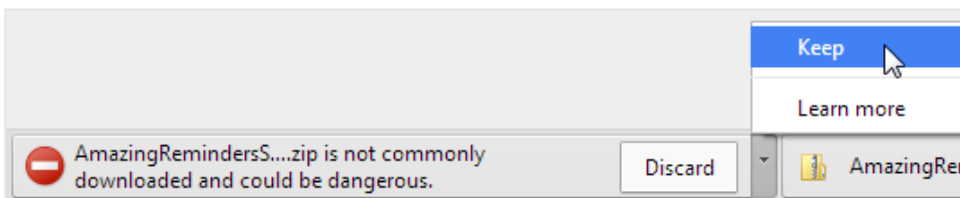
- Reminders are sent between 9 a.m. and 7 p.m. to patients.
  - Reminders are sent 3 days prior to the patient’s appointment.
  - Reminders that are sent say: “[YourPracticeName] is contacting you to remind you of your appointment on, [Date] at [Time]. If you need to reschedule please call, [Practice Phone].”
  - By default, if a patient preference is not set in Amazing Charts, Amazing Reminders will first try sending a text to the patient, then try emailing them, and then try leaving a voicemail, until one method works.
- Once you register your user, you’ll be logged into the Amazing Reminders portal. To get to the installer, click **Install Reminders** in the left margin. **Make sure you install Amazing Reminders on your Main Amazing Charts computer.**



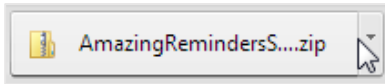
- Click **Download** to download the installer to your main computer (where your Amazing Charts database is).



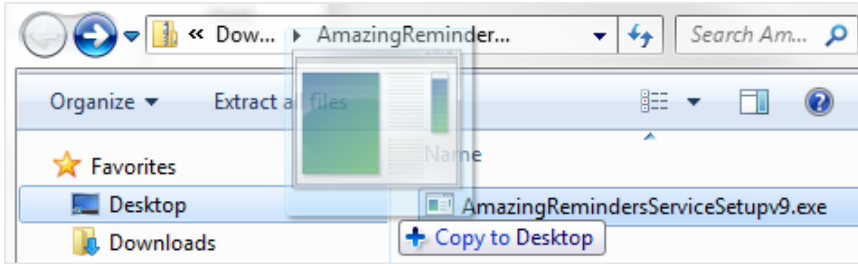
NOTE: IF YOU GET A MESSAGE ABOUT AMAZING REMINDERS NOT BEING COMMONLY DOWNLOADED, JUST CLICK THE DOWN ARROW AND THEN CLICK KEEP TO CONTINUE THE INSTALLATION.



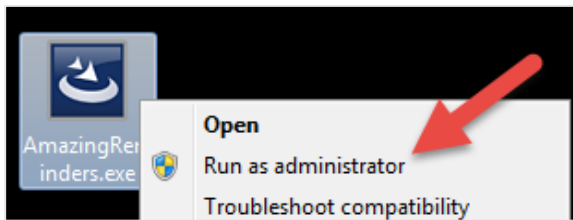
- Once the Amazing Reminders installer is downloaded, you'll want to move the installer from the zipped folder to your main computer. Click on the **download**. (You can also open your Downloads folder, where you can double-click on the Amazing Reminders folder to open it.)



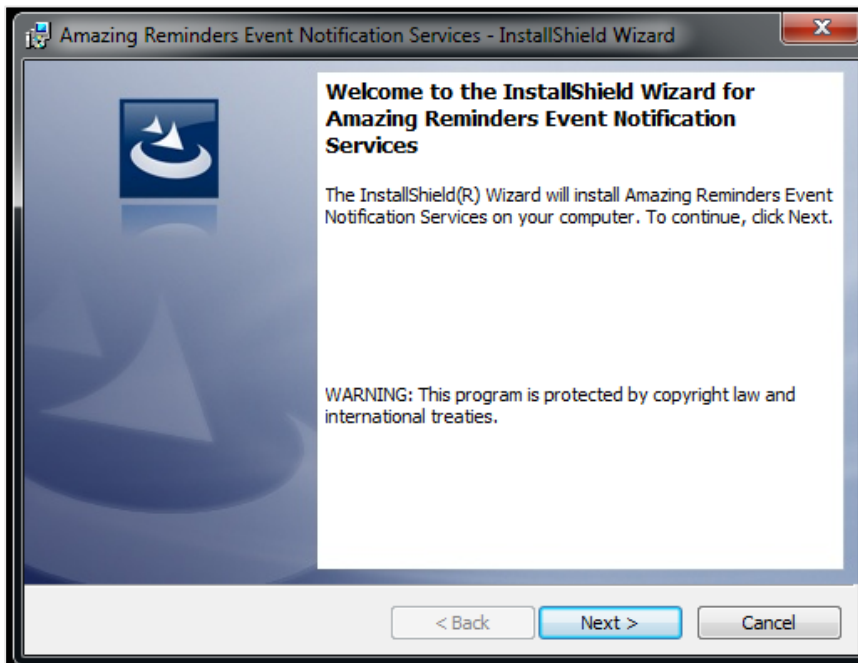
- Click on the **installer** and drag it to the **Desktop** of your main computer.



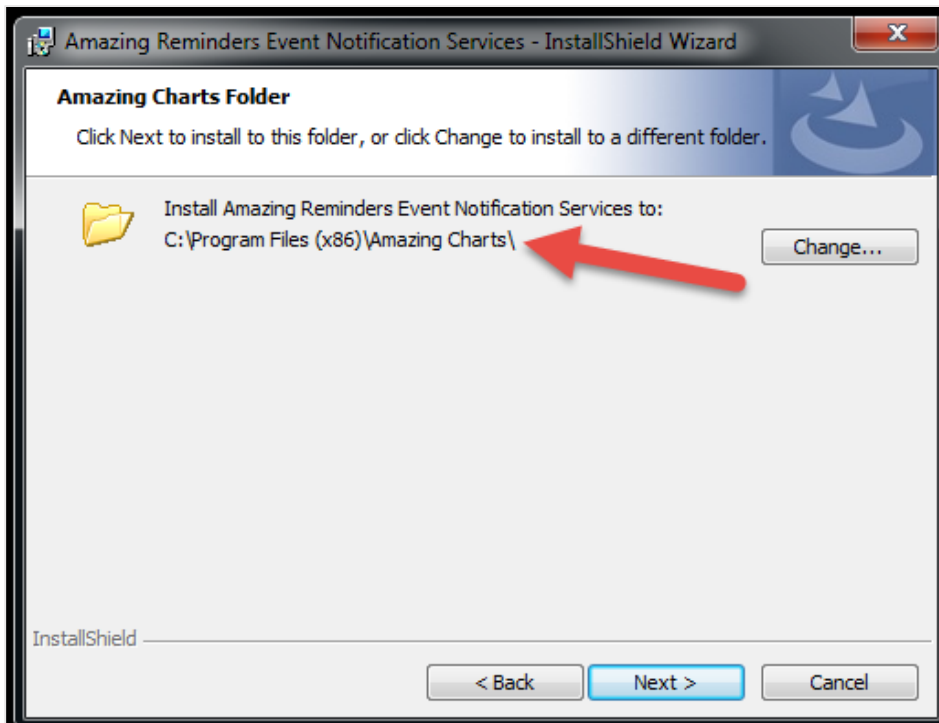
- Right-click on the **installer** and select **Run as administrator**. (If an alert pops up, click **Yes** to continue.)



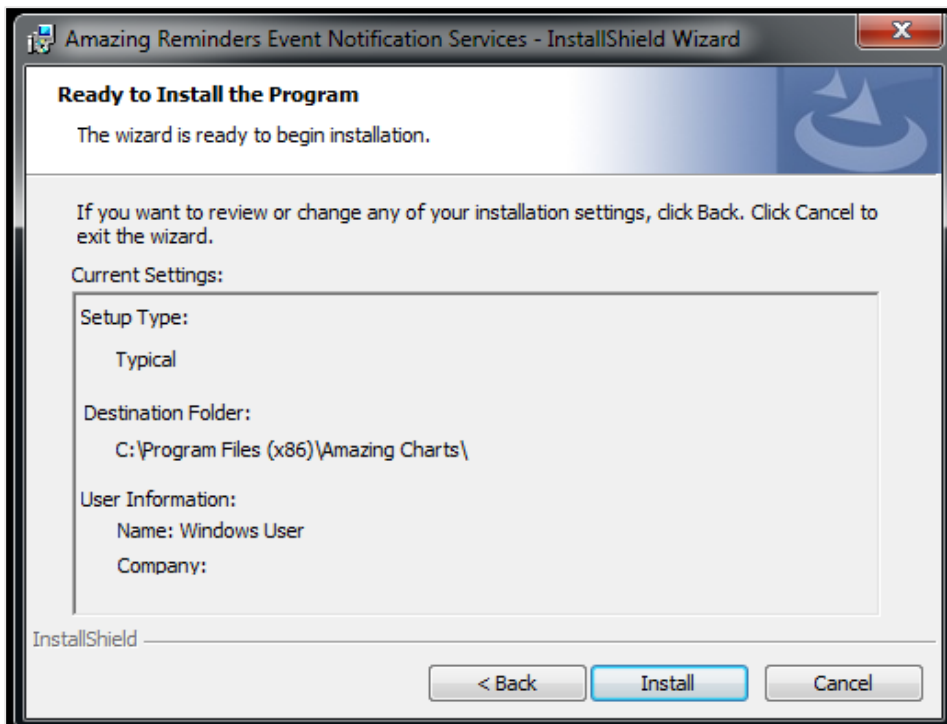
- In the installer screen that comes up, click **Next**.



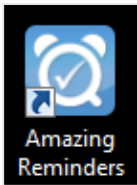
10. Amazing Reminders should be installed to the Amazing Charts folder. If you installed Amazing Charts to the default location, you can just click **Next**. (If you installed Amazing Charts to a non-default location, click **Change** and navigate to the Amazing Charts folder and then click **Next**.)



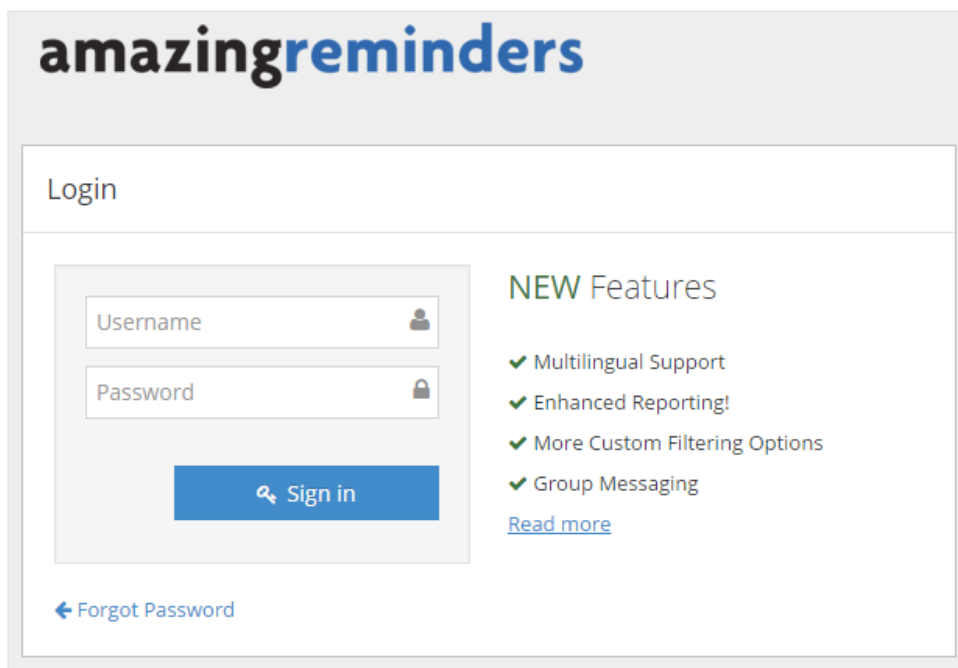
11. Finally, click **Install**.



12. When the installation is complete, click **Finish**. An icon will appear on your desktop. Double-clicking on this **icon** will take you to the Amazing Reminders portal login page, where you can login with the user account you created.



13. You can access the Amazing Reminders portal on any computer, even from home, by logging in at <https://portal.amazingreminders.com>.

The screenshot displays the 'amazingreminders' portal login page. At the top, the brand name 'amazingreminders' is shown in a blue, lowercase, sans-serif font. Below this is a white 'Login' section. On the left side of the login section, there are two input fields: 'Username' with a user icon and 'Password' with a lock icon. A blue 'Sign in' button with a magnifying glass icon is positioned below these fields. To the right of the input fields, there is a 'NEW Features' section with a list of four items, each preceded by a green checkmark: 'Multilingual Support', 'Enhanced Reporting!', 'More Custom Filtering Options', and 'Group Messaging'. A 'Read more' link is located below the list. At the bottom left of the login section, there is a 'Forgot Password' link with a left-pointing arrow.



## Reminders Settings

### Reminders Timeframe and Contact Method Priority

When reminders are sent is controlled by your Notification Start and End Times and additional settings. By default, reminders are sent between 9 a.m. and 7 p.m. You can change these defaults on the Edit Account page.

1. Click **Account Settings**.



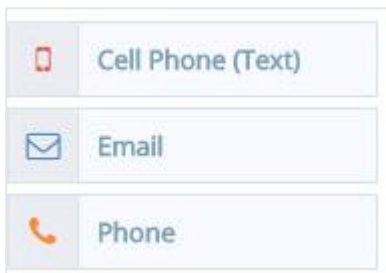
2. The Account Settings screen displays.

#### Contact Priority

You can choose the method by which reminders are sent. The order listed under Contact Priority will determine how Amazing Reminders attempts to deliver reminders to patients.

NOTE: IF A PATIENT HAS A PREFERRED CONTACT METHOD, THIS WILL OVERRULE THE CONTACT PRIORITY LIST.

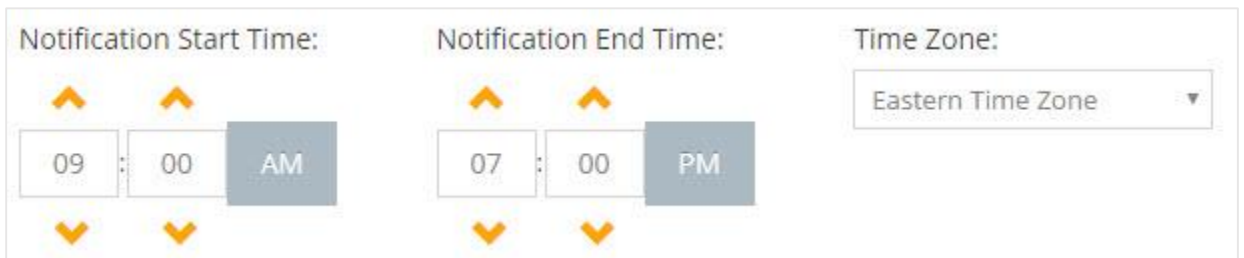
NOTE: BY DEFAULT, AMAZING REMINDERS WILL FIRST TRY SENDING A TEXT TO THE PATIENT, THEN TRY EMAILING THEM, AND THEN TRY LEAVING A VOICEMAIL, UNTIL ONE METHOD WORKS.



#### Notification Start Time and Notification End Time & Time zone


The times included here determine when during the day you want reminders to send to your patients, and what time zone your practice is in. Reminders will not send outside of the timeframe you enter here.

NOTE: REMINDERS ARE SENT BETWEEN 9 A.M. AND 7 P.M. TO PATIENTS.

A screenshot of the 'Notification Start Time', 'Notification End Time', and 'Time Zone' settings. The 'Notification Start Time' is set to 09:00 AM, the 'Notification End Time' is set to 07:00 PM, and the 'Time Zone' is set to Eastern Time Zone. Each time field has up and down arrows for adjustment, and the time zone is in a dropdown menu.

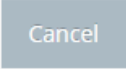
3. You also have the ability to select what number shows up on your patients' caller ID if their reminders are sent **via a voice call**. Enter the number in the Account Settings screen and click the **"Verify to use # in caller id"** button. You'll receive a call on the phone number, and will be asked to type in the code provided. After typing in the code, the portal will update to show the number has been verified.

Phone Number:

 Verify to use # in caller id

Caller ID Verification

We are calling: +1(555) 555-5555  
Answer the call and enter this verification code:



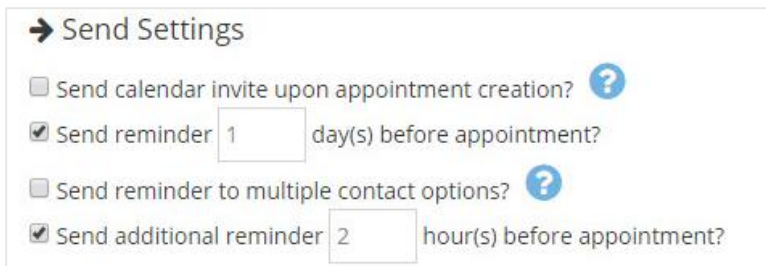
4. Click **Save**.

NOTE: ON THIS SCREEN, YOU CAN ALSO UPDATE THE USER INFORMATION FOR THE ACCOUNT HOLDER. THE CONTACT INFORMATION ENTERED HERE WILL NOT BE THE INFORMATION THAT APPEARS IN REMINDERS. CONTACT INFORMATION IN THE REMINDERS COMES DIRECTLY FROM AMAZING CHARTS.

## When and Why Reminders Send, What They Say, and Patient Feedback

You can adjust when reminders are sent to patients, from how soon before appointments they send out, to what appointment types reminders send for, to whether patient's can respond to reminders with appointment confirmations and/or cancellations. You can also adjust the text that displays.

1. In the left-hand margin, click **Reminders**. In the menu that expands, click **Appointments**. You can edit the settings described below, and then click **Save**.
2. **Send Settings:** Reminders can be sent out days and/or hours before the scheduled appointment. By default, reminders are sent 3 days prior to the patient's appointment.



→ Send Settings

- Send calendar invite upon appointment creation? ?
- Send reminder 1 day(s) before appointment?
- Send reminder to multiple contact options? ?
- Send additional reminder 2 hour(s) before appointment?

**Send calendar invite upon appointment creation:** This will send an alert that can be added to a patient's calendar.

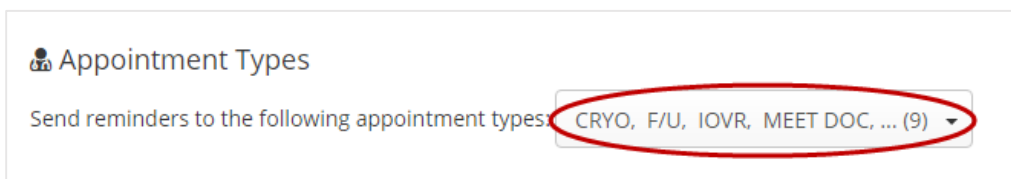
**Send reminder \_\_ days before an appointment:** This adjusts the number of days prior to an appointment that a reminder is sent.

NOTE: BY DEFAULT, REMINDERS ARE SENT 3 DAYS PRIOR TO THE PATIENT'S APPOINTMENT.

**Send reminder to multiple contact options:** If you want reminders to go out via email, phone call and text, you can select this option. Each method counts as one reminder in your payment plan.

**Send additional reminder \_\_ hours before appointment:** If you'd like an additional reminder to go out before the patient's appointment, you can check this option.

3. **Appointment Types:** If you want reminders to send out only for certain appointment types, you can check off the appointment types here. You can click in the drop-down menu and select the appointment types. By default, all appointment types are checked.




Appointment Types


Send reminders to the following appointment types: CRYO, F/U, IOVR, MEET DOC, ... (9)

NOTE: IF YOU ADD MORE APPOINTMENT TYPES IN AMAZING CHARTS, CLICK THE REFRESH BUTTON TO ADD THOSE APPOINTMENT TYPES TO THE DROP-DOWN LIST FOR SELECTION.




4. **Patient Feedback:** You can allow a patient to reply with confirmations or cancellations for reminders.

 Patient Feedback

Enable patient to send cancel reply? 

Push patient cancellation to EHR?

Allow cancellations until  hours before appointment?

Enable patient to send confirm reply? 

Push patient confirmation to EHR?

NOTE: IF A PRACTICE USES AC PRACTICE MANAGEMENT, THEY WILL NEED TO MANUALLY CONFIRM AND CANCEL APPOINTMENTS DIRECTLY IN THE PRACTICE MANAGEMENT SCHEDULE.

**Enable patient to send a cancel reply?:** Enabling this option means that a patient can respond to your email/phone call/text with a cancellation. If patients cancel their appointment with just this option checked off, they will be told *"We have sent your request to cancel to the practice."* If only this option is checked off, you can review these cancellations in the Amazing Reminders Reports section and then make manual edits to the Amazing Charts schedule.

- **Push patient cancellation to EHR?:** Choosing this option will remove appointments from the Amazing Charts schedule when the patient sends a cancellation. If patients cancel their appointments, they will be told *"Your appointment has been cancelled!"*
- **Allow cancellations until \_\_ hours before appointment?:** If you want to limit when a patient can send a cancellation, you can activate this option. If the patient tries to cancel an appointment within X number of hours, they will be told, *"You cannot cancel at this time. Please contact [Practice Name] at [Practice Phone Number] to cancel your appointment."*

**Enable patient to send a confirm reply?:** Enabling this option means that a patient can respond to your email/phone call/text with a confirmation. If only this option is checked off, you can review these confirmations in the Amazing Reminders Reports section.

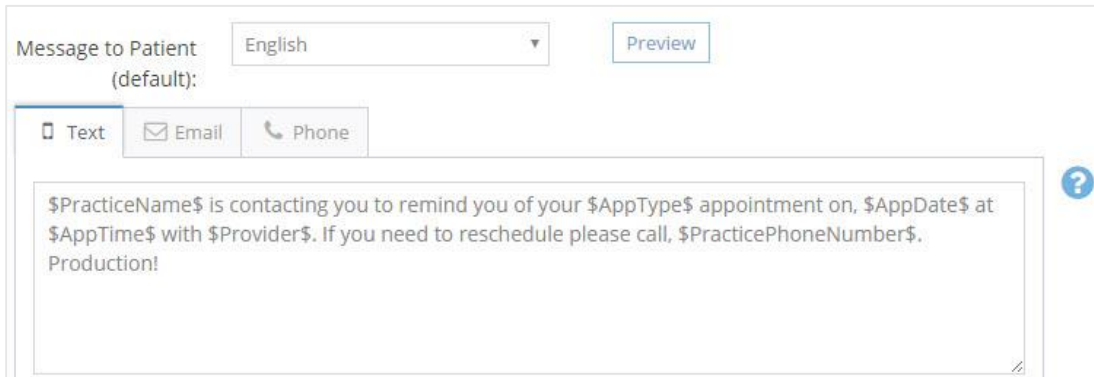
- **Push patient confirmation to EHR?:** Choosing this option will mark the appointment as confirmed in Amazing Charts.

|          |   |
|----------|---|
| 04:30 PM | BRIAN CORTEZ CRYO (10)  |
| 04:45 PM | SALLY MANDERS CRYO (10)   |
| 05:00 PM | <b>ARNOLD ALLEN MEET DOC (10)</b><br><b>5 Minutes Available. Confirmed: Confirmed via AR 07/14/2015</b> |

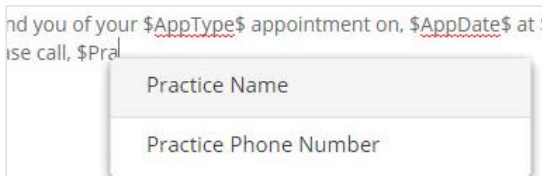
5. **Reminder Message:** Reminder text can be adjusted to be different for Text, Email or Phone. You can also create different reminder messages to send depending on the patient’s preferred language.

Select the tab for the message you’d like to edit. Type in a reminder in the text box.

NOTE: BY DEFAULT, REMINDERS SAY: “[YOURPRACTICENAME] IS CONTACTING YOU TO REMIND YOU OF YOUR APPOINTMENT ON, [DATE] AT [TIME]. IF YOU NEED TO RESCHEDULE PLEASE CALL, [PRACTICE PHONE].”



NOTE: TO SEE HOW TO ADD IN SPECIFIC INFORMATION ABOUT THE APPOINTMENT, CLICK THE BLUE QUESTION MARK. AS YOU TYPE, YOU CAN ALSO ADD THIS SPECIFIC INFORMATION BY TYPING “\$” AND THEN SELECTING THE APPROPRIATE PIECE OF INFORMATION YOU WANT TO ADD.

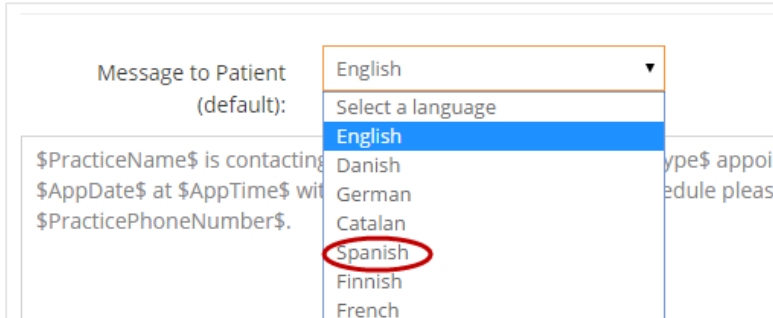


NOTE: IF YOU ARE USING AMAZING CHARTS PRACTICE MANAGEMENT, YOU WILL NEED TO USE THE REASON FOR VISIT \$REASON\$ AND NOT THE APPOINTMENT TYPE \$APPTYPE\$ IN YOUR MESSAGE TO PATIENT

6. **Other Languages:** To add another message for patients with different preferred languages, click **Add Language**. If a patient has a preferred language selected in Amazing Charts that isn't English, and reminders are set up for that language, that reminder will send out.

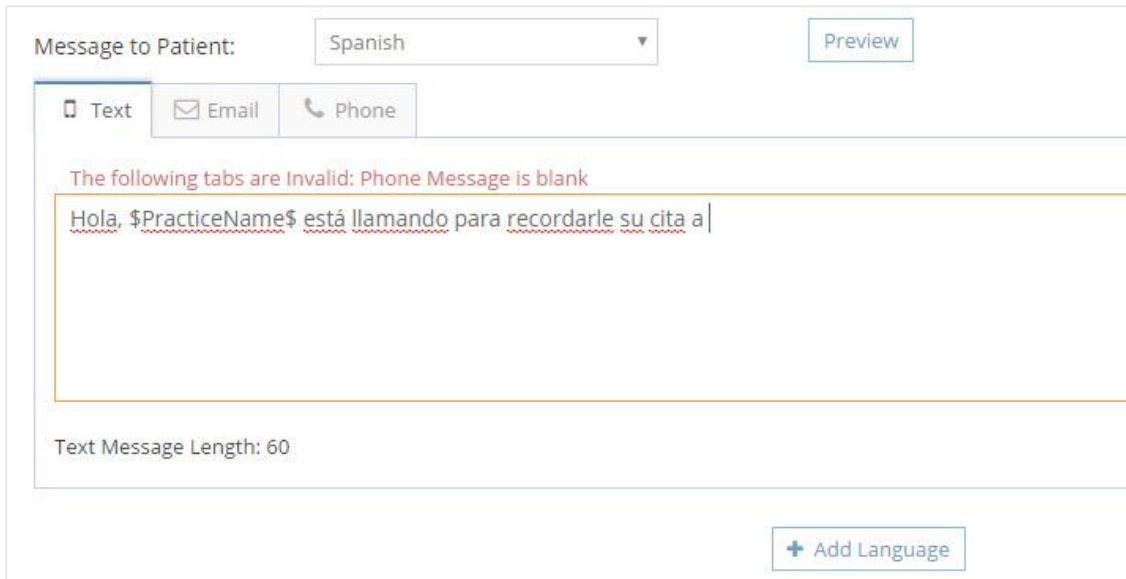
NOTE: IF A PATIENT'S PREFERRED LANGUAGE DOES NOT MATCH WITH A REMINDER YOU SET UP, THEY WILL BE SENT THE ENGLISH REMINDER BY DEFAULT.

Select the **language** you want to add a reminder for.



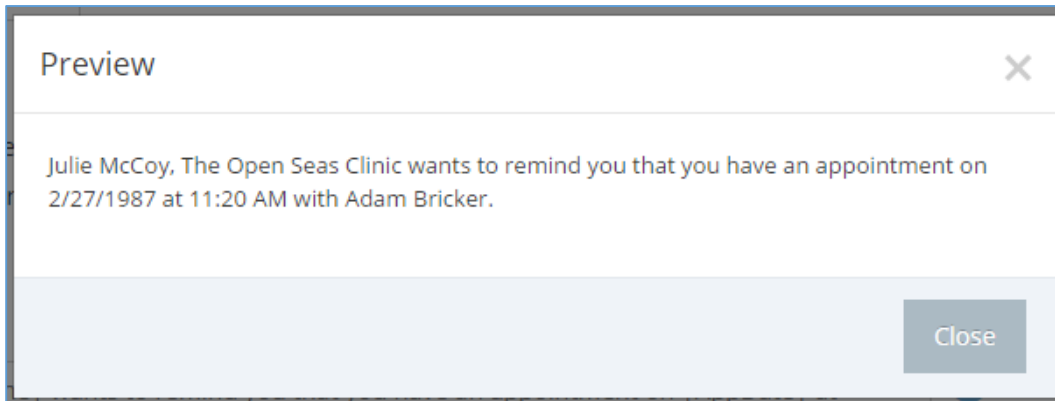
A screenshot of a web interface showing a dropdown menu for language selection. The dropdown is open, displaying a list of languages: English, Select a language, English (highlighted in blue), Danish, German, Catalan, Spanish (circled in red), Finnish, and French. The background shows a form with labels like "Message to Patient (default):" and placeholder text such as "\$PracticeName\$ is contacting..." and "\$AppDate\$ at \$AppTime\$ with..."

Type in the message in the language you select.



A screenshot of a message composition interface. At the top, there is a "Message to Patient:" label and a dropdown menu set to "Spanish", with a "Preview" button to its right. Below this are three tabs: "Text" (selected), "Email", and "Phone". A red error message states: "The following tabs are Invalid: Phone Message is blank". The main text area contains the Spanish text: "Hola, \$PracticeName\$ está llamando para recordarle su cita a |". At the bottom left, it says "Text Message Length: 60". At the bottom right, there is a "+ Add Language" button.

7. **Preview:** You can preview what the reminders will look like in text and email, or sound like when read over the phone, by clicking **Preview**. A pop up display will show you an example of your reminder text using fake practice information.

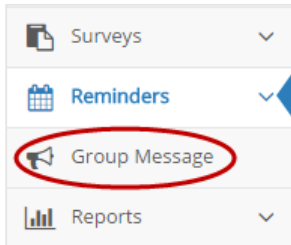


8. When you're done editing the settings, click **Save**.

## Sending Group Messages

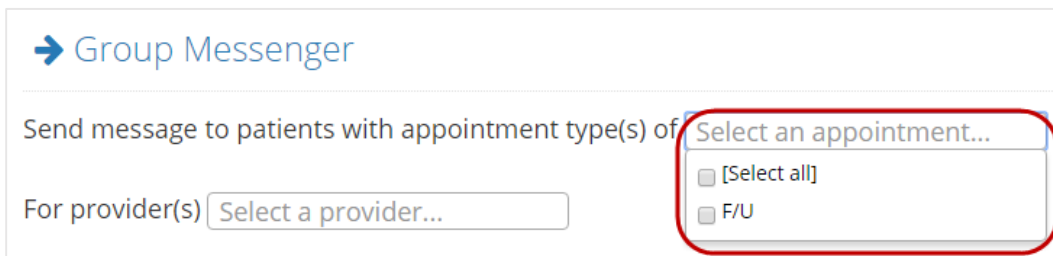
You can send group messages to patients who have had certain types of appointments over a certain time period with certain providers.

1. In the left-hand margin, select **Group Messages**.

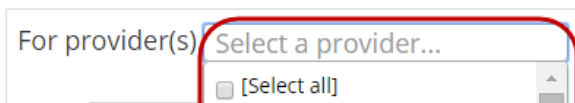


2. You have the option to send a group message to patients based on:

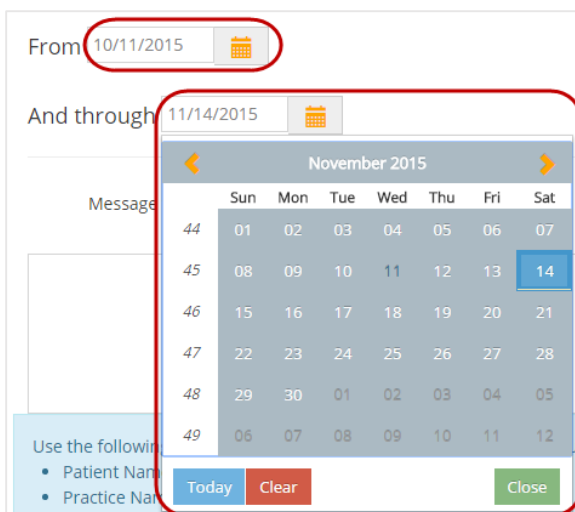
**Appointment Type:** The appointment type the patient is scheduled to have or did have.



**Provider:** The provider they are scheduled to see to did see over the time period.



**Timeframe:** The timeframe over which an appointment was or is scheduled.





3. Enter the text associated with this message. You can preview this message, send different messages depending on the patient's preferred language, and you can add appointment-specific details to the message.

Message to Patient English Preview  
(default):

The \$PracticeName\$ office is without power due to the storm. All appointments are cancelled. In case of emergency call 911 or go to the ER.

For phone consultations on non-emergent issues you can reach us at \$PracticePhoneNumber\$

Use the following keywords to insert your practice information in your reminder:

- Patient Name: \$PatientName\$
- Practice Name: \$PracticeName\$
- Practice Phone Number: \$PracticePhoneNumber\$

4. Click **Send**.

The \$PracticeName\$ office is without power due to the storm. All appointments are cancelled. In case of emergency call 911 or go to the ER.

For phone consultations on non-emergent issues you can reach us at \$PracticePhoneNumber\$

+ Add Language

✉ Send ✕ Cancel

NOTE: TO TRACK SENT GROUP MESSAGES, CLICK REPORTS AND SELECT GROUP FROM THE EXPANDED MENU.

# Tracking Reminders

## Reminders Reports

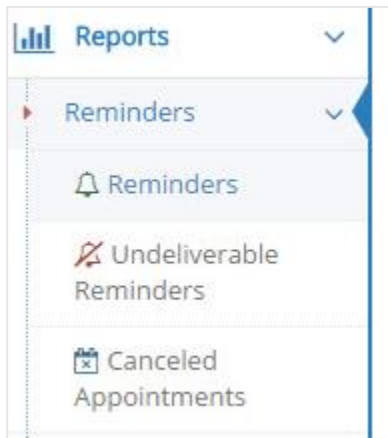
You can track all reminders sent to patients in the **Reports** section.

The **Appointment Reminders Report** provides a full log of all reminders sent (delivered and undeliverable) for your practice.

The **Undeliverable Reminders Report** is a log of all reminders that were unable to be delivered, for whatever reason (i.e. invalid phone number, multiple busy signals, etc.) for your practice. Just a reminder: You will not be charged for any reminders that are undeliverable, and they will not be deducted from the amount of reminders you've paid for. You only get charges for reminders that send successfully.

NOTE: YOU WILL NOT BE CHARGED FOR ANY REMINDERS THAT ARE UNDELIVERABLE, AND THEY WILL NOT BE DEDUCTED FROM THE AMOUNT OF REMINDERS YOU'VE PAID FOR. YOU ONLY GET CHARGED FOR REMINDERS THAT SEND SUCCESSFULLY.

The **Canceled Appointments Report** is a log of all cancellations patients sent in response to a reminder.



Find Appointments From: 08/22/2016 Through: 08/26/2016


| Patient | Name         | Appt. Type | Appt. Time        | Cell | Phone | Email            | Column shows if reminder sent successfully | Column shows patient response | Fee |
|---------|--------------|------------|-------------------|------|-------|------------------|--|-------------------------------|-----|
| 1005    | Brian Cortez | SICK       | 08/24/16 08:45 AM |      |       | kvanden@amazi... | ✓  | ⊘                             | Car |

When you open a report, you can take several actions:

**Filter:** You can filter by appointment date.

Find Appointments From:   Through:  

**Sort:** You can sort a column by entries in the table.



| Patient | Name | Appt. Type | A |
|---------|------|------------|---|
|---------|------|------------|---|

**Export:** You can export the table as an excel spreadsheet.

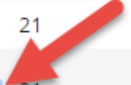


**Details:** Click on the left-margin arrow to expand the row.

**Delivered details**

| Account           | EXT ID | Patient | Name                        | Appt. Type        | Appt. Time        |
|-------------------|--------|---------|-----------------------------|-------------------|-------------------|
| 3115              | 6944   | 1006    | One Ar_11-09-2015<br>161808 | F/U               | 11/11/15 06:00 PM |
| Time              |        | Method  | Status                      | Last Update       |                   |
| 11/09/15 04:19 PM |        | Email   | delivered                   | 11/09/15 04:20 PM |                   |

**Undelivered details**



| Account           | EXT ID | Patient | Appt. Type  | Appt. Time        | Appt. Added       |
|-------------------|--------|---------|---|-------------------|-------------------|
| 21                | 7055   | 1000    | F/U   | 03/26/15 11:00 AM | 03/25/15 04:19 PM |
| 21                | 7055   | 1002    | F/U   | 03/25/15 03:45 PM | 03/24/15 11:25 AM |
| Time              |        | Method  | Status  | Last Update       |                   |
| 03/24/15 11:26 AM |        | Phone   | The phone number you are attempting to call, + [redacted] is not valid. | 03/24/15 11:26 AM |                   |

## Reminders Home

On the home page of your user account, you will find information about the reminders that your practice has sent over different time periods. You can access the Home screen by clicking **Home**.



### Communication Methods

Review what type of reminders were sent (email, text, voice) by your practice. Use the dropdown to choose the time-period you're interested in.

### Transaction Stats

Review how many reminders (as well as surveys, if you are using survey) were sent over the course of the current month.

### Account Status

**Last Reminder Sent:** You can keep an eye on when your reminders were sent to ensure there aren't any errors.

**Last Survey Sent:** If you create a survey for your users, this area will display the time the last survey link was sent out to your users.

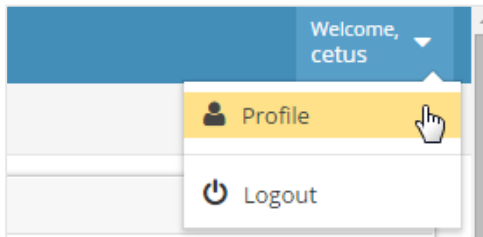
**Last Heartbeat:** Last Heartbeat will tell you the last time the Amazing Reminders feature "heard" from your practice – this should always be close to the current time. If the Last Heartbeat is a couple hours or more in the past (and you've refreshed the browser), then there could be several possibilities:

- Your computer is turned off, so Amazing Reminders can't work.
- Amazing Reminders is temporarily down
- The service installed on your computer is somehow turned off.

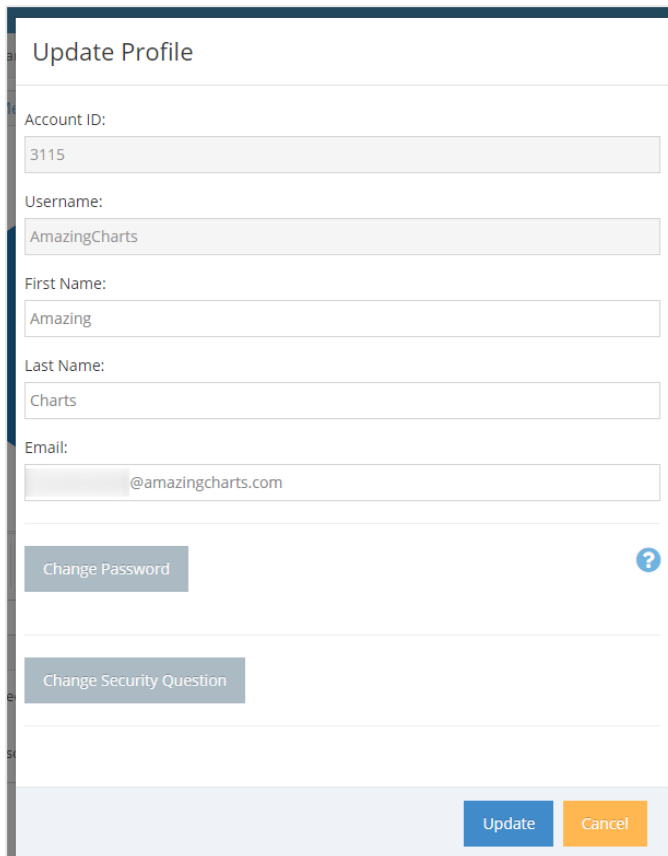
## User Profile

You have one user account for Amazing Reminders. You can edit the email, password and contact information for that user account after it is created, but you cannot edit the username.

1. In the top-right corner click the Welcome message and then select Profile.



2. On the screen that comes up, you can edit the first and last name, email address, password and security questions associated with the account. You cannot edit the PracticeID/ExternalID or the username.

A screenshot of a web form titled "Update Profile". The form contains several input fields: "Account ID" with the value "3115", "Username" with the value "AmazingCharts", "First Name" with the value "Amazing", "Last Name" with the value "Charts", and "Email" with the value "@amazingcharts.com". Below these fields are two buttons: "Change Password" and "Change Security Question". At the bottom right of the form are two buttons: "Update" (blue) and "Cancel" (orange).

## FAQ and Troubleshooting

**Click on any of the following topics to review the answer:**

1. What versions of Amazing Charts does Amazing Reminders work on?
2. How do I login to my Amazing Reminders portal?
3. What information can I send in a reminder?
4. When are reminders sent?
5. How does the patient receive the reminder?
6. How do I know if a patient has received the reminder or not?
7. What if I want the patient to receive both a text and an email with the appointment reminder?
8. Can patients confirm or cancel appointments by responding to the reminder?
9. Can patients opt out of receiving reminders?
10. How many times will Amazing Reminders try to call the patient if the line is busy?
11. If Amazing Reminders gets busy signal am I charged for the reminder?
12. Can I get more than one user account?
13. What devices can I access the Amazing Reminders portal from?
14. Can I have different reminder settings than another doctor in my practice?
15. I created an appointment for my patient but they haven't received a reminder yet.
16. Do reminders sent via Amazing Reminders count for MU?

**1. What versions of Amazing Charts does Amazing Reminders work on?**

Amazing Reminders works on Amazing Charts Version 7.1.3 and above.

**2. How do I login to my Amazing Reminders portal?**

Log in to the Amazing Reminders user portal (<https://portal.amazingreminders.com>). Enter the username and password that were created when you set up your Amazing Reminders user account.

**3. What information can I send in a reminder?**

The reminder can include information about the time and date of the appointment, the appointment type and duration, the reason for the appointment, who the appointment is with, the patient's name, the practice's name, and the practice's phone number. All of this information is pulled directly from the Amazing Charts database. See [here](#) for more information.

**4. When are reminders sent?**

You can set reminders to go out at several points in time: a set number of days before an appointment and a set number of hours before the appointment. By default, reminders are sent three days before the appointment. See [here](#) for more about editing these settings.

**5. How does the patient receive the reminder?**

The reminder is sent to the patient via the contact preference chosen in Amazing Charts. If a contact preference is not selected in Amazing Charts, Amazing Reminders will attempt to send the reminder first by cell phone (text message), email, or home phone (voice call), stopping once a method is successful. Practices can adjust this default order from the Amazing Reminders portal. See [here](#) for more about editing this setting.

**6. How do I know if a patient has received the reminder or not?**

You can [track reminders](#) within the Amazing Reminders portal.

**7. What if I want the patient to receive both a text and an email with the appointment reminder?**

There is an option in the Amazing Reminders portal to have reminders sent to patients via [all communication methods](#): phone, text and email.

**8. Can patients confirm or cancel appointments by responding to the reminder?**

Yes, patients can confirm and cancel their appointments in response to reminder messages and you can view these responses in the Amazing Reminders portal.

**NOTE:** If a practice uses AC Practice Management, they will need to manually confirm and cancel appointments directly in the Practice Management schedule.

**9. Can patients opt out of receiving reminders?**

Patients receiving text messages can unsubscribe using the following commands:

**Replying with "INFO":** Gives patient list of commands they can use, like:

**Replying "STOP":** Unsubscribes the patient from future notifications. If a patient unsubscribes, Amazing charts will not be billed for that patient as long as the patient remains unsubscribed.

**Replying "START":** Re-enables the patient to receive future notifications (this only works after a user has unsubscribed from notifications).

**10. How many times will Amazing Reminders try to call the patient if the line is busy?**

Amazing Reminders will try calling three times if the line is busy. These call backs will be made at an interval of 1 per hour and the notification will be removed from the queue after the 3<sup>rd</sup> unsuccessful attempt.

**11. If Amazing Reminders gets busy signal am I charged for the reminder?**

No. You will not be billed for phone reminders that are busy, failed, canceled, or not answered.

**12. Can I get more than one user account?**

No. Each practice gets one user account that can be shared among the practice.

**13. What devices can I access the Amazing Reminders portal from?**

Desktops, laptops, tablets and smartphones.

**14. Can I have different reminder settings than another doctor in my practice?**

Settings are practice-wide and there is not the ability to create provider-specific preferences for reminders.

**15. I created an appointment for my patient but they haven't received a reminder yet.**

Check your [Notification Start and End Times](#). It's possible you created the appointment outside of your Notification Start and End Times hours. Notification Start and End Times are set in the Amazing Reminders portal. If you create an appointment outside of this range, the reminder will be queued until the next day when your business hours begin again. It's also possible the patient's contact information isn't correct in Amazing Charts, or that you need to check your [reminder settings](#) to make sure reminders are being sent out at the time you want them to.

You can also review the "Last Heartbeat" in the [Home](#) screen. The "Last Heartbeat" time should always be close to the current time (unless the main computer is turned off). If the Last Heartbeat is a couple hours or more in the past (and you've refreshed the browser), it is possible the AmazingReminders service isn't running. Contact Amazing Charts for help.

**16. Do reminders sent via Amazing Reminders count for MU?**

No. Meaningful Use requires that reminders be sent out for reasons other than appointment reminders. Appointment reminders are not eligible to be counted in numerators or denominators. Therefore, reminders sent out via Amazing Reminders (or any other method) that have to do only with scheduling are not eligible to be counted for Meaningful Use.



## Document History

| <b>Date</b> | <b>Change</b>  | <b>Author</b>            |
|-------------|--|--------------------------|
| 08/23/2016  | Reformatted and reorganized and replaced some screenshots. Added version 9.1 and up installation details.  | Kate Vander Wiede        |
| 11/11/2015  | Added new feature and enhancement information. Updated old images and replaced them with new screenshots.  | Rose Williams/Kim Gaglio |
| 09/01/2015  | Minor document reformatting. AC Practice Management note added.  | Rose Williams            |
| 08/18/2015  | Updated Patient Feedback with note for AC Practice Management specific language.   | Rose Williams            |
| 07/14/2015  | Added information about the new cancellation and confirmation features where patient feedback is fed into Amazing Charts.                          | Kate Vander Wiede        |
| 06/04/2015  | Added FAQ about character limits on text reminders.  | Kate Vander Wiede        |
| 05/20/2015  | Added information about Patient Feedback feature and Preview feature. Added <a href="#">FAQ</a> for Meaningful Use Reminders question.             | Kate Vander Wiede        |
| 05/06/2015  | Added more text that Amazing Reminders only works on Version 7.1.3 and up. Added individual reporting feature and Called ID feature to guide.      | Kate Vander Wiede        |
| 04/24/2015  | Updated to include FAQ about version of Amazing Charts that Amazing Reminders works with   | Kate Vander Wiede        |
| 04/06/2015  | Added information about additional information that can be added to reminders. Added information about default communication attempt. Updated FAQ. | Kate Vander Wiede        |