

Appointment Trigger overview

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Overview

CareRight allows you to automatically send Appointment related SMS messages either:

- A set time after an appointment is created (from 0 minutes); or,
- A set number of days before an appointment occurs.

Appointment triggers are associated with an Appointment Type.

For example:

- An appointment type of "Surgery A" may have a corresponding appointment trigger that sends a reminder/confirmation SMS 72 hours before the surgery.
- An appointment type of "New Patient Consult" may have a corresponding appointment trigger associated with it that sends a "welcome" SMS 30mins after the appointment is made and a reminder/confirmation SMS message 48 hours before the appointment.

Notice

To do this you need to set up an Appointment Trigger. Before proceeding, you need to have created:

- A Message Type and Template (for the SMS message that will be sent); and,
- Appointment Types

If you want to create appointment trigger type A, please refer [here](#)

If you want to create appointment trigger type B, please refer [here](#)

If you want to configure appointment type, please refer [here](#)
