Create appointment trigger type B

Last Modified on 19/05/2021 1:46 pm ACST

> ### Appointment Trigger Type B creation - Reminder a set period before the appointment occurs

Triggers may fire multiple times for the same appointment.

For example, using the above trigger (2 Day Notification) if a patient's appointment is set for Friday and they are sent a SMS on Wednesday they may ring and change the appointment to the following Monday. This means that they will receive another SMS on the Saturday (for the appointment that was moved to Monday).

NB. Appointment reminder triggers activate regardless of when the appointment was created.

If an appointment is created at 6:45pm 2 days before an appointment and there is a trigger set for 7pm, the SMS will still be sent to the patient requesting a confirmation, even if he patient is potentially still on the phone with the CareRight user.

An example trigger might be:

```
Trigger Name: 2 Day Notification.
Appointment Condition: Any Unconfirmed
Activation Time: 7pm (19:00).
Trigger Period: 2 days.
```

This trigger would activate daily at 7pm. It would look for *all unconfirmed* appointments on the date 2 days from today.

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1. Click **Administration**.
2. Click **Appointments**
3. Click **Appointment Triggers**.
4. Click **New Reminder Trigger**.
5. Complete the fields using the table below as a reference.
6. Click **Create Appointment Trigger**.

Field	Description	Example
Name	The name of the trigger, used when linking to Appointment Types	2 Day Notification
Required Condition	Trigger only activates if appointment is in this condition (e.g. Any Unconfirmed condition, Any confirmed condition, Any condition, etc) Remember each appointment status is mapped to a condition, e.g. confirmed, unconfirmed, complete or cancelled. See SMS Setup for more details on this.	Any Unconfirmed condition
Activation Time	a fixed of day to activate the Trigger (e.g 7pm)	19:00
Days before the appointment to fire	Number of days prior to the appointment day that determines the date to activate the trigger	2