

Reminder Message Customization

March 19th, 2017

The version released on Sunday, March 19th, 2017 will allow users to edit the text/email reminder message.


To edit the message, click on the View Menu option, then Clinic Setup and then the Remind tab. The message field will be blank by default. You can type your custom message or click the Default button to fill in the default template. The default message is:

This is a reminder of your appointment at ##clinic_name##; ##clinic_address1##; ##clinic_city## on ##date_of_appointment## at ##time_of_appointment##.

If you need to cancel, reschedule or if you have any questions about this appointment, please call our office at ##clinic_phone##.

Wording in the message that begins and ends with ## are called insertion codes. Insertion codes will pull the corresponding information from your patient database and replace the insertion code with the correct text. For example, if you have ##patient_name## in the message, when the reminder message is generated, Planetrehab will replace ##patient_name## with the actual patient's name. Here is a list of all of the available insertion codes:

##patient_name## - Patient's Full Name
##patient_first_name## - Patient's First Name
##patient_last_name## - Patient's Last Name
##provider_name## - Provider's Full Name
##provider_first_name## - Provider's First Name
##provider_last_name## - Provider's Last Name
##clinic_name## - Clinic Name
##clinic_address1## - Clinic Address1
##clinic_address2## - Clinic Address2
##clinic_city## - Clinic City
##clinic_phone## - Clinic Phone
##date_of_appointment## - As 01/01/2000
##time_of_appointment## - As 12:30PM

You can test your reminder message by going to the appointment book, then right-click on the appointment and choose Edit Appointment. In the lower left hand corner of the Incident Appointment Details Screen, you will see the Preview Message icon . If you click on the icon, Planetrehab will display the message that will be emailed/texted to the patient.

Note that text messages will be preceded by **"Please do not respond to this message"**. Text reminder recipients cannot reply to the sent text message. Also, keep in mind that text messages have a 160 character limit, including spaces. A text message that exceeds 160 characters will be split into multiple messages. This is not a limit imposed by Planetrehab, but is the technical structure used when text messaging was originally created.

Users can respond to your email reminder, but you will have to monitor the email address being used to send out your email reminders. You can find out that email address by going to View>Clinic Setup>SMS/Email tab.

The address is in the Sender's Email field. You can also add an alternate address within the body of your reminder message if you want to use a different address. Patients cannot reply to text messages.