

Appointment scheduling and reminders

Automatically schedules addiction treatment appointments, sends personalized reminders via multiple channels, and tracks patient responses to reduce no-shows and improve treatment continuity.

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Get Your Blueprint

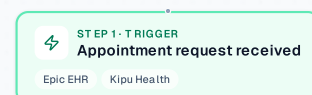


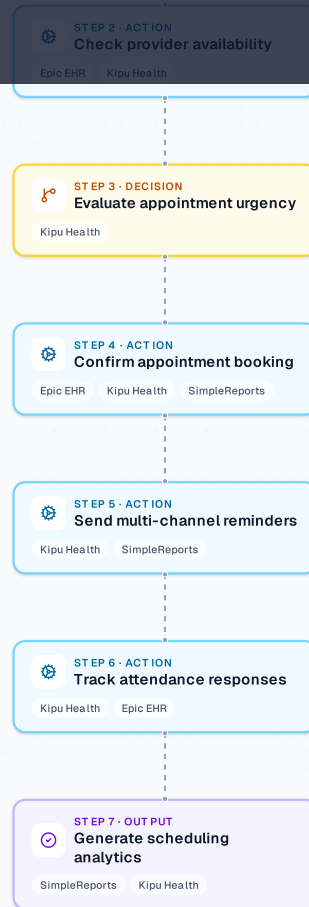
WORKFLOW TRIGGER

Patient requests appointment scheduling through patient portal or staff initiates booking

Visual Flow

Each node represents an automated step. Connections show how data and decisions move through the workflow.





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Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

⚡ TRIGGER

Appointment request received

Patient submits appointment request through portal or staff member initiates scheduling for existing patient. System captures patient ID,

preferred dates, and treatment type needed.

AI Business OS

Epic EHR

Kipu Health

2

 ACTION

Check provider availability

System queries EHR for counselor/physician schedules based on patient's treatment plan and provider specialization. Identifies optimal appointment slots within patient preferences.

Epic EHR

Kipu Health

3

 DECISION

Evaluate appointment urgency

System assesses if this is urgent care, routine follow-up, or medication management appointment. Routes high-priority cases for immediate scheduling within 24-48 hours.

Kipu Health

4

 ACTION

Confirm appointment booking

Automatically books appointment in EHR system and sends confirmation to patient via their preferred communication method. Updates treatment schedule and provider calendar.

Epic EHR

Kipu Health

SimpleReports

5

 ACTION

Send multi-channel reminders

Delivers automated reminders 48 hours, 24 hours, and 2 hours before appointment via SMS, email, or phone based on patient preferences. Includes pre-visit instructions and telehealth links if applicable.

Kipu Health

SimpleReports

6

 ACTION

Track attendance responses

Monitors patient confirmations and no-show patterns to identify at-risk patients. Automatically reschedules missed appointments and alerts care team for follow-up outreach.

Kipu Health

Epic EHR

7

 OUTPUT

Generate scheduling analytics

Produces reports on appointment completion rates, no-show patterns by treatment type, and provider utilization. Creates alerts for patients with multiple missed appointments requiring intervention.

SimpleReports

Kipu Health



Outputs

- Confirmed appointment with automated reminders

- Patient attendance tracking dashboard

AI Business OS

- Provider schedule optimization report



Key Metrics

- Appointment no-show rate reduction
- Patient treatment continuity score
- Provider schedule utilization percentage



Tools & Integrations

- Epic EHR
- Kipu Health
- SimpleReports

AI Business OS

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