

Patient appointment scheduling and reminders

This workflow automates patient appointment scheduling, sends targeted reminders based on appointment types, and captures confirmation responses to optimize clinic scheduling efficiency and reduce no-shows.

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Get Your Blueprint

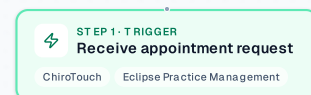


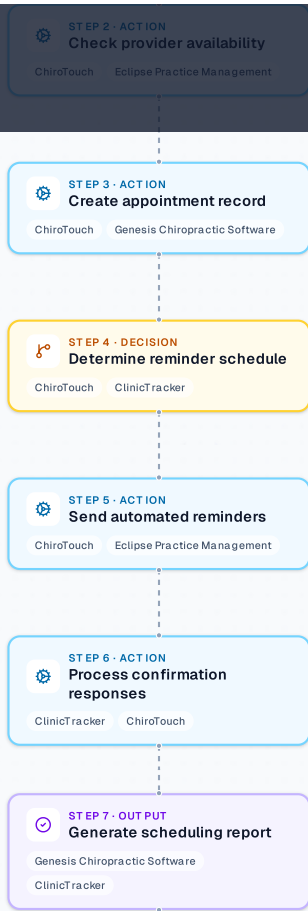
WORKFLOW TRIGGER

Patient requests appointment through online portal or phone call

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

Receive appointment request

Patient submits appointment request through online booking portal or staff enters phone request. System captures preferred date, time, and treatment type.

2

 ACTION

Check provider availability

System queries practice management database to identify available appointment slots matching patient preferences and provider specializations. Auto-assigns optimal time slot based on treatment duration requirements.

ChiroTouch

Eclipse Practice Management

3

 ACTION

Create appointment record

System generates appointment entry in practice management system with patient details, treatment codes, and estimated session duration. Updates provider calendar and room scheduling.

ChiroTouch

Genesis Chiropractic Software

4

 DECISION

Determine reminder schedule

System evaluates appointment type and patient history to determine appropriate reminder timing. New patients receive additional pre-visit instructions while returning patients get standard reminders.

ChiroTouch

ClinicTracker

5

 ACTION

Send automated reminders

System dispatches SMS and email reminders at predetermined intervals (72 hours, 24 hours, 2 hours before appointment). Includes appointment details, preparation instructions, and confirmation links.

ChiroTouch

Eclipse Practice Management

6

 ACTION

Process confirmation responses

System captures patient confirmation responses and automatically updates appointment status. Unconfirmed appointments trigger additional outreach or waitlist notifications.

ClinicTracker

ChiroTouch

7

 OUTPUT

Generate scheduling report

System produces daily scheduling summary showing confirmed appointments, cancellations, and no-show predictions for staff review. Updates provider schedules and room allocations accordingly.

Genesis Chiropractic Software

ClinicTracker



Outputs

- Confirmed appointment schedule

AI Business OS

- Patient reminder communications
- Daily scheduling efficiency report



Key Metrics

- Appointment confirmation rate
- No-show percentage
- Average time between request and scheduled appointment



Tools & Integrations

- ChiroTouch
- Eclipse Practice Management
- Genesis Chiropractic Software
- ClinicTracker

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