

# Patient appointment scheduling and reminders

Automatically schedules patient appointments based on availability and condition urgency, then sends personalized reminders via multiple channels to reduce no-shows and optimize dermatologist schedules.

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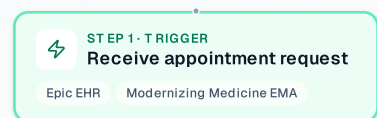


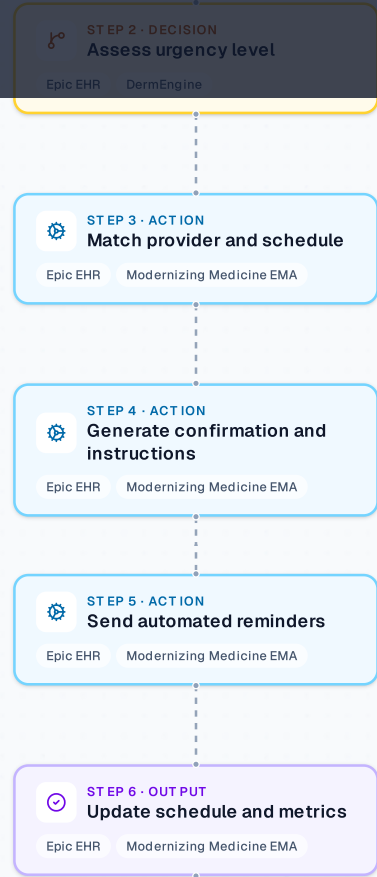
## WORKFLOW TRIGGER

Patient calls practice or submits online appointment request through patient portal

## 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 initiates scheduling through phone call, online portal, or referral system. System captures patient information, preferred dates, and chief complaint details.

2

 DECISION

### Assess urgency level

AI analyzes patient's symptoms and medical history to determine if urgent dermatological consultation is needed. Routes high-priority cases like suspected melanoma to expedited scheduling.

Epic EHR

DermEngine

3

 ACTION

### Match provider and schedule

System identifies appropriate dermatologist based on specialty, availability, and patient preferences. Books appointment slot and updates calendar across all systems.

Epic EHR

Modernizing Medicine EMA

4

 ACTION

### Generate confirmation and instructions

Creates appointment confirmation with pre-visit instructions, skin preparation guidelines, and intake forms. Sends immediate confirmation to patient via preferred communication method.

Epic EHR

Modernizing Medicine EMA

5

 ACTION

### Send automated reminders

Delivers personalized appointment reminders at 72 hours, 24 hours, and 2 hours before visit via SMS, email, or phone. Includes dermatology-specific preparation instructions.

Epic EHR

Modernizing Medicine EMA

6

🕒 OUTPUT

### Update schedule and metrics

Finalizes appointment in provider schedule and tracks scheduling efficiency metrics. Generates reports on appointment volume, no-show rates, and patient satisfaction scores.

Epic EHR

Modernizing Medicine EMA



### Outputs

- Confirmed patient appointment with appropriate dermatologist
- Automated reminder sequence sent to patient
- Updated provider schedule and availability



### Key Metrics

- No-show rate percentage

- Average time from request to scheduled appointment

## AI Business OS



### Tools & Integrations

- Epic EHR
- Modernizing Medicine EMA
- DermEngine

## AI Business OS

Actionable AI implementation strategies for business leaders ready to transform their operations.

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