

Messaging and reminders

How your clinic reaches patients: messages, booking confirmations, appointment reminders and other notices. What goes out on its own, how you control it, and what patients can turn off.

Feature manual · For Owners, Managers, Front desk · aminova.health/university/messaging-and-reminders

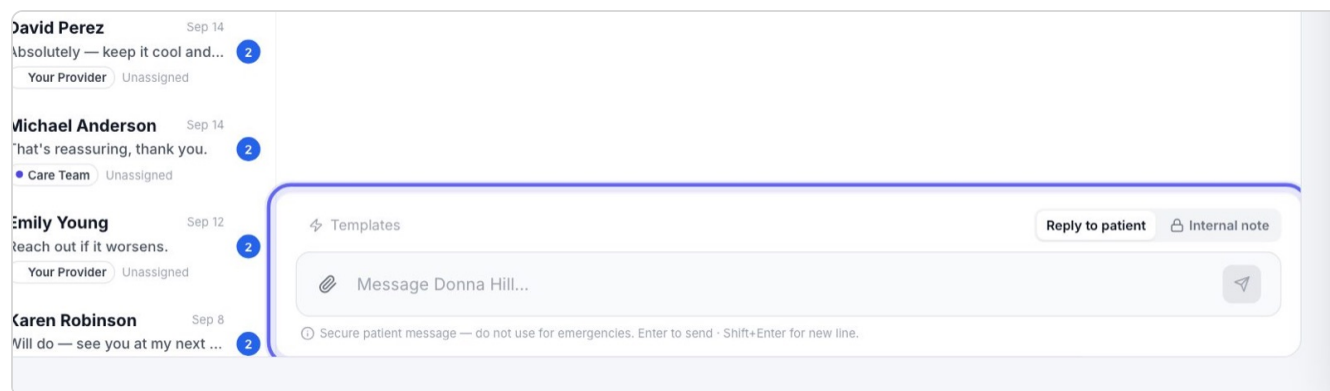
1. HOW YOUR CLINIC REACHES PATIENTS

Everything reaches a patient in up to three ways: a notice in their patient app, a notification on their phone, and an email.

The notice in the app has the full message. A phone notification gives only a short, general line, like “New message”, never the details. Emails leave clinical details out and point the patient to the app.

2. MESSAGES, BOTH WAYS

1. You write to a patient from **Messages** or from their chart. It lands in their app chat, with a notice, and on their phone if they allow notifications.
2. When the patient writes back, the conversation’s owner is told, or the whole team if nobody owns it. In the Care Team chat, the care assistant may answer first.
3. Messages don’t go out by email.



A reply goes to the patient’s app chat. An internal note stays with your team.

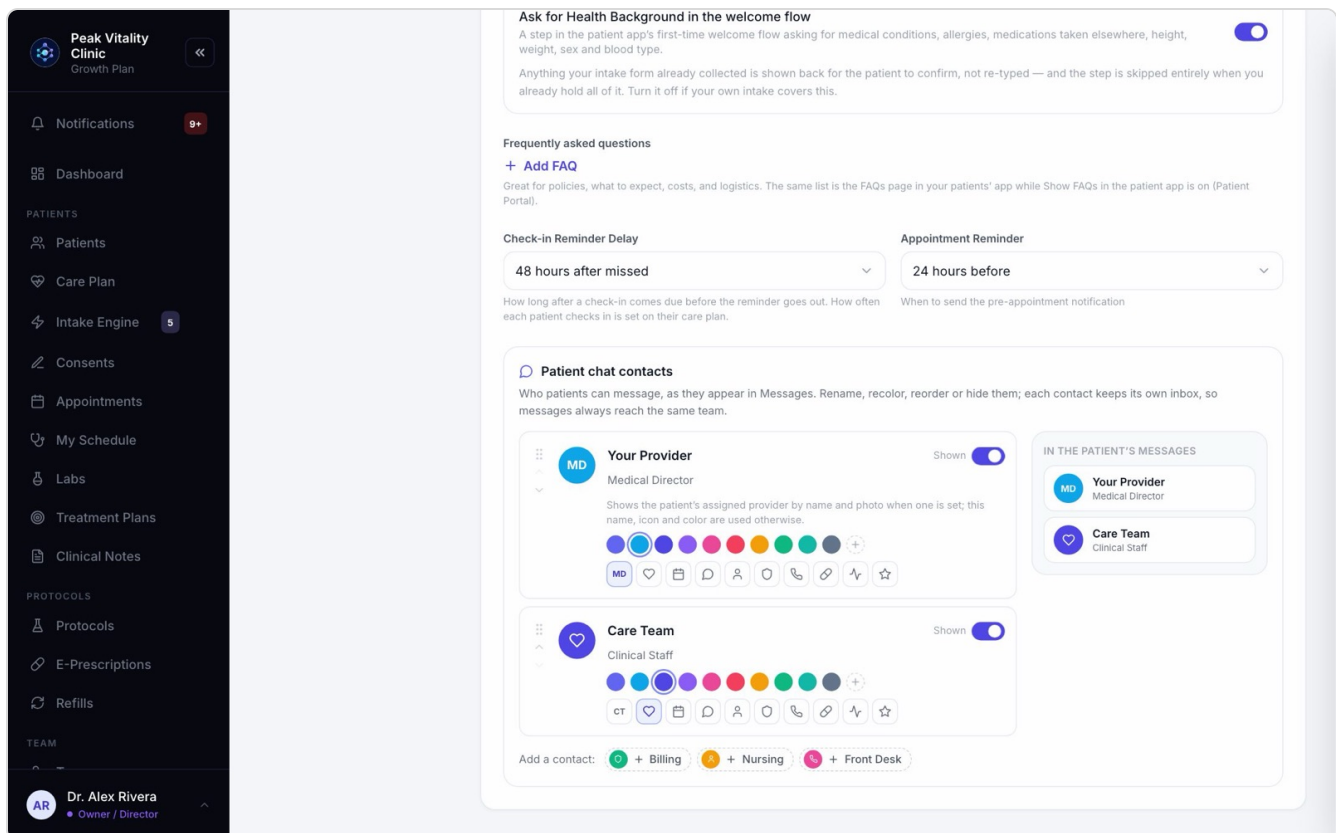
3. WHEN A VISIT IS BOOKED

1. When a visit is booked at the front desk, in the patient app or on your booking link, the patient is told it’s booked.
2. The confirmation says when the visit is. The email leaves out what it is for.
3. A patient who asks for a time in the app is told their request was received. When you approve it, they get the confirmation.
4. A visit waiting on an unpaid deposit gets the bill instead of a confirmation.

5. When you cancel a visit, the patient gets a notice in their app.

4. APPOINTMENT REMINDERS

1. A reminder goes out on its own before each booked visit, once per visit.
2. Choose when in **Settings** → **Patient Portal** → **Appointment Reminder**: 2, 24, 48 or 72 hours before.
3. It says the day and time, and whether it's in person at your address or a video visit. In the app it also shows the visit's prep list.
4. It asks the patient to confirm. When they tap **Confirm I'll be there**, the visit shows as **Confirmed** on your schedule.
5. Canceled visits, requests, and visits waiting on a deposit get no reminder.

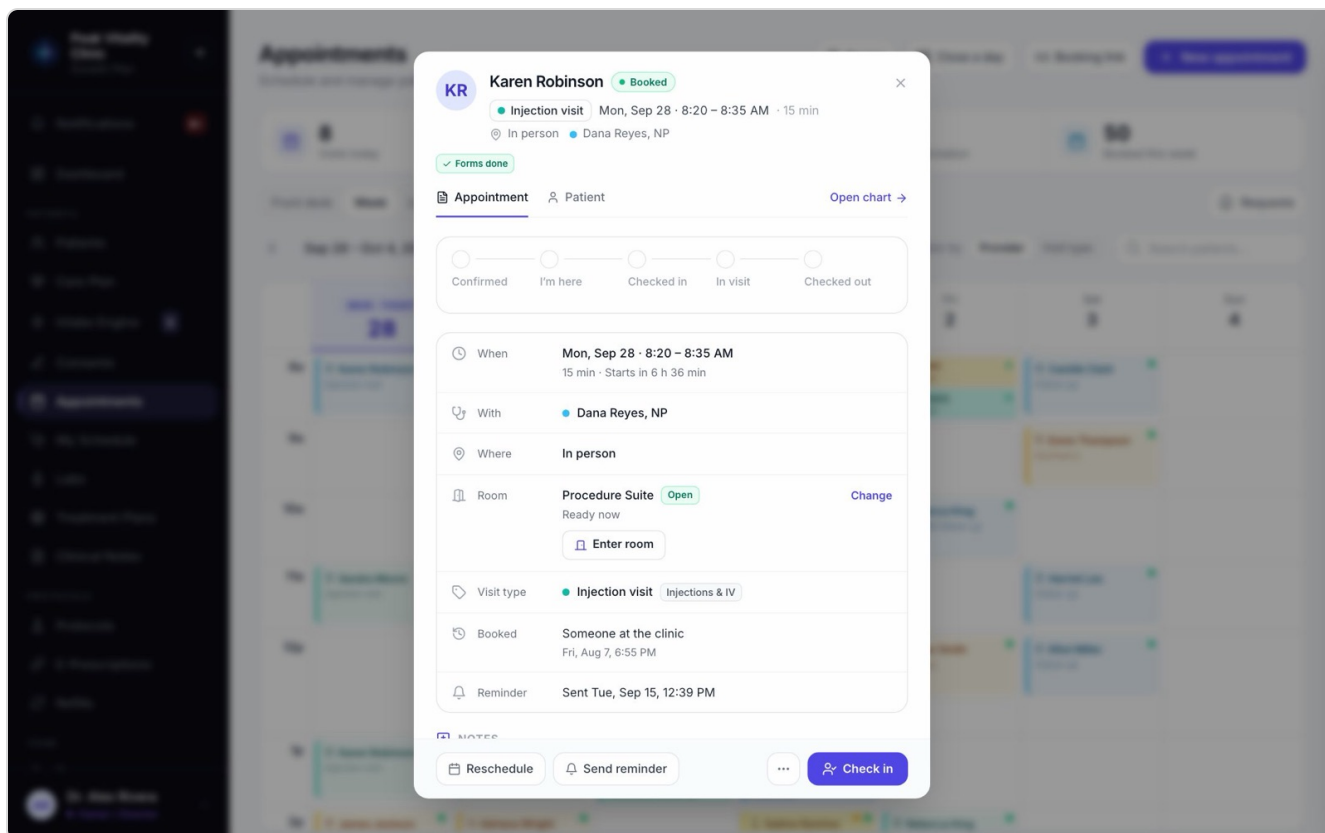


Settings → Patient Portal: when the appointment reminder goes out.

Tip. Visits brought over from your old system are never reminded. Your patients already heard about them there.

5. SEND A REMINDER YOURSELF

1. Open the appointment and press **Send reminder**.
2. A reminder lands in the patient's app chat right away, asking them to confirm or reschedule.
3. The panel then shows **Reminder sent**. Nothing is sent for a visit that is over or canceled.



An open appointment. Send reminder sits beside Reschedule.

6. OTHER NOTICES THAT GO OUT ON THEIR OWN

Many things in Aminova tell the patient when they happen. For example: **Appointment confirmed**, **New Lab Results Ready**, **Prescription sent**, **After-visit summary**, **Payment receipt**, **Forms to complete**, **Refill due soon** and **Dose reminder**.

Each one is a row in Settings → Notifications, so you decide how it goes out.

7. CHOOSE HOW EACH NOTICE GOES OUT

1. Go to **Settings → Notifications**.
2. Each row is one kind of notice. Turn **In-App**, **Push** and **Email** on or off for it. Push is the phone notification.
3. Press **Save Changes**.
4. If you see **Paused sends**, those were switched off on an older screen and are still off. Press **Turn back on** to let the rows decide again.

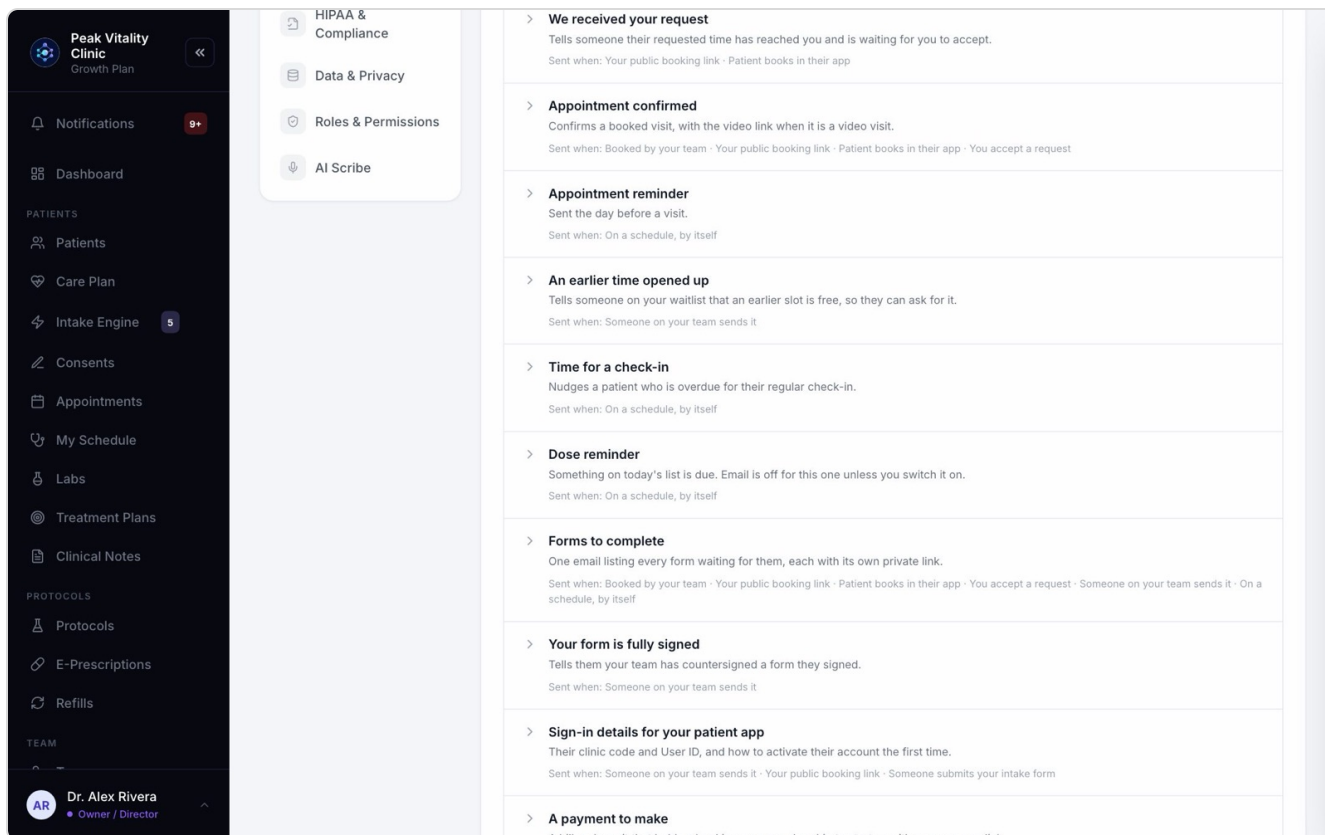
Payments & Plans				
Notifications Emails Patient Portal Security Integrations HIPAA & Compliance Data & Privacy Roles & Permissions AI Scribe				
EVENT	IN-APP	PUSH	EMAIL	
Appointment confirmed	☒	☒	☒	
Appointment Reminder (24h)	☒	☒	☒	
Appointment provider changed	☒	☒	☒	
New Lab Results Ready	☒	☒	☒	
Prescription sent	☒	☒	☒	
After-visit summary	☒	☒	☒	
Payment reminder	☒	☒	☒	
Missed Check-in	☒	☒	☒	
Forms to complete	☒	☒	☒	
Lab request decision	☒	☒	☒	
Payment receipt	☒	☒	☒	
Consent countersigned	☒	☒	☒	
Treatment plan update	☒	☒	☒	
Dose reminder	☒	☒	☐	
Refill due soon	☒	☒	☒	
Workflow messages	☒	☒	☒	

Settings → Notifications: in the app, on the phone, and by email, for each notice.

Tip. A dose reminder can come several times a day, so its email starts off. Everything else starts on.

8. WHAT YOUR EMAILS SAY

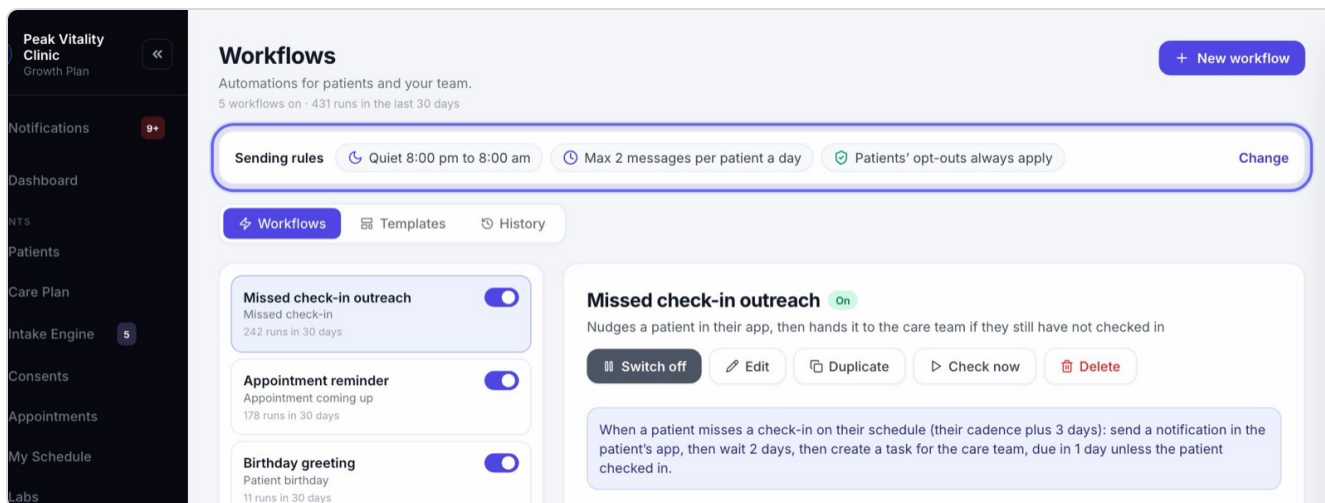
1. Go to **Settings → Emails**. It lists every automatic email your patients get.
2. Open one to see **What the patient sees**.
3. Change the **Subject line**, **A line above the message** and the **Sign-off** to sound like your clinic.



Settings → Emails: every automatic email, and what you can change in each.

9. QUIET HOURS AND THE DAILY LIMIT

1. On **Workflows**, find **Sending rules** and click **Change**.
2. Tick **Hold patient messages overnight** and set the hours. Patient messages from your workflows wait until morning. Team alerts are never held.
3. Set a **Daily limit**: how many workflow messages one patient can get in a day.
4. Appointment reminders follow quiet hours too. A reminder due at night waits until morning. If the visit starts before quiet hours end, no reminder goes.



Sending rules on Workflows: quiet hours and the daily limit.

10. MESSAGES YOU SET UP YOURSELF

1. On **Workflows**, a step can send an app notification, a message in the patient's chat, an email, a phone notification, or a form.
2. In **Messages**, owners can **Broadcast** one message to many patients. It lands in their app chat with a notification. It is not an email.
3. On **Communications**, owners and managers send campaigns by push or email to a group of patients.

11. WHAT PATIENTS CAN TURN OFF

1. In the settings of their patient app, patients can turn phone notifications off for **Protocol reminders**, **Lab results**, **Appointments**, **Messages** and **Shipping updates**. The notice still shows in the app.
2. **Email off** stops campaign emails and emails from your workflows.
3. **News and offers off** stops campaign emails.
4. **Do not contact me** stops emails and phone notifications from your clinic. Notices still land in their app.

12. WHO NEVER GETS THEM

1. A practice patient, with the green **Practice patient** badge, gets notices in the app only. Nothing is emailed or sent to a phone.
2. Patients who chose **Do not contact me** are left out of broadcasts and campaigns.

13. YOUR TEAM'S SIDE

1. When a patient writes, the conversation's owner gets a notice in the bell. Owners and managers set who owns each chat in the Messages settings.
2. Settings → Notifications also has **Staff notifications**, for what your team is told.
3. To get alerts on your own computer, open the bell's settings and turn on **Alert me on this device**.