



Communications

Purpose:

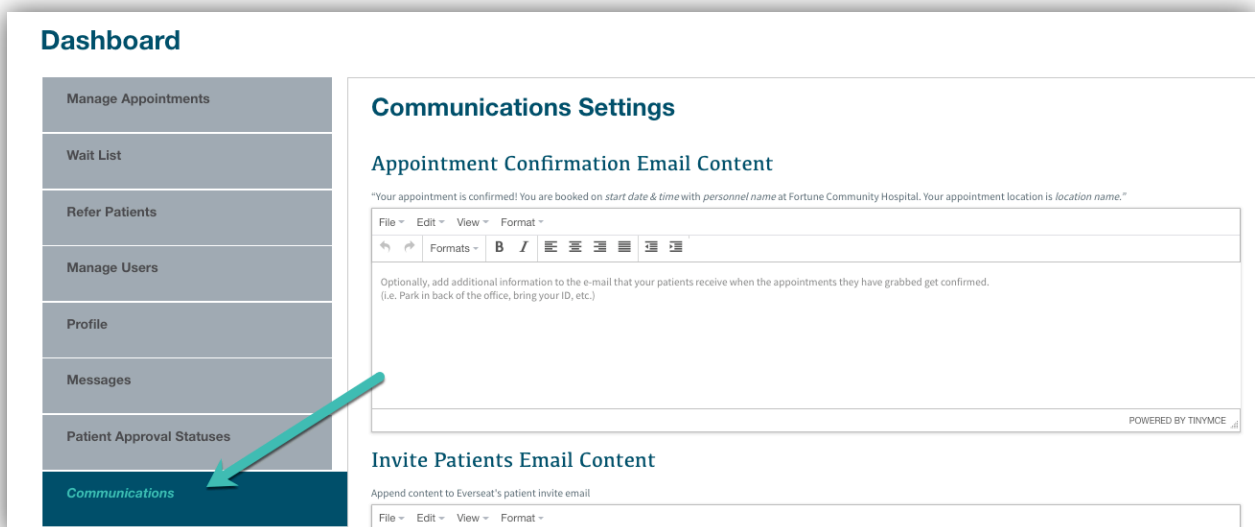
To add custom information or messages to the default Everseat emails, including the appointment confirmation and invite patients' emails.

Best Practices and Examples:

- Edit the default appointment confirmation email to include what the patient should bring to their appointment. For example, insurance card, photo ID, and other appointment documents
- Provide a link for patients to access patient documents once their appointment has been confirmed

Directions:

Step 1: Click on the 'Communications' tab.





Step 2: To add additional information to the Appointment Confirmation email that patients receive, you can add your own notes in the text field. Your content will appear after the appointment details in the email. The information could be to remind patients to bring their IDs, directions to your office, or other general appointment notices. All patient confirmations, regardless of appointment type, provider, or location, will receive this content.

Appointment Confirmation Email Content

"Your appointment is confirmed! You are booked on *start date & time* with *personnel name* at Fortune Community Hospital. Your appointment location is *location name*."

File Edit View Format

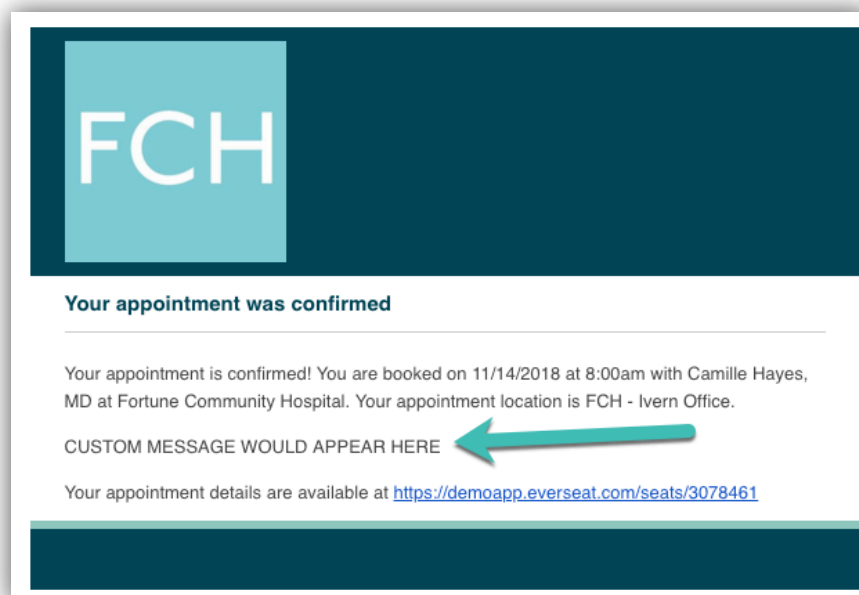
Formats **B** *I* [List of icons]

Optionally, add additional information to the e-mail that your patients receive when the appointments they have grabbed get confirmed. (i.e. Park in back of the office, bring your ID, etc.)

POWERED BY TINYMCE

A teal arrow points to the text area of the editor.

The information submitted in the 'Appointment Confirmation Email Content' field will be in addition to the default Everseat message and will appear to the patient as shown below:

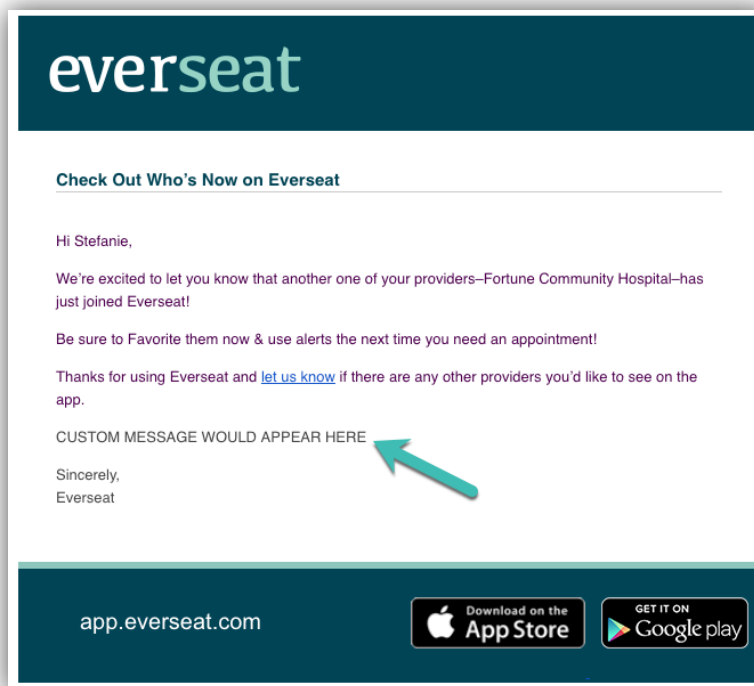




Step 3: To add additional information to the Invite Patients email that patients receive, you can insert your own notes in the text field.

A screenshot of a web-based editor titled "Invite Patients Email Content". The interface includes a menu bar with "File", "Edit", "View", and "Format" options. Below the menu is a toolbar with icons for undo, redo, bold, italic, bulleted list, numbered list, link, and unlink. A teal arrow points to the toolbar. The main area is a large text field with the placeholder text: "Optionally, add additional information to the e-mail that your patients receive when you invite them to use Everseat." At the bottom left of the field is a small "P" icon, and at the bottom right is the text "POWERED BY TINYMCE".

The information submitted in the 'Invite Patients Email Content' field will be in addition to the default Everseat message and will appear to the patient as shown below:





Step 4: After making the changes to your default emails, click 'Save Changes' at the bottom of the page.

