

## St. Michael's Hospital Academic Family Health Team Automated Appointment Reminders

Dear patients,

We are pleased to announce a new online service for patients of the St. Michael's Hospital Academic Family Health Team. This service will include automated email appointment reminders for certain provider schedules and appointment types in our clinics.

If this applies for your appointment, you will be sent an email reminder that includes a link where you can confirm your appointment and complete any forms required by your doctor/provider.

To help address some common questions you may have, please review our short Q&A below:

### **Who can access this service?**

*This service will be for any patients with a valid email address on file, and have provided us with consent to communicate with you via email. If you have not yet completed email consent, please call our clinics to arrange this, or ask at your next appointment.*

### **Will I get an appointment reminder for every appointment in the future?**

*No, at this time, not all providers and appointment types are eligible for this service. If you receive an email reminder, we ask that you follow the instructions to confirm your appointment, or call us back to cancel. Our goal is to make this an option for as many appointments and providers as possible in the future.*

### **What if I don't get a reminder, is my appointment still happening?**

*Yes, please continue to plan to attend your appointment, even if you do not receive an email reminder. As mentioned, this is the early phases of this new service. Not all appointments and providers will be using email reminders yet. If we need to make any changes to your appointment, we will connect with you via phone or email.*

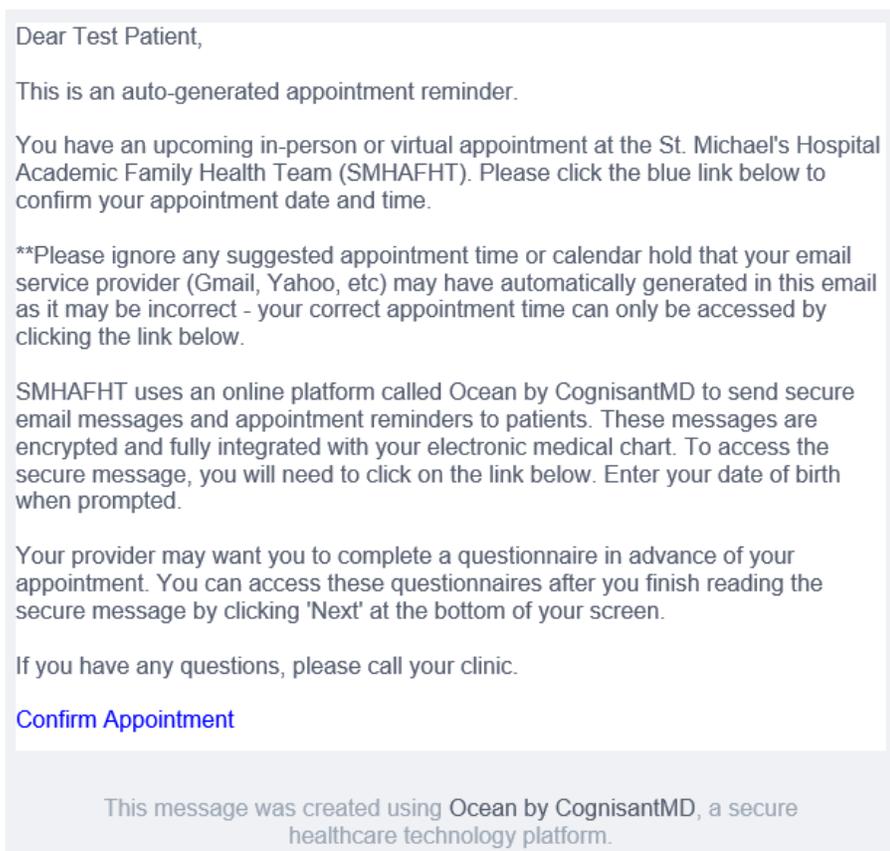
Below you will find information on what to expect if/when you receive an appointment reminder email.

**Email Sender:** St. Michael's Hospital Academic Family Health Team [no-reply@cognisantmd.com](mailto:no-reply@cognisantmd.com)

**Email Subject Line:** Appointment Reminder from your Healthcare Provider at St. Michael's Hospital Academic Family Health Team

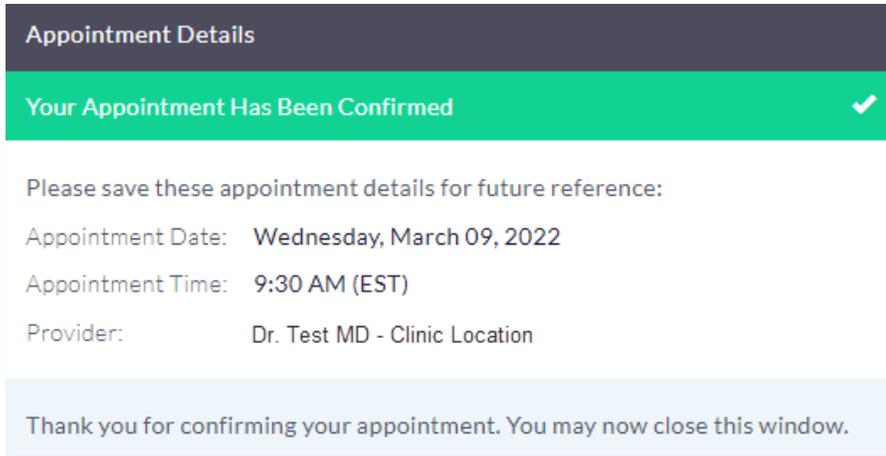
### Appointment Reminder Email Body

1. The part of the message will include information about the service, what platform the messages are being generated from, and how to access secure messages or questionnaires your provider may want you to complete before your appointment.
2. You will see blue text at the bottom of the initial window to confirm your appointment and proceed to the next page. (see **Figure 1.**)



**Figure 1.**

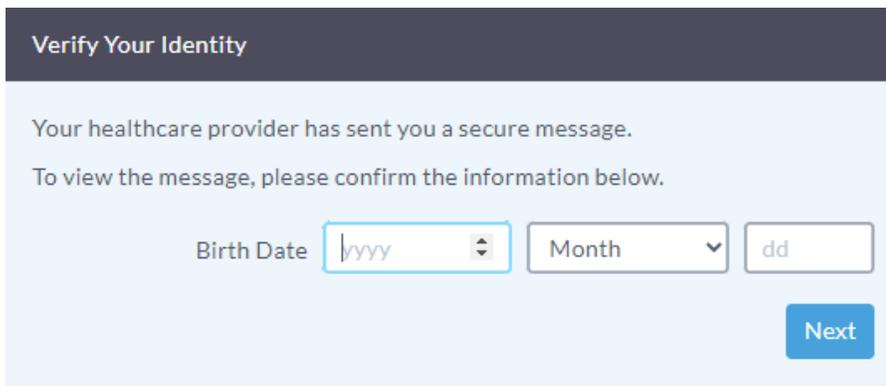
3. Once you click the blue **Confirm Appointment**, a new window will appear on your screen with the booking details such as the date and time of your appointment as well as the provider's name (\*please note that if a temporary/locum provider is covering your usual provider's practice, you will see your usual provider's name, not the name of the temporary/locum provider). If there are no forms or questionnaires for you to complete, you can close the window. (see **Figure 2.**)



The image shows a confirmation window titled "Appointment Details". At the top, a green banner reads "Your Appointment Has Been Confirmed" with a white checkmark. Below this, the text says "Please save these appointment details for future reference:". The details listed are: "Appointment Date: Wednesday, March 09, 2022", "Appointment Time: 9:30 AM (EST)", and "Provider: Dr. Test MD - Clinic Location". At the bottom, a light blue bar contains the text "Thank you for confirming your appointment. You may now close this window."

**Figure 2.**

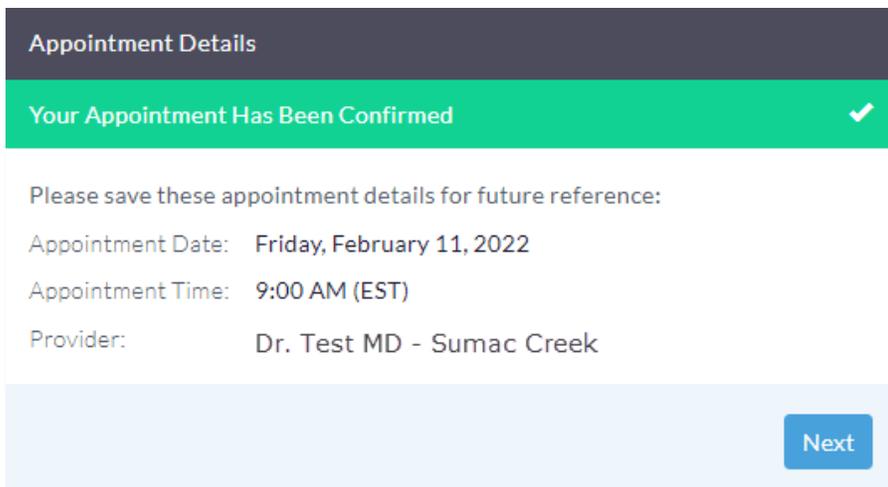
4. If your provider has sent you a secure message or forms to complete, you'll see a window with instructions to enter your date of birth to view the message. Enter your date of birth and click the **Next** button to move to the next window. (see **Figure 3.**)



The image shows a window titled "Verify Your Identity". The text inside reads: "Your healthcare provider has sent you a secure message. To view the message, please confirm the information below." Below this text, there are three input fields for a birth date: "Birth Date" followed by a dropdown menu with "yyyy", a dropdown menu with "Month", and a text input field with "dd". A blue "Next" button is located in the bottom right corner.

**Figure 3.**

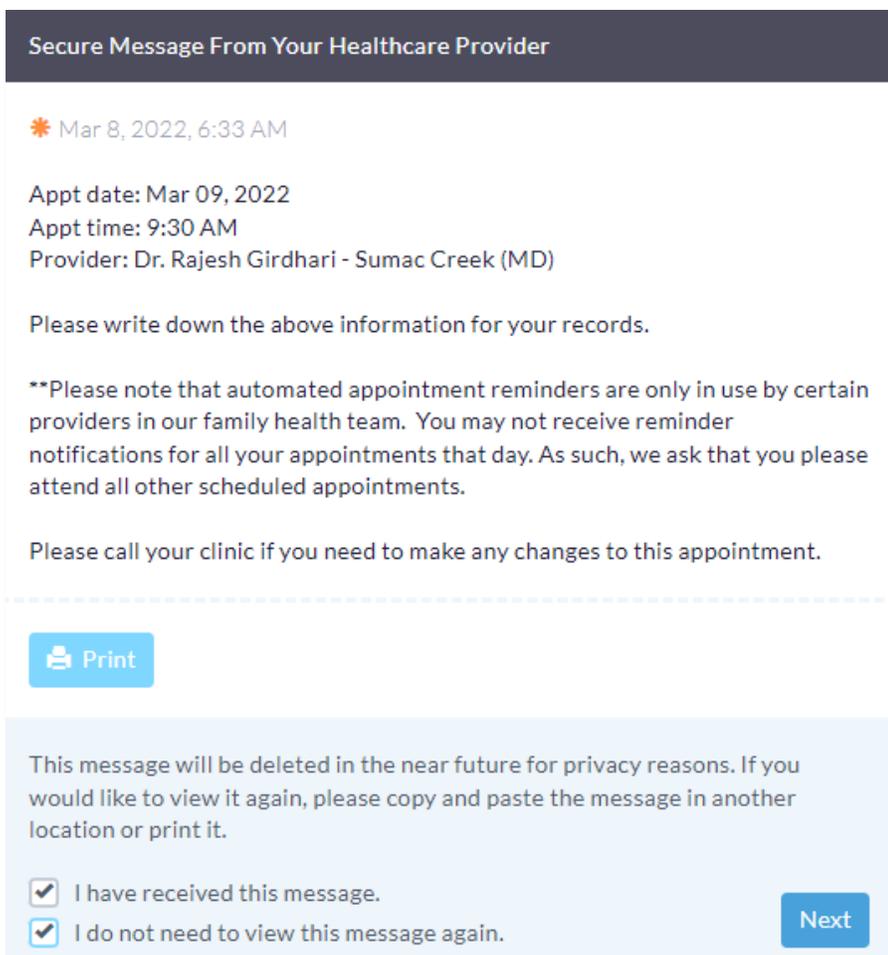
5. Your appointment details including appointment date, time and provider name will display in the **Appointment Details** box. Click the **Next** button in the lower right corner to proceed to the secure message. (see **Figure 4.**)



The screenshot shows a mobile application interface for appointment confirmation. At the top, there is a dark grey header with the text 'Appointment Details'. Below this is a green banner with the text 'Your Appointment Has Been Confirmed' and a white checkmark icon on the right. The main content area is white and contains the following text: 'Please save these appointment details for future reference:', 'Appointment Date: Friday, February 11, 2022', 'Appointment Time: 9:00 AM (EST)', and 'Provider: Dr. Test MD - Sumac Creek'. At the bottom right of the white area, there is a blue button with the text 'Next'.

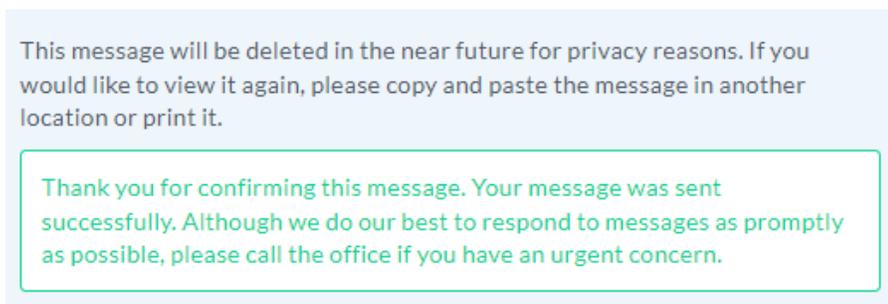
**Figure 4.**

6. The next window will show the **Secure Message**, and information on what to do if you need to cancel your appointment. Check the **I have received this message.** and **I do not need to view this message again** boxes. Select the **Next** button to move to the next window to access any questionnaires your provider may have sent you to complete. (see **Figure 5.**)



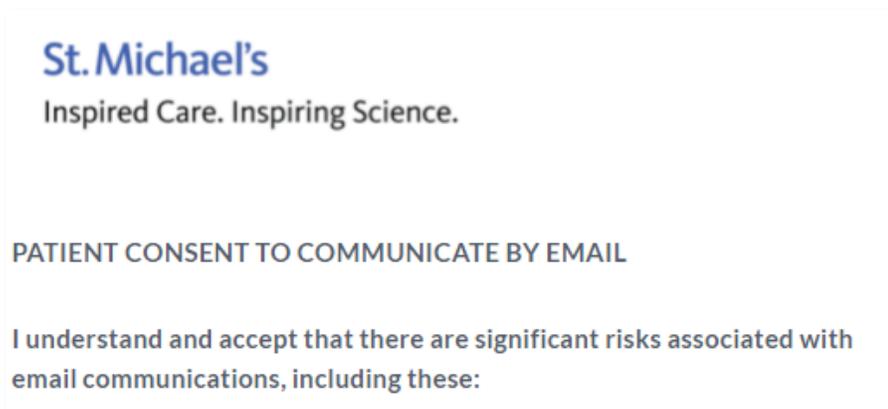
**Figure 5.**

7. If there are no questionnaires, you'll see a message at the bottom of the window in **Figure 6.** to confirm you accessed the message correctly.



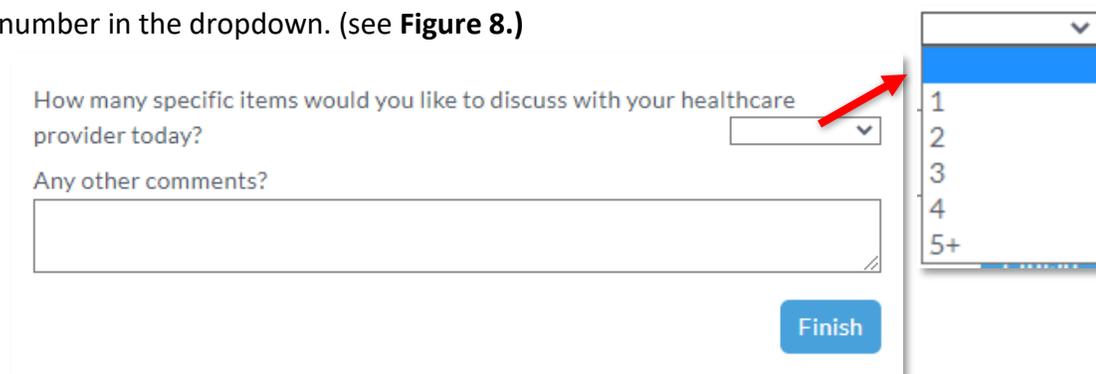
**Figure 6.**

8. If your provider has sent you a questionnaire(s), complete all the forms until you reach the final window. See form example in **Figure 7.**



**Figure 7.**

9. The last questionnaire helps with planning your visit. The information included in this window will be shared with your provider so they know what you'd like to discuss at your visit.
10. Select the number of topics you wish to discuss at your appointment by choosing a number in the dropdown. (see **Figure 8.**)



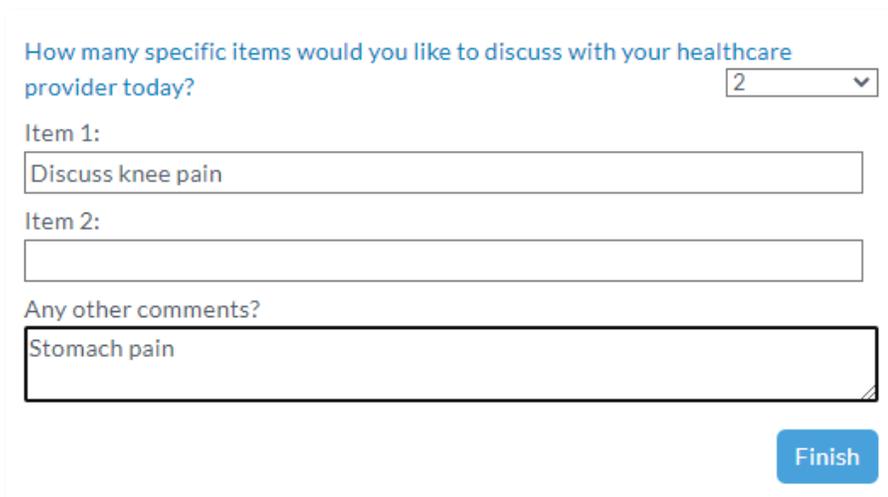
How many specific items would you like to discuss with your healthcare provider today?

Any other comments?

1  
2  
3  
4  
5+

**Figure 8.**

11. Optionally, you can include additional comments about each topic in the item section. When done, click **Finish**. (see **Figure 9.**)



How many specific items would you like to discuss with your healthcare provider today?

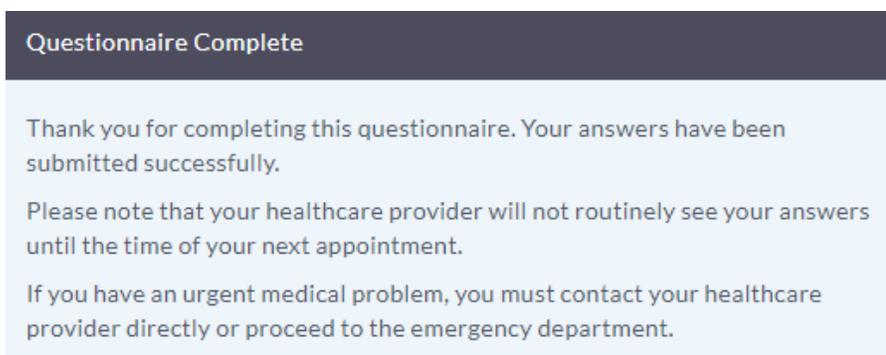
Item 1:

Item 2:

Any other comments?

**Figure 9.**

12. The final window will indicate when all forms are complete. You may now close the window. (see **Figure 10.**)



**Questionnaire Complete**

Thank you for completing this questionnaire. Your answers have been submitted successfully.

Please note that your healthcare provider will not routinely see your answers until the time of your next appointment.

If you have an urgent medical problem, you must contact your healthcare provider directly or proceed to the emergency department.

**Figure 10.**

**\*\*Please note that automated appointment reminders are only in use by certain providers in our family health team. You may not receive reminder notifications for all your appointments that day. As such, we ask that you please attend all other scheduled appointments.**

We are excited to offer this new service and hope you will find it helpful. If you have any questions or feedback regarding the secure messaging service, please email [smhafhtquality@smh.ca](mailto:smhafhtquality@smh.ca).