Appointment Reminder Messages

Replace the square brackets before sending. Keep messages short, state the clinic name, and send only to patients who gave you their number for appointments.

1. Appointment confirmation

Hello [Patient name], your appointment at [Clinic name] with Dr. [Doctor] is confirmed for [date] at [time]. Address: [short address / map link]. To change it, call or reply to this number: [phone].

2. Reminder, one day before

Hello [Patient name], a reminder that you have an appointment tomorrow, [date], at [time] at [Clinic name]. Please arrive 10 minutes early. Reply to this message if you need to reschedule.

3. Reminder, same day

Hello [Patient name], we look forward to seeing you today at [time] at [Clinic name]. Your token or queue status: [link / number].

4. Follow-up due

Hello [Patient name], Dr. [Doctor] advised a follow-up visit around [date]. You can book a time by calling or replying to this number: [phone]. [Clinic name].

5. Missed appointment

Hello [Patient name], we missed you at your appointment on [date] at [Clinic name]. If you still need to be seen, reply here and we will find you a new time.

6. Rescheduling by the clinic

Hello [Patient name], we need to move your appointment on [date] at [Clinic name]. We are sorry for the trouble. Available times: [option 1], [option 2]. Please reply with your choice.

7. Reports ready

Hello [Patient name], your reports are ready at [Clinic name]. You can collect them during clinic hours, [timings]. Please carry your registration number: [number].

8. Review request

Hello [Patient name], thank you for visiting [Clinic name]. If you were happy with your care, a short review would help others find us: [review link]. Your feedback is voluntary.

Good practice

- Do not put diagnoses, test results or other medical details in a message. Anyone holding the phone may read it.
- Send reminders only to numbers patients have given you for this purpose, and stop when asked.
- Messages that promote offers are different from appointment messages. Keep them separate and follow the consent and platform rules for promotional messages.

Template from the Clinic Resource Hub by ClinicManagerPro (clinicmanagerpro.com/clinic-resources/). General guidance, not legal or medical advice.