



RingRx Communication Guides

Patient Follow-Up and Confirmations

Practical tips to help your healthcare team communicate with confidence.

What This Is For

Help your team send clear, secure follow-up and confirmation messages that keep patients informed, reduce no-shows, and cut down on phone tag.

Use This When

- ✓ Confirming a newly scheduled appointment
- ✓ Sending appointment reminders
- ✓ Sharing pre-visit instructions
- ✓ Checking in after a visit
- ✓ Requesting a simple response from a patient

Customization Guidance

- ✓ Always **include your practice name** so patients know who is contacting them
- ✓ **Limit details** to appointment timing, location, or simple instructions
- ✓ For pre-visit instructions, **keep guidance high-level and non-clinical**
- ✓ **Use first names** unless practice policy requires otherwise
- ✓ **For new patients, include arrival timing** or paperwork reminders
- ✓ **Use consistent reply options** (YES, call back) to reduce confusion

Recommended Script

"Hi (First Name), this is (Practice Name).

We're confirming your appointment on (Day, Date) at (Time).

Please reply YES to confirm, or call us at (Phone Number) if you need to reschedule."



Tone Tip

Keep messages short and supportive. Clear, calm language builds trust and encourages quick responses.

Do

- ✓ Confirm date and time clearly
- ✓ Use consistent language across all staff
- ✓ Allow patients an easy way to respond or call back
- ✓ Send reminders close enough to the appointment to be helpful
- ✓ Thank patients for confirming or responding

Don't

- ✗ Include diagnoses, test results, or treatment details
- ✗ Overload messages with too much information
- ✗ Send messages from personal phone numbers
- ✗ Assume patients remember who you are without identifying the practice
- ✗ Ignore replies or confirmations once sent

HIPAA Reminder

Text messages are considered patient communications. Confirm patient consent, include only the minimum necessary information, and avoid sending sensitive health details via text.

RingRx Tip

Use RingRx secure texting and Outreach tools to send confirmations and reminders from your practice number and track responses.

Review Note

Review quarterly or when appointment policies, reminder timing, or communication preferences change.