



Bedminster Eye and Laser Center, P.A.

Bedminster Eye & Laser uses an automated method of confirming patient's appointments!

Most of the feedback we have receive is POSITIVE. However, some patients do not like getting repeated reminder messages. Our hope is if we explain the process in more detail, patients will better understand how the system works and how you can tailor your notifications to meet your own needs.

We have worked with Solution Reach™ to develop a general timeline for notification of scheduled appointments. ***If you do not require both text or email reminders, we highly recommend that you keep the method that works best for you and opt out of the other.***

1. When you make an appointment – whether in the office or on the phone – you will receive an email and/or text to remind you to add the appointment to your calendar.
2. The next notification - email and/or text - will be sent **1 week** before your appointment asking you to confirm your appointment
3. You will receive an additional email and/or text **1 day** before the appointment – asking you to confirm if you have not already done so – or as a reminder if you have already confirmed
4. **If you do not confirm your appointment**, you will receive additional reminders two hours before your appointment time
5. Voice calls are made when a landline is the **ONLY** method of communication
6. The system will also send reminders to patients that are due for their annual or follow up appointment. Goodbye postcards!

In short, this automated system is helping us keep in touch with you! You can request appointment changes, cancel and reschedule appointments – and best of all Bedminster Eye is able to communicate with you in a timely manner!

Change can be difficult but change can also be for the best! We hope this helps you to understand that ***we are working to make YOUR Bedminster Eye experience the best it can be!***