

How to: Understand Reminder Status Codes

What are Reminder status codes?

When working with the Reminders Dashboard or Reminders Reporting, it will be helpful for you to understand the status codes we assign as we process your reminder messages.

Status Codes

Status Code: Answered

The Answered status applies to phone reminders only and indicates the patient answered the call.

Status Code: Confirmed or Appt_Confirmed

The Confirmed status indicates the patient replied to the reminder with “Confirm”. This means they are confirming their appointment.

Status Code: Busy

The Busy status applies to phone reminders only and indicates we are getting a busy signal when trying to call the patient. We will try to call the patient 3 times at 5 minute intervals before we stop trying.

Status Code: Cancelled

The Cancelled status indicates the patient replied to the reminder with “Cancel”. This means they are cancelling their appointment.

Status Code: Left Message

The Left Message status applies to phone reminders only and indicates a reminder message was left on the patient’s voicemail. The patient must have voicemail for this feature.

Status Code: No Reply

The No Reply status applies to phone reminders only and indicates the patient did not reply as instructed with one of the stated codes before the call ended.

Status Code: Not Valid

The Not Valid status applies to phone reminders only and indicates the patient entered a code that is not supported or as they were instructed. The patient will be instructed to correct the code. A Not Valid status will be assigned if the patient doesn’t correct their entry and the call ends.

Status Code: No Answer

The No Answer status applies to phone reminders only and indicates the patient did not answer the call and does not have voicemail.

Status Code: Office

The Office status applies to phone reminders only and indicates the patient selected a code of “3” to call the practice.

Status Code: Processing

The Processing status is an Updox status code and indicates a reminder is currently being processed. This status should change quickly as reminders are sent.

Status Code: Queued

The Queued status is an Updox status code and indicates a reminder is currently queued for future processing.

Status Code: Repeat Message

The Repeat Message status applies to phone reminders only and indicates the patient asked to have the message repeated.

Status Code: Sent

The Sent status indicates reminder message has been delivered.

Status Code: Stopped or Skipped

The Stopped or Skipped status indicates the patient responded with “Stop”. This indicates the patient does not want to receive reminder messages.

Status Code: Undeliverable

The Undeliverable status indicates we could not deliver a reminder message.

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