

## Reminder Call in NSS - Following Up On Time

**Reminder Call** in NextStep Solutions issues reminders via text message, phone or email based on customer preferences for upcoming appointments. By providing this reminder to your clients, via this integrated system, you will be able to ensure a higher attendance rate with less no shows and reschedules. This will, then, increase your agency's overall productivity, all without any extra effort.

## How to Set Up Reminder Call

Before we can issue client reminders for their upcoming scheduled appointments, your agency will need to register with remindercall.com and determine when **Reminders** are issued. Your implementation team, then, will ensure that your agency is set up to your preferences.

### Start Free, 30-Day Trial (Includes up to 1,000 Reminders\*)

First Name	<input type="text" value="First Name"/>
Last Name	<input type="text" value="Last Name"/>
Business Name	<input type="text" value="Business Name"/>
E-Mail	<input type="text" value="E-Mail Address"/>
Phone #	<input type="text" value="(845)555-1212"/>
Country	<input type="text" value="Select..."/>
Scheduling Software	<input type="text" value="Select..."/>
Where did you hear about us?	<input type="text" value="Word of Mouth"/>
Are you a healthcare provider?	<input type="radio"/> Yes <input checked="" type="radio"/> No

[Continue to Billing](#)

\*1 reminder = 1 reminder call (30 sec) or 1 reminder text message (inbound or outbound). Special offer does not apply to announcements that are not appointment reminders.

### Setting Up Reminder Call

1. Open a web browser. (Chrome, Edge)
  2. Navigate to **remindercall.com**.
  3. Click **Start Free Trial**. The trial will not begin until you are ready to issue reminders to clients.
  4. Enter your agency's registration information, providing all required/requested fields.
  5. Select **NextStep Solutions** as your **Scheduling Software**.
  6. Click **Continue to Billing**.
  7. Provide payment information, as appropriate.
- Note:** Your trial will not begin until you are ready to issue reminders to clients and billing will not be initiated until the trial has concluded.

## How To Use Reminder Call

Once your agency has created an account The ReminderCall support team will reach out to assist in setting up your reminder scripts, notifications, and settings. Providing reminders to your clients is incredibly efficient and effective, improving your productivity by reducing cancels and no shows.

### Using Reminder Call

1. Navigate to the client Face Sheet: **Main Menu > Face Sheet.**
2. Scroll to the section with the “**Which method do you prefer for appointment reminders?**” header.

**Which method do you prefer for appointment reminders?** None ▾

Mailing address, if different

Address:

City:  State: Select A State ▾ Zip Code:

Phone:  (Home)  (Business)  (Cell)

3. Verify all demographic and contact information is correct on the screen, as this is what will trigger the reminder call (specifically Home, Business, and Cell phone).
4. If the client indicates they want reminders via text, a cell number must be provided.

**Note:** If a number is included in the incorrect field, the Reminder Call functionality will move to the next contact option (Cell > Home > Business).

5. Click **Update** to update the Face Sheet.
6. When an appointment is scheduled for the client with Reminder Call set up, they will typically receive two reminders via their selected communicative method on their Face Sheet. One is received a day before the appointment, the other one hour prior to the scheduled appointment.

**Note:** Support for your account is free and available between the hours of 8-5 Pacific time. Call **888-858-6673 x1** or email **help@remindercall.com** with any questions.

Client: Kteam, Wesley | Date of Birth: 4/1/1968

Update
Cancel

Text Message  
Today 11:01 AM

bob has an appt with RSU on 6/18/21 @ 9:03 AM. Reply C to confirm. Call [\(269\)397-2234](tel:2693972234) with questions.