Confirm/Cancel

with **✹simple**practice

If you've agreed to receive text messages from your clinician, you'll receive text reminders with information about your upcoming appointments. You can also confirm or cancel appointments through these text reminders.
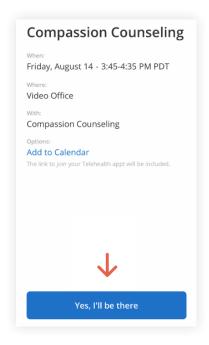
SECTIONS:

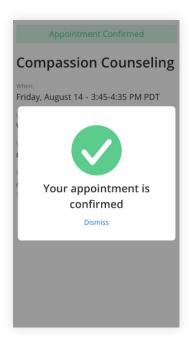1. Confirming appointments
2. Cancelling appointments
3. Re-enrolling

CONFIRMING YOUR APPOINTMENT

When you receive your text appointment reminder, you'll see a message similar to this:

1. Tap the link in the message. The **Appointment Details page** will open in the default browser of your device.
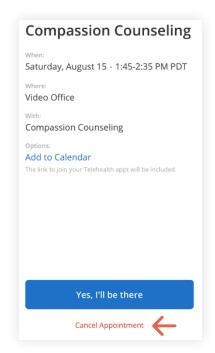
Reminder for Jamie Appleseed's appt. with Compassion Counseling on Friday, August 14th at 9:00 AM (PDT).

14015 Tahiti Way Marina Del Rey, CA 90292

Confirm appt: https://tr01.staging.appt.to/s!mpL3

Compassion Counseling

When:
Friday, August 14 · 3:45-4:35 PM PDT

Where:
Video Office

With:
Compassion Counseling

Options:
Add to Calendar
The link to join your Telehealth appt will be included.

Yes, I'll be there

Appointment Confirmed

Compassion Counseling

When:
Friday, August 14 · 3:45-4:35 PM PDT

✓

Your appointment is confirmed

Dismiss

2. To confirm your appointment, tap **Yes, I'll be there**.

3. You'll then see a confirmation modal that says **Your appointment is confirmed**.

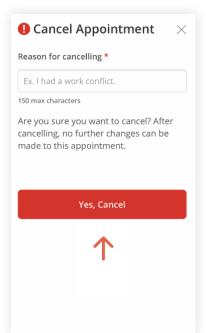4. Your clinician will then be notified of your appointment confirmation.

CANCELLING YOUR APPOINTMENT

Tap the appointment link in your text appointment reminder. The **Appointment Details** page will open in your default browser.

1. Tap **Cancel Appointment**.

2. To submit the cancellation, **enter a reason** for cancelling and tap **Yes, Cancel**.

Note: You can only cancel your appointment via text reminder within your clinician's cancellation window.

Compassion Counseling

When:
Saturday, August 15 · 1:45-2:35 PM PDT

Where:
Video Office

With:
Compassion Counseling

Options:
Add to Calendar
The link to join your Telehealth appt will be included.

Yes, I'll be there

Cancel Appointment ←

⊘ Cancel Appointment ✕

Reason for cancelling *

Ex. I had a work conflict.

150 max characters

Are you sure you want to cancel? After cancelling, no further changes can be made to this appointment.

Yes, Cancel

↑

RE-ENROLLING IN TEXT REMINDERS

If you've unsubscribed to text reminders and would like to begin receiving them again, simply text START in your previous reminder text thread. This will re-enroll you in text reminders.

If you've deleted the text reminder thread, you won't be able to re-enable it from your end. Instead, please reach out to your clinician for further assistance.

Tip: Make sure to let your clinician know as far in advance as possible if you need to cancel your appointment.

Congratulations!
You're now ready to start using Confirm/Cancel.