

Automated Notification System



What is an automated reminder notification system?

It is an electronic system that is used to provide reminders to patients of their scheduled appointments.



Why is it important?

When a person misses an appointment or does not give cancellation notice, there is no time to offer that appointment to someone else. This can impact other people's access for that service and may increase wait times.



How will I get notification?

A reminder will be sent 7 days prior to your appointment by either

- Phone
- Text
- Email



Where can I change how I want to be contacted?

Just see any registration clerk and you can change how we contact you. Please remember to keep your contact information up to date with Central Health.



What if I don't want to be contacted?

A registration clerk can help you with that too. We respect your privacy. Please note this applies to all reminders in the Automated Reminder Notification System. If you change your mind, a registration clerk can update your choice.

Will the system be used for all appointments?

No, at this time the system is only being used for select appointments. However we expect the system to be available for other appointments soon.



If you would like more information, feel free to request a copy of the Automated Reminder Notification System pamphlet.