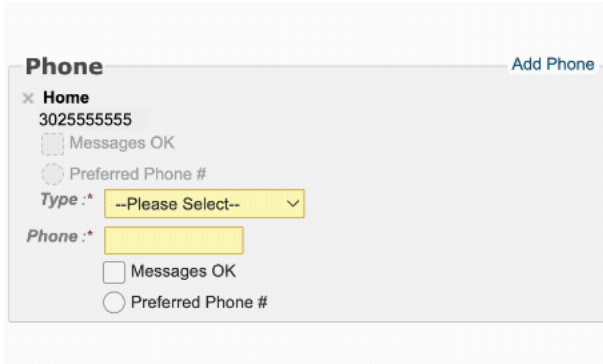


Patient SMS Appointment Management FAQ

Last updated: December 4, 2025

Where do patient phone numbers come from?

Patient phone numbers are pulled from the information listed in **iKnowMed**. Ontada Health prioritizes numbers marked as **Mobile**. For best results, confirm that the patient's mobile number is entered and labeled correctly as "Mobile" in iKnowMed.



The screenshot shows a 'Phone' management interface. At the top right is a link 'Add Phone'. Below it is a list of phone numbers. The first entry is 'Home' with a close icon 'x' and the number '3025555555'. Below the number are two radio buttons: 'Messages OK' (checked) and 'Preferred Phone #' (unchecked). Below these is a dropdown menu labeled 'Type :*' with the text '--Please Select--'. Below the dropdown is a text input field labeled 'Phone :*' which is currently empty. Below the input field are two radio buttons: 'Messages OK' (unchecked) and 'Preferred Phone #' (unchecked).

Can patients see available dates and times when they request a reschedule?

No. When a patient replies to reschedule, the system creates a **task in the General Queue**. A member of your team will need to contact the patient directly to finalize the new appointment details.

Is SMS appointment management opt-in or opt-out?

We strongly encourage practices have automatic opt-in enabled. Automatic opt-in means patients receive appointment management messages by default and can opt-out at any time. This also means patients without Ontada Health portal access can still manage their appointments via SMS. Let your Ontada Technology Account Manager know if you want to enable automatic opt-in.

Otherwise, patients can opt-in using their Ontada Health patient portal account or practice staff can opt patients in using Ontada Health support tools.

Can practices customize message text?

Currently all text message verbiage is the same for all practices. Practice-customizable text messages may be added in the future.

Is training available for staff?

Yes. Training resources are available [[here](#)]. Courses include:

- **General Queue Management**
- **Task Management**
- **Filter Presets**