

Appointment Reminders Administration

24/07/2025 2:51 pm BST

Summary

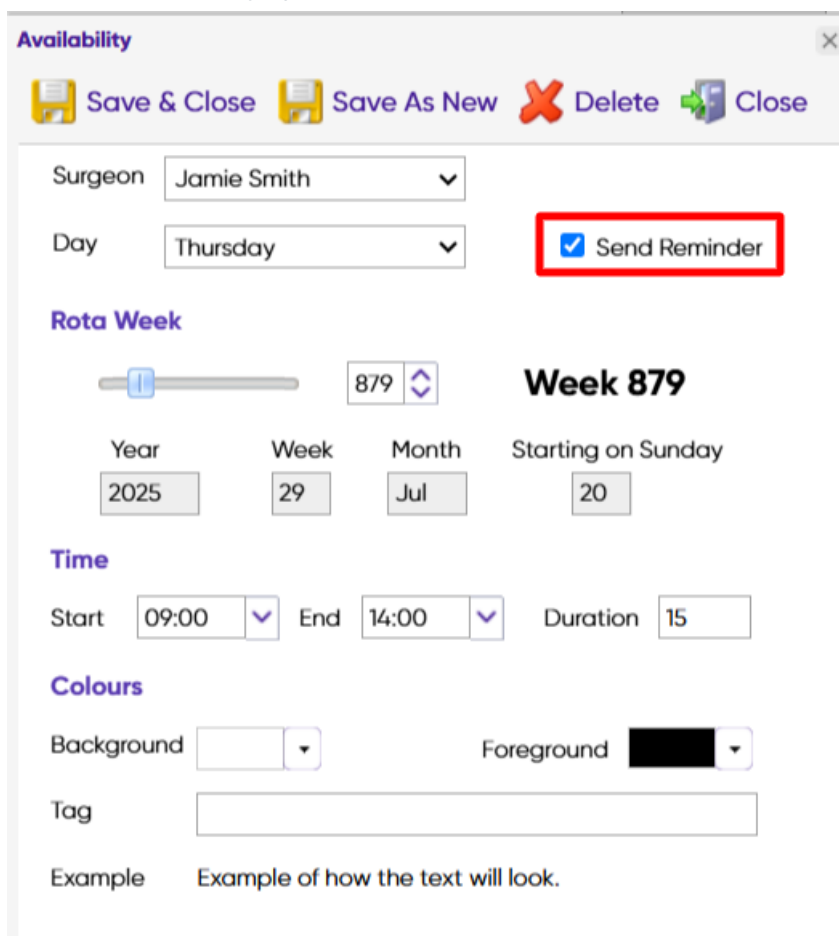
Appointment Reminders are reminders automatically generated from Merlin to notify clients of their pets upcoming appointments.

Once a reminder has been sent to a client, this communication is recorded under the client's Communication tab.

Details

Enabling Appointment Reminders in the Diary

1. Navigate to the Diary screen
2. Select the Availability tab
3. Highlight the relevant surgeon
4. Double click on the relevant day
5. The Availability window will now display.



The screenshot shows the 'Availability' window in the Merlin software. At the top, there are icons for 'Save & Close', 'Save As New', 'Delete', and 'Close'. Below these, the 'Surgeon' is set to 'Jamie Smith' and the 'Day' is set to 'Thursday'. A red box highlights the 'Send Reminder' checkbox, which is checked. The 'Rota Week' section shows a slider for 'Week 879' with a 'Week 879' label. Below this, the 'Year' is '2025', 'Week' is '29', 'Month' is 'Jul', and 'Starting on Sunday' is '20'. The 'Time' section shows 'Start' at '09:00', 'End' at '14:00', and 'Duration' at '15'. The 'Colours' section shows 'Background' as a light grey box and 'Foreground' as a black box. There is a 'Tag' field and an 'Example' section with the text 'Example of how the text will look.'

6. Ensure 'Send Reminder' is ticked.

