

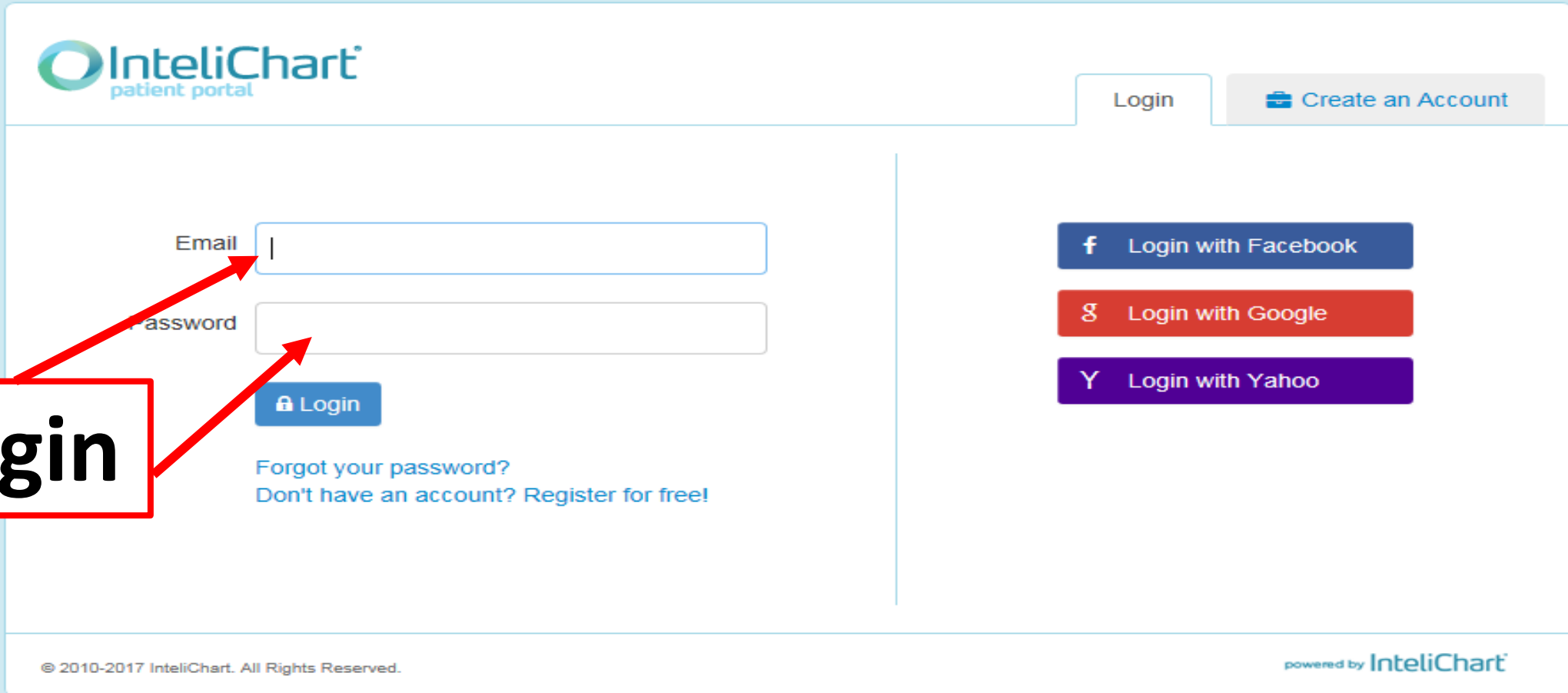


## *How to Create Appointment Reminders*

*Presented by:  
Behavioral Health Services  
Consumer Portal  
4/17/2017*

**Need Help?  
Call the Consumer Portal Help Desk:  
1-855-224-7782  
Monday-Friday 9am-4pm**

**Link to Portal: <https://sfdph.org/sfhealthconnect>**



The screenshot shows the Intelichart patient portal login interface. At the top left is the Intelichart logo with the text "patient portal". To the right are two buttons: "Login" and "Create an Account". Below the logo are two input fields: "Email" and "Password". A blue "Login" button is positioned below the password field. To the right of the input fields are three social login buttons: "Login with Facebook", "Login with Google", and "Login with Yahoo". Below the "Login" button are links for "Forgot your password?" and "Don't have an account? Register for free!". At the bottom left is the copyright notice "© 2010-2017 Intelichart. All Rights Reserved." and at the bottom right is the text "powered by Intelichart".

• Login

## SUMMARY TESTCLIENT



- Add to homepage
- View my account
- View my chart
- Print my chart

- ### Practice Pages
- San Francisco Department of Public Health
  - mySFHEALTH
  - Consumer Portal Survey

### Social History

Birthplace

Marital Status

Children Not Available

Activity Level

Tobacco Current Some Day Smoker

Alcohol Not on file

### Appointments

Date / Time	Location	Provider	Patient
No upcoming appointments to display.			

### Family History

Name	Relationship	Condition (Status)
No data available in table		

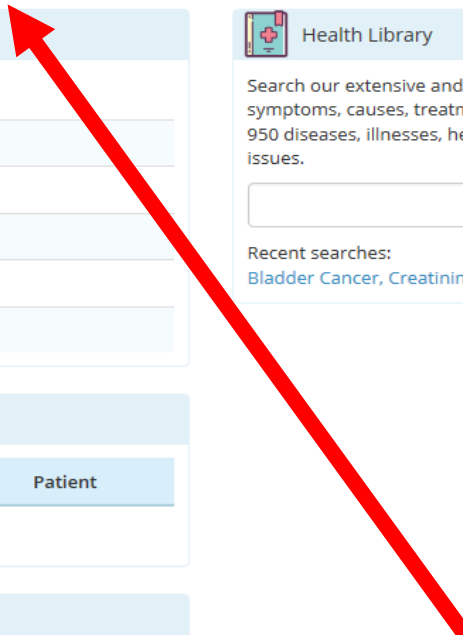
### Immunizations

Date	Vaccine
No data available in table	

### Health Library

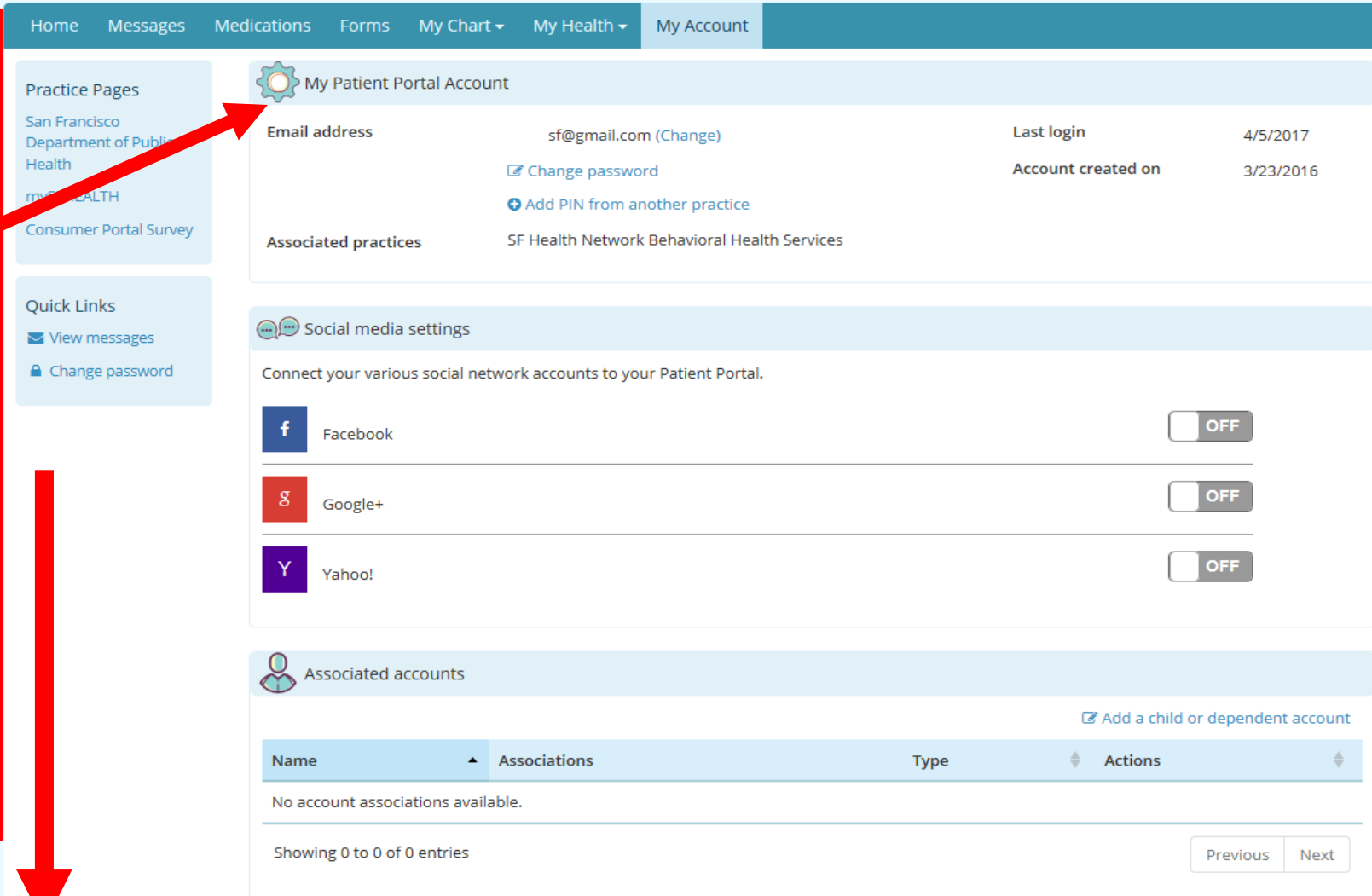
Search our extensive and regularly reviewed library of symptoms, causes, treatments, and prevention for over 950 diseases, illnesses, health conditions and wellness issues.

Recent searches:  
[Bladder Cancer](#), [Creatinine](#), [Addison Disease](#)



• Click on 'My Account' on the home page

- This will take you to the 'My Patient Portal Account' page
- Scroll Down until you see the 'Notifications' section

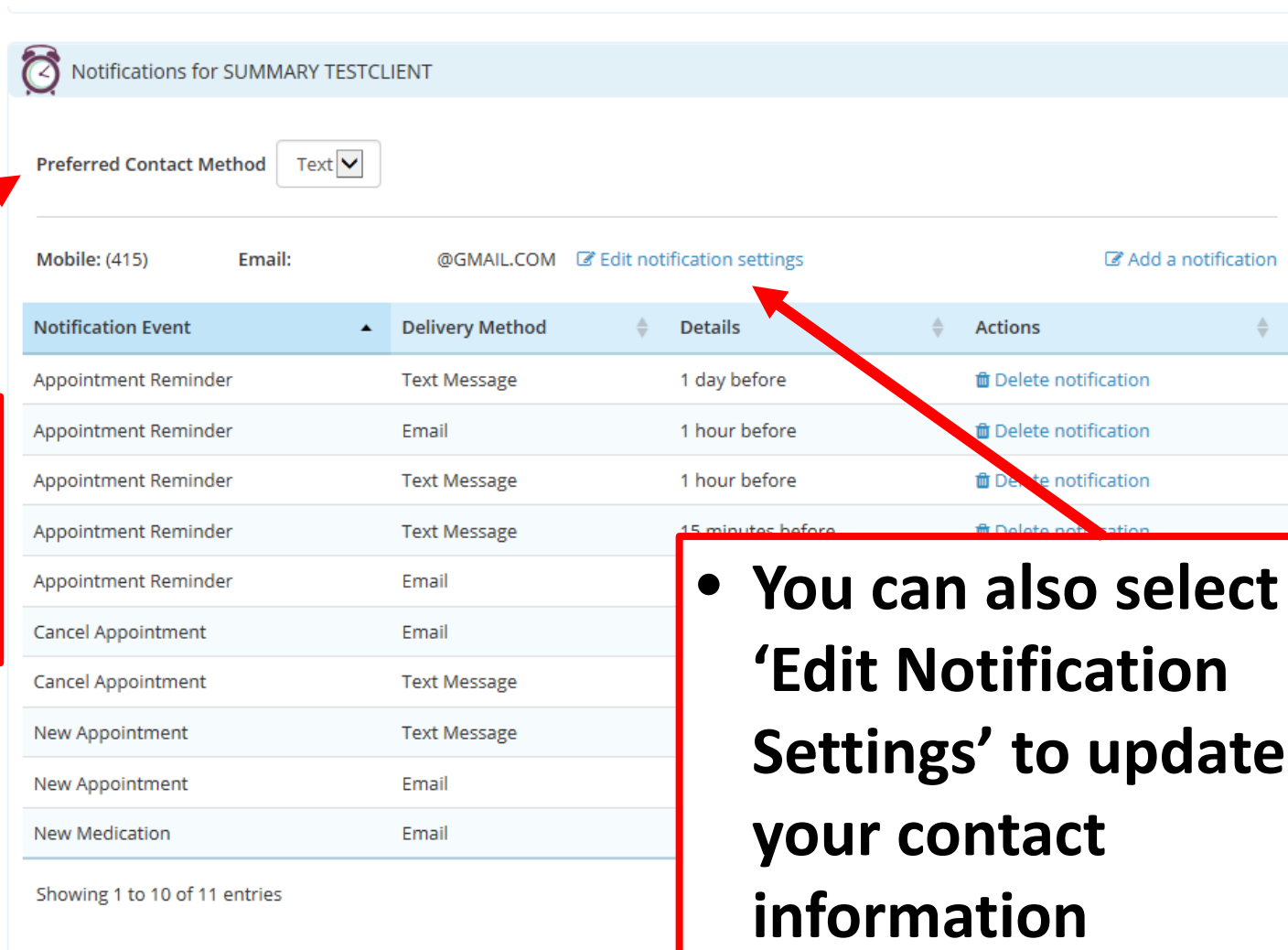


The screenshot shows the 'My Patient Portal Account' page. The navigation bar includes Home, Messages, Medications, Forms, My Chart, My Health, and My Account. The left sidebar contains Practice Pages (San Francisco Department of Public Health, mySFHEALTH, Consumer Portal Survey) and Quick Links (View messages, Change password). The main content area is titled 'My Patient Portal Account' and includes a gear icon. Below this, there are sections for account details (Email address: sf@gmail.com, Last login: 4/5/2017, Account created on: 3/23/2016), Associated practices (SF Health Network Behavioral Health Services), Social media settings (Facebook, Google+, Yahoo! all OFF), and Associated accounts (No account associations available).

Name	Associations	Type	Actions
No account associations available.			

Showing 0 to 0 of 0 entries

Previous Next



Notifications for SUMMARY TESTCLIENT

Preferred Contact Method

Mobile: (415)      Email:      @GMAIL.COM      [Edit notification settings](#)      [Add a notification](#)

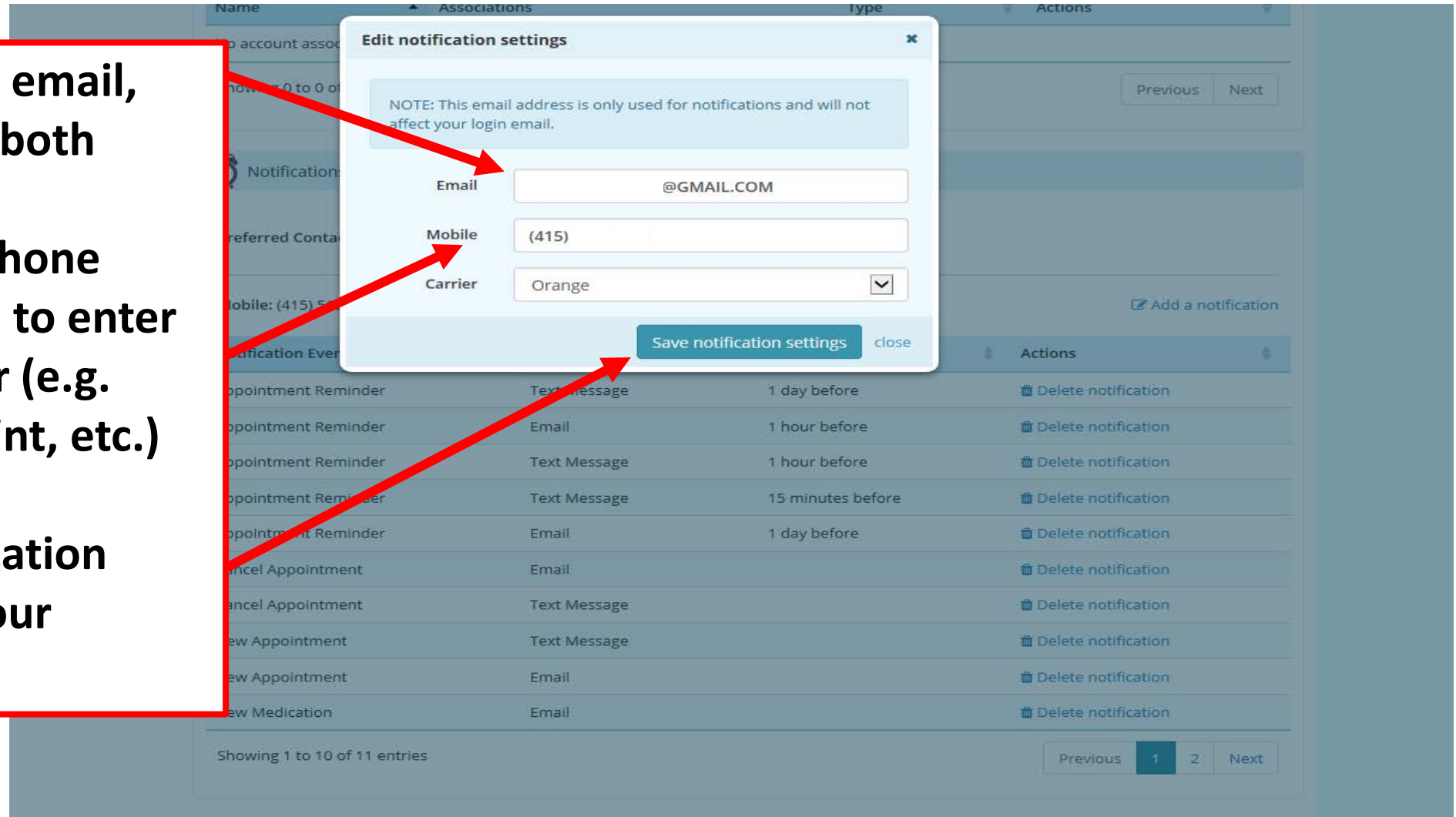
Notification Event	Delivery Method	Details	Actions
Appointment Reminder	Text Message	1 day before	<a href="#">Delete notification</a>
Appointment Reminder	Email	1 hour before	<a href="#">Delete notification</a>
Appointment Reminder	Text Message	1 hour before	<a href="#">Delete notification</a>
Appointment Reminder	Text Message	15 minutes before	<a href="#">Delete notification</a>
Appointment Reminder	Email		
Cancel Appointment	Email		
Cancel Appointment	Text Message		
New Appointment	Text Message		
New Appointment	Email		
New Medication	Email		

Showing 1 to 10 of 11 entries

- **Select 'Preferred Contact Method' (text, email)**

- **You can also select 'Edit Notification Settings' to update your contact information**

- You can enter your email, mobile number or both
- If you enter your phone number make sure to enter your mobile carrier (e.g. Verizon, AT&T, Sprint, etc.)
- Select 'Save notification settings' to save your changes



**Edit notification settings**

NOTE: This email address is only used for notifications and will not affect your login email.

Email: @GMAIL.COM

Mobile: (415)

Carrier: Orange

Save notification settings close

Name	Associations	Type	Actions
Appointment Reminder	Text Message	1 day before	Delete notification
Appointment Reminder	Email	1 hour before	Delete notification
Appointment Reminder	Text Message	1 hour before	Delete notification
Appointment Reminder	Text Message	15 minutes before	Delete notification
Appointment Reminder	Email	1 day before	Delete notification
Cancel Appointment	Email		Delete notification
Cancel Appointment	Text Message		Delete notification
New Appointment	Text Message		Delete notification
New Appointment	Email		Delete notification
New Medication	Email		Delete notification

Showing 1 to 10 of 11 entries

Previous 1 2 Next

- **Click 'Add a Notification' to get notifications for:**
  - **New Appointments**
  - **Appointment Reminders**
  - **Canceled Appointments**
  - **Rescheduled Appointments**

Notifications for SUMMARY TESTCLIENT

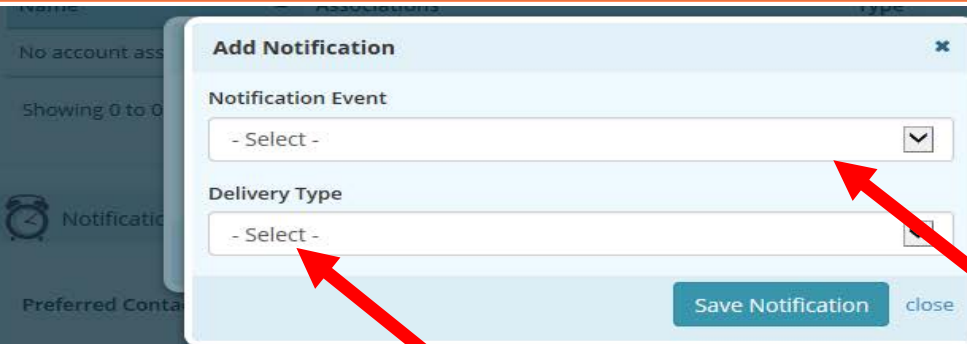
Preferred Contact Method

Mobile: (415)    Email: |    @GMAIL.COM    [Edit notification settings](#)    [Add a notification](#)

Notification Event	Delivery Method	Details	Actions
Appointment Reminder	Text Message	1 day before	<a href="#">Delete notification</a>
Appointment Reminder	Email	1 hour before	<a href="#">Delete notification</a>
Appointment Reminder	Text Message	1 hour before	<a href="#">Delete notification</a>
Appointment Reminder	Text Message	15 minutes before	<a href="#">Delete notification</a>
Appointment Reminder	Email	1 day before	<a href="#">Delete notification</a>
Cancel Appointment	Email		<a href="#">Delete notification</a>
Cancel Appointment	Text Message		<a href="#">Delete notification</a>
New Appointment	Text Message		<a href="#">Delete notification</a>
New Appointment	Email		<a href="#">Delete notification</a>
New Medication	Email		<a href="#">Delete notification</a>

Showing 1 to 10 of 11 entries

Previous **1** 2 Next



**Add Notification**

Notification Event  
- Select -

Delivery Type  
- Select -

Save Notification close

Mobile: (415) [REDACTED] Email: [REDACTED]@GMAIL.COM [Edit notification settings](#)

Notification Event	Delivery Method	Details
Appointment Reminder	Text Message	1 day before
Appointment Reminder	Email	1 hour before
Appointment Reminder	Text Message	1 hour before
Appointment Reminder	Text Message	15 minutes before
Appointment Reminder	Email	1 day before
Cancel Appointment	Email	
Cancel Appointment	Text Message	
New Appointment	Text Message	
New Appointment	Email	
New Medication	Email	

Showing 1 to 10 of 11 entries

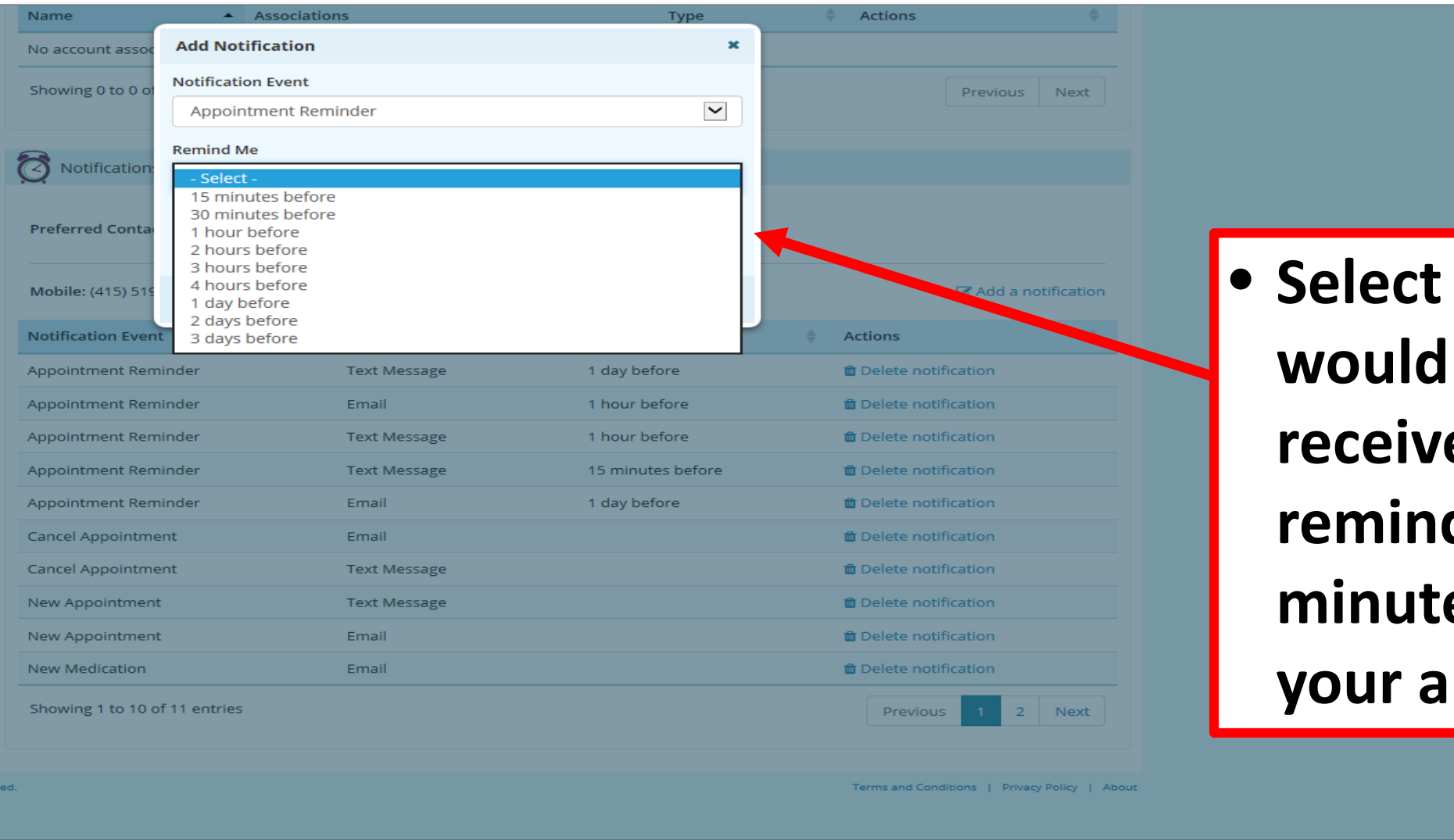
• Select 'Notification Event' to choose what you would like reminders for:

- Appointment Reminder
- Cancel Appointment
- New Appointment
- Reschedule Appointment

• Select 'Delivery Type,' to choose how you would like your reminder:

- Email, Text, or Both





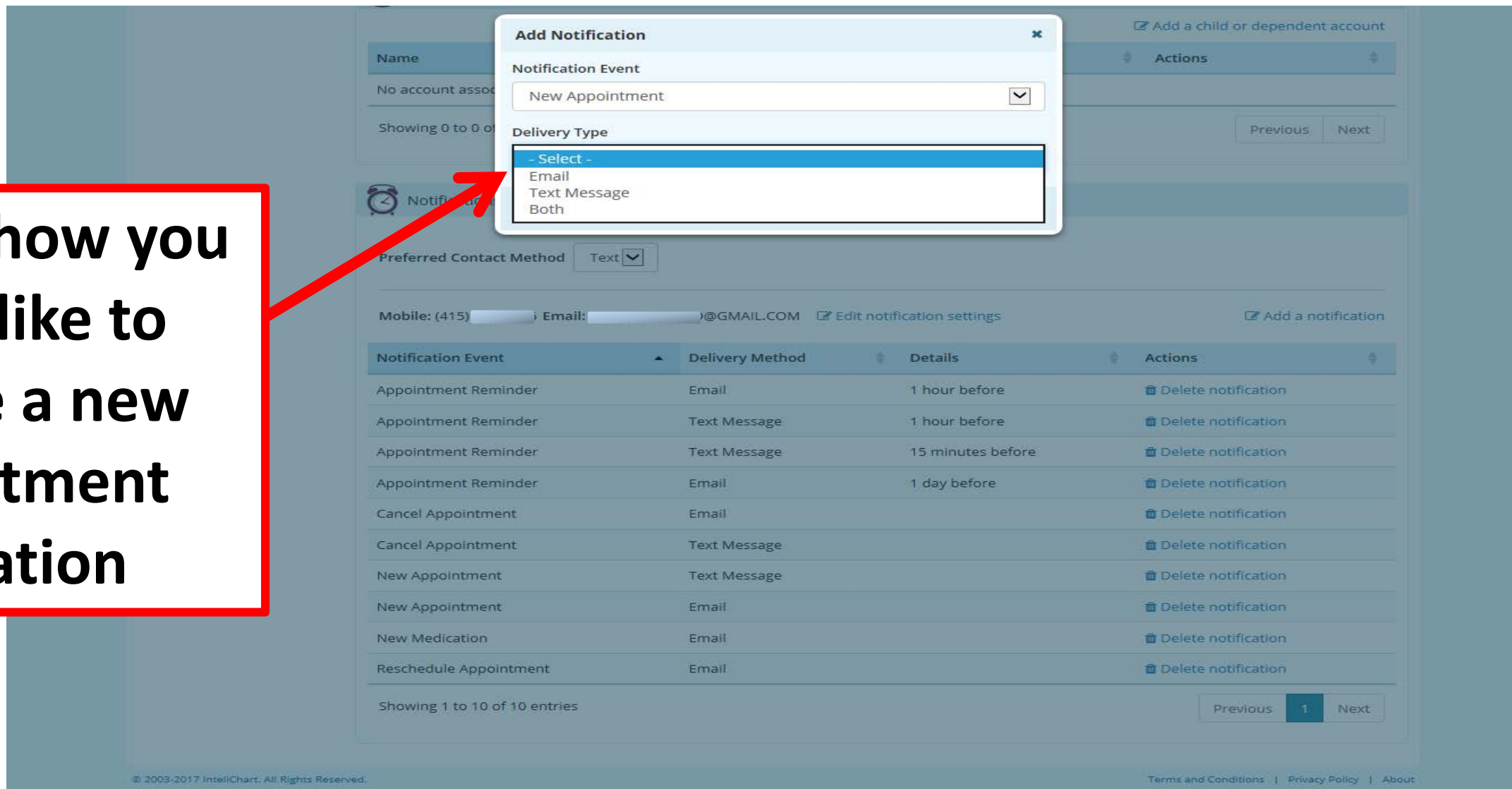
The screenshot shows the 'Add Notification' dialog box in the SF Health Network interface. The 'Notification Event' is set to 'Appointment Reminder'. The 'Remind Me' dropdown menu is open, showing the following options:

- Select -
- 15 minutes before
- 30 minutes before
- 1 hour before
- 2 hours before
- 3 hours before
- 4 hours before
- 1 day before
- 2 days before
- 3 days before

A red arrow points from the '15 minutes before' option to a callout box on the right.

- **Select when you would like to receive your reminder (e.g. 15 minutes before your appointment)**

- Select how you would like to receive a new appointment notification



**Add Notification**

Notification Event: New Appointment

Delivery Type: - Select -  
Email  
Text Message  
Both

Preferred Contact Method: Text

Mobile: (415) [redacted] Email: [redacted]@GMAIL.COM

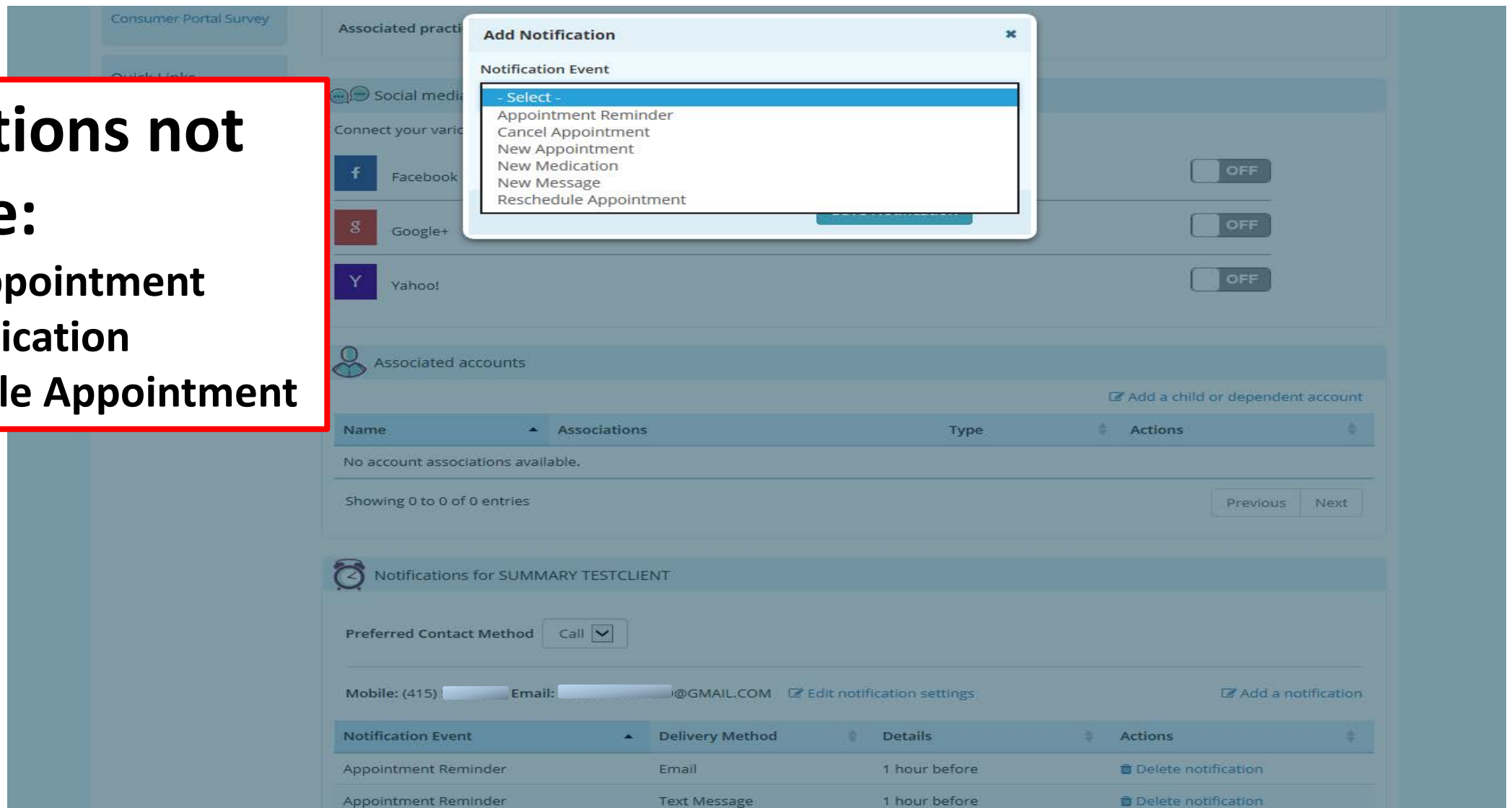
Notification Event	Delivery Method	Details	Actions
Appointment Reminder	Email	1 hour before	Delete notification
Appointment Reminder	Text Message	1 hour before	Delete notification
Appointment Reminder	Text Message	15 minutes before	Delete notification
Appointment Reminder	Email	1 day before	Delete notification
Cancel Appointment	Email		Delete notification
Cancel Appointment	Text Message		Delete notification
New Appointment	Text Message		Delete notification
New Appointment	Email		Delete notification
New Medication	Email		Delete notification
Reschedule Appointment	Email		Delete notification

Showing 1 to 10 of 10 entries

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## Notifications not available:

1. Cancel Appointment
2. New Medication
3. Reschedule Appointment



**Add Notification**

Notification Event

- Select -
- Appointment Reminder
- Cancel Appointment
- New Appointment
- New Medication
- New Message
- Reschedule Appointment

Associated accounts

Name	Associations	Type	Actions
No account associations available.			
Showing 0 to 0 of 0 entries			

Notifications for SUMMARY TESTCLIENT

Preferred Contact Method: Call

Mobile: (415) [redacted] Email: [redacted]@GMAIL.COM

Notification Event	Delivery Method	Details	Actions
Appointment Reminder	Email	1 hour before	Delete notification
Appointment Reminder	Text Message	1 hour before	Delete notification

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