

Genesis APPT CONFIRM Sequence


Updated August 2024

Messaging Verbiage:

#GA1 - Text 1: Initial Appt Confirm + Paperwork - 8/14/24 Update

Timing: Immediately after appt is booked

Hi {{contact.first_name}}! This is {{location.name}}. Your appointment is set for {{appointment.start_time}} {{appointment.timezone}}.

 Please complete your New Patient Forms before your visit using this link: {{custom_values.paperwork_t!}}

Also, if possible, bring a spouse or loved one. The doctor explains things so well, and many patients wish they had brought someone to hear it too!

We can't wait to meet you!

 {{custom_values.address_plus}}

#GA1 - Text 01b: Office Location + Google Map Image

Timing: Wait 1 minute after #GA1 - Text #01

I also wanted to send over a map to our office for your convenience. Please let us know if you need help locating us!

#GA1 - Text #02 - NEW 4.0 - Pre-Consult Video - 8/14/24 Update

Timing: Wait 1 hour after appointment is booked

Hey {{contact.first_name}}! {{custom_values.workflow_friendly_dr_name}} recorded a message for you. View it here: {{trigger_link.M4lgTUrSJmattaHjzHz9}}

#GA1a - Text 1 - NEW Tomorrow Appt + Google Map Image 4.5 [Attach Map]

Timing: Wait until 36 hours before appt time

Hi {{contact.first_name}}!

You're all set for tomorrow at {{appointment.only_start_time}}
{{appointment.timezone}}.

If you can't make it, please let me know ASAP. These appointments are in high-demand. It's imperative to let us know if you're not going to be able to make it.

You'll love {{custom_values.workflow_friendly_dr_name}}!

To cancel or reschedule, text me here or give us a call. We're excited to help you!

#GA1a - Text 2: Today Appt - 8/14/24 Update

Timing: Wait until 12 hours before appt time

Hey {{contact.first_name}}! Reminder: Your appointment is TODAY at {{appointment.only_start_time}} {{appointment.timezone}}.

Address: {{custom_values.address_plus}}. Phone:
{{custom_values.funnel_phone}}. See you soon!

#GA1b - Email 1: Tomorrow Appt

Timing: Wait until 36 hours before appt time

{{contact.first_name}} - Your appointment is TOMORROW!

Hey {{contact.first_name}}! Your appointment is scheduled for ****TOMORROW**** at {{appointment.only_start_time}} {{appointment.timezone}}.

It is important that you have your paperwork submitted prior to your appointment! The link is below if you need it. {{custom_values.paperwork_tl}}

Our office is located at {{custom_values.address_plus}} and our phone number is: {{custom_values.funnel_phone}}.

We look forward to seeing you soon!

{{custom_values.workflow_fos_name}}
{{location.name}}

You are receiving this email because you are subscribed to receive information for the SPECIAL that you signed up for with {{location.name}}. If you no longer wish to receive these types of emails from {{location.name}}, you can unsubscribe using the following link.

#GA1b - Email 2: Today Appt

Timing: Wait until 12 hours before appt time

Today's the day! See you soon!

Hey {{contact.first_name}}! Your appointment is scheduled for ****TODAY**** at {{appointment.only_start_time}} {{appointment.timezone}}.

Our office is located at {{custom_values.address_plus}} and our phone number is: {{custom_values.funnel_phone}}. See you soon!

{{custom_values.workflow_fos_name}}
{{location.name}}

You are receiving this email because you are subscribed to receive information for the SPECIAL that you signed up for with {{location.name}}. If you no longer wish to receive these types of emails from {{location.name}}, you can unsubscribe using the following link.

#GA2 - Text 2: Add'l Info - 1/19/23 Update

Timing: Wait 1 day after appt is booked (or until 1 day before appt date)

{{contact.first_name}}, we are so glad we were able to get you scheduled for {{appointment.start_time}} {{appointment.timezone}}!

If you have a spouse or loved one you can bring to the appointment, we'd love for you to bring them with you. The doctor does such a great job visually explaining

what you have going on and what your options are as far as treatment, patients will leave and say "I wish my loved one would have been here to hear that!" So if there's any way they can come too, that would be great!

If there is ANY REASON that you will NOT be able to make your appointment at {{location.name}}, please let us know ASAP! 😊 In case you need it, here's our address: {{custom_values.address_plus}}

#GA2 - Text 3: First Confirmation Request - 8/14/24 Update

Timing: Wait until 2 days before appt date

Hi {{contact.first_name}}! Your appointment is set for {{appointment.start_time}} {{appointment.timezone}} at {{location.name}}. Please text back "C" to confirm.

The doctor will spend a full hour on your case, so please confirm today. We can't wait to help!

#GA2 - Text 4: Thanks for Confirming - 8/14/24 Update

Timing: Wait 30 seconds after lead confirm their appt by replying with letter *C*

Thanks for confirming, {{contact.first_name}}! See you on {{appointment.start_time}} {{appointment.timezone}} at {{location.name}}.

#GA2 - Text 5: Second Confirmation Request 4.4 - Edited 06/14/24

Timing: Wait until 1 day before appt date (if lead still has NOT confirmed appt)

Hey there, {{contact.first_name}}, we are reaching out because we haven't received a confirmation from you yet for your appointment with us on {{appointment.start_time}} {{appointment.timezone}} at {{location.name}}

Are you still planning to come in to see the doctor?

REPLY TO THIS TEXT TODAY with **ONLY THE LETTER C to CONFIRM**

#GA2 - Text 6: Second Paperwork Request (Life Gets Busy) - 8/14/24 Update

Timing: Wait until 3-5 days before appt date (if lead still has NOT filled-out paperwork)

Hi {{contact.first_name}}! We haven't received your paperwork for your appointment on {{appointment.start_time}} {{appointment.timezone}}.

Please take a minute to fill it out today so that we're prepared for your appointment. You can do it all from your phone or computer.

Thank you!

 {{custom_values.paperwork_tl}}

See you soon!