How to create a Appointment Reminders

• Login
• 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
• 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
• Click ‘Add a Notification’ to get notifications for:
  • New Appointments
  • Appointment Reminders
  • Canceled Appointments
  • Rescheduled Appointments
• 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
• 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
Notifications not available:
1. Cancel Appointment
2. New Medication
3. Reschedule Appointment
Need Help?
Call the Consumer Portal Help Desk:
1855-224-7782
Monday-Friday 9am-4pm

Link to Portal: https://sfdph.org/sfhealthconnect