carevive

PROmpt Reminders and Notifications Schedule

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PROmpt Enrollment Reminders and Non-Clinical Notifications

1st Enrollment Invitation

- Day of invitation
- Real time, between 9am-10am

Reminder Invitation

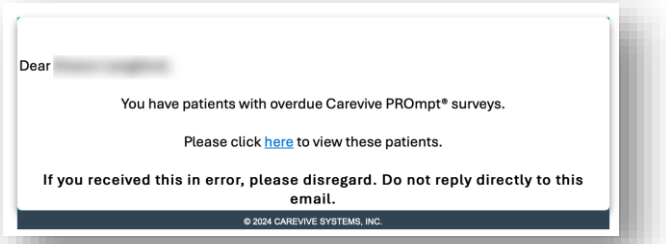
- 1 day after INITIAL invitation
- Overnight job, sent at approx. 9am

Final Invitation

- 1 week after INITIAL invitation
- Overnight job, sent at approx. 9am

Compliance Notification

- 1 day after FINAL invitation
- Overnight job, sent at approx. 9am


Dear [redacted]

You have patients with overdue Carevive PROmpt® surveys.

Please click here to view these patients.

If you received this in error, please disregard. Do not reply directly to this email.

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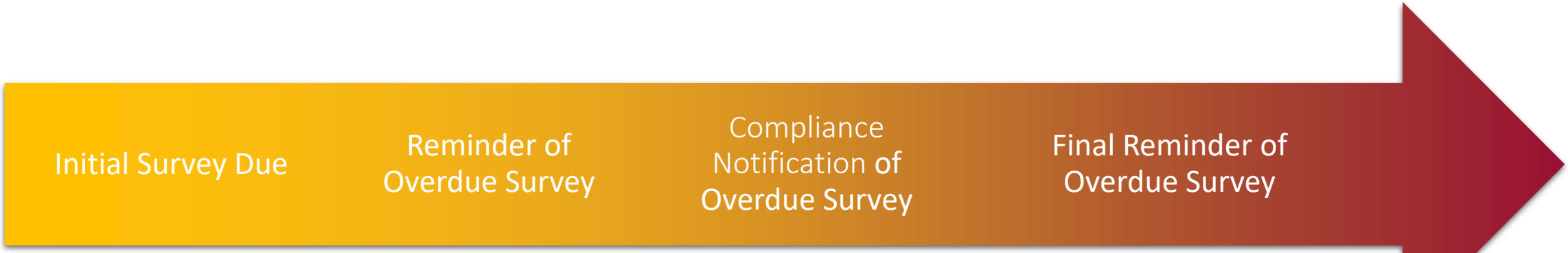
PROmpt Survey Reminders and Non-Clinical Notifications



- On **Survey Assigned Date**
- Overnight job, sent at approx. 9am*

- 1 day after **Survey Assigned Date**
- Overnight job, sent at approx. 9am

- 2 days after **Survey Assigned Date**
- Overnight job, sent at approx. 9am

- 3 days after the initial assigned date.
- Informs patient survey will expire the next day
- On day 4, survey closed and marked ”Incomplete”
- Overnight job, sent at approx. 9am

Reminder of Open Survey

- 2 hours **after survey ‘start’**
- Informs patient survey still in progress and will be auto-submitted the next day if not finished
- Between 9am-10pm

***Note:** Survey schedules and/or individual surveys assigned/started for the current day will trigger an immediate (real time) survey due notification, between 9am-10pm