

Number of days allowed for shipping

When a patient creates a supply request through the questionnaire (on the phone or in the patient portal), the closing remarks on the questionnaire tell the patient when they can expect to receive their supplies.

The default number of days allowed for shipping is 10. However, you can update this setting at the organization and location levels if you are an Administrator.

Thank you. Your supplies will be shipped to your shipping address on file. Please allow 10 business days to receive your supplies.

If you need to contact Demo Clinic directly please call (505) 555-8866.

Note: If your organization is set up for in-office pickup, the patient sees or hears the following message:

Thank you. Please come into the office at 9001 Spectrum Center Blvd to pick up your supplies.

If you need to contact Demo Clinic directly please call (858) 836-6772.

Step-by-step instructions

To update the number of days allowed for shipping:

1. From the **Administration** menu, select **Organization details**.
2. Click **Edit**.
3. In the **Call schedule** section, use the arrows to adjust the number of days.
4. Click **Save**.