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Frequently Asked Questions: Medical Imaging Appointment Reminders

As of November 2026, Niagara Health's notification system will include automated text messages and/or phone calls when appointments are booked. Patients will receive two reminder notifications in the week leading up to their appointment at Niagara Health.

1. Why am I receiving text messages about my Medical Imaging appointment?

- Niagara Health is enhancing its appointment reminder service to provide patients with timely information regarding their Medical Imaging appointments.

2. What types of messages will I receive?

You may receive:

- Appointment confirmation messages
- Appointment reminders
- Notifications about upcoming appointments
- Options to confirm or cancel appointments electronically

3. Do I have to respond?

- It is highly recommended to respond to appointment confirmations as it helps manage appointment availability more effectively.

4. Is this a legitimate Niagara Health message?

- Yes. Niagara Health Medical Imaging uses a secure third-party platform (PocketHealth) to deliver appointment reminders on its behalf.

5. Can I cancel my appointment through the reminder message?

- Where available, patients will be able to cancel appointments through the reminder system. Patients may also continue to contact the Medical Imaging Booking Office at 905-378-4647 x46350.

6. What if I have appointments booked at more than one location?

- If you have booked the same imaging exam at another healthcare organization, please cancel the Niagara Health appointment you no longer need. This helps make appointments available for other patients.

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7. What if my physician's office booked an appointment elsewhere?

- Please cancel any duplicate appointments as soon as possible by contacting our Medical Imaging Booking Office at 905-378-4647 x46350 or using the reminder system.

8. Will I still receive phone calls?

- The reminder system will first send a text message to the patient. If no response or confirmation is received, the system will follow up with an automated phone call.

9. How do I update my phone number?

- Please contact your healthcare provider or notify Niagara Health staff at your next visit to ensure your information is current.

Can I opt out?

- You may opt out of receiving SMS messages at any time by replying STOP to any text message, following which you will be unsubscribed and no longer receive messages. Reply HELP or contact 905-378-4647 ext. 46350 for support or assistance. Message and data rates may apply, and carriers are not liable for any delayed or undelivered messages. Messaging frequency may vary.

10. Who should I contact if I have questions?

- Please contact the Niagara Health Medical Imaging Booking Office at **905-378-4647 ext. 46350**.

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