

Fix for Incorrect Appointment Reminder Times/Locations in Gmail & Google Calendar

Google released an AI update in July which is causing patients to receive appointment reminders with incorrect information if their phone's area code is different from the state they live in. The subject of the email reminder may display an incorrect time, but the body of the email is correct.

To fix this issue, patients will need to update their Google application, or update to the newest OS version on their cell phone.

Email Template: Send to Patients on How to Fix This Issue

Subject: Fix for Incorrect Appointment Times in Reminder Emails

Hi [Patient Name],

We wanted to let you know about a recent issue that may cause appointment reminder emails to display the wrong time or location in the calendar summary — even though the body of the email is correct.

This is due to a recent Google update and can be fixed easily by updating your Gmail and Google Calendar apps and checking your settings to ensure all reminders display correctly.

How to Fix the Issue

Step 1: Update Your Gmail and Google Calendar Apps

Outdated apps can cause syncing problems.

- **On Android:**
 1. Open the **Google Play Store**
 2. Tap the **Menu (☰)** > *My apps & games*
 3. If Gmail or Google Calendar show "Update," tap **Update**
- **On iPhone:**
 1. Open the **App Store**
 2. Tap your **profile icon** (top right)
 3. Scroll to find Gmail and Google Calendar and tap **Update** if available

Step 2: Make Sure Your Device Software Is Up to Date

Sometimes an outdated phone or tablet operating system causes syncing issues.

- **On Android:** Go to *Settings > System > Software Update*
On iPhone: Go to *Settings > General > Software Update*

Step 3: Check Your Time Zone Settings

Ensure your device and Google Calendar match your local time zone.

- **On Google Calendar (Desktop):**
 - Go to *calendar.google.com*
 - Click the ⚙️ gear icon > **Settings > General**
 - Confirm your **Time Zone** matches your location
- **On Mobile:**
 - Open **Google Calendar**
 - Tap the ☰ menu > **Settings > General > Time Zone**
- **On Your Device:**
 - Android: *Settings > Date & Time > Automatic time zone ON*
 - iPhone: *Settings > General > Date & Time > Set Automatically ON*

Step 4: Restart Your Device

After updating, close and reopen your apps, or restart your device to make sure changes take effect.

If you continue to notice incorrect times after following these steps, please check your Gmail and Calendar sync settings or reinstall the apps.

Thank you for your patience as Google works through this update.

Warm regards,

[Your Clinic/Practice Name]