

# Text messages with Samaritan Health Services

## Frequently asked questions for patients

### **How do I sign up to receive texts from Samaritan Health Services?**

Text START to 87107 on your mobile phone.

You may also sign up in MyChart from the main menu under Account Settings by selecting Communications Preferences and clicking the button next to "Text Message." From there, you will be able to select text message as a type of communication you'd like to receive. Make sure the toggle button is selected to blue for text message, and click the blue Subscribe button to go to the Manage Text Subscriptions page. Confirm the mobile number displayed is correct, and then click the toggle button to blue to turn on text messages for account, patient and visit updates.

### **I do not want text message reminders for my appointments. How do I stop them?**

You can easily opt out of receiving text messages anytime by texting STOP to 87107. All text messages contain instructions on how to opt out. You can also change your communication preferences at any time by logging into your MyChart account, selecting Communications Preferences from the main menu, and turning off the text message option.

### **I accidentally opted out. What do I do?**

You can opt in again by texting START to 87107 or by changing your communication preferences to subscribe to text messages again in MyChart.

### **How do appointment text messages work?**

You or your designated proxy will receive an appointment notification text message when an appointment is scheduled. You will also receive an appointment confirmation text message two days before your appointment if it has not already been confirmed. Patients should review the date and time of each appointment and use the prompts provided in the message to either confirm, reschedule, or cancel the appointment.

### **What if I need to reschedule or am on the waitlist?**

If you are seeking an alternate appointment time and have been put on the waitlist, you may receive additional text messages offering a different appointment time and/or date. By using the prompts provided in the text message, you can either accept (reschedule) or decline the new appointment. If you choose to reschedule, the new appointment slot will replace your previously scheduled appointment. If you decline the new appointment offer, you will continue to remain on the waitlist until you complete your appointment or are removed from the waitlist.

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### *Frequently asked questions for patients*

#### **Will I receive reminder text messages for all of my scheduled appointments?**

Samaritan patients will receive text message reminders for all appointments directly related to their care at Samaritan locations.

#### **What happens if I don't respond to the appointment confirmation text message?**

If you do not respond to the appointment confirmation text message, your appointment will remain scheduled, but you may get a phone call from your health center to confirm.

#### **How do I update my phone number?**

You can update your phone number at the front desk of your Samaritan clinic when you are checking in for any appointment, by updating your contact information in your MyChart account (go to Personal Information from the main menu), or by calling your clinic.

#### **Will this cost me anything?**

Texting with SHS will not cost you anything, except for any possible text messaging charges associated with your cell phone carrier and service plan. Standard text messaging rates will apply.