

## Outpatient appointment text message reminder service - FAQs

### How does the new text reminder service work?

The new service will utilise both SMS & IVM (Interactive Voice Messaging) to send texts and voice messages regarding your upcoming appointments. If you have provided us with the mobile number, you will receive a text. If you haven't, you will receive an automated voice message to your landline.

### When do text reminders get sent?

You will receive two text reminders - one 7 days prior to the appointment and one 24 hours prior. The text at 7 days will give you an option to respond with *Confirm*, *Rebook* or *Cancel*. The text at 24 hours will be a one-way reminder text.

### Will I be charged for this service?

It is free to receive the call and text message; however, if you choose to respond to the call or text message your telephone line or mobile phone provider will charge you at your standard rates.

### What if I don't wish to receive text reminders? Can I opt out?

All patients have the right to opt out of the text reminder service. Simplest way to do this is to respond 'STOP' to the initial appointment reminder. Please note, that you will not receive any further text reminders from the Trust.

### What if I have recently changed my contact details?

If you have recently changed any of your contact details please ensure that you notify your GP or a member of the reception team at the Trust.

### Does East and North Hertfordshire NHS Trust send the message to me or is from another company on your behalf?

The service is provided by an external company working in partnership with the Trust. All data is securely stored and belongs to the Trust. We have a contract in place that ensures that messages will be sent securely and solely in relation to your appointments.

**I am the parent/carer of a vulnerable child/adult – will I get a message? Can someone else receive my reminders for me?**

If you are a parent, guardian or carer and we have your contact details on the patient's electronic record, we will send the message to you. If the child/adult has their own contact details, we will send the message directly to them.

If you would like to update the contact information for the person you care for, please inform the receptionist at your next appointment.

**I have received a text reminder and want to change my appointment to another date. Do I need to do anything?**

Yes, respond with 'REBOOK' and one of our team members will call you back to arrange a mutually convenient date and time.

**I have received a text reminder and want to cancel my appointment. Do I need to do anything?**

Yes, we would ask that you reply 'CANCEL' to the initial text reminder received for that specific appointment. Please note, if you reply 'CANCEL' we will still contact you to double check that you do not wish to be rebooked. More than two consecutive cancellations may result in you being discharged back to the care of your GP.