



# TEXT MESSAGE FAQS

## **Why is the number I get texts from changing?**

If you have already been receiving text messages from us, the number you've been receiving messages from will be changing so we can better serve your communication needs with expanded texting options for communication updates related to your visits, MyChart® account, outstanding balances, and more.

## **How do I opt in to receive text messages from my doctor's office?**

To begin or continue receiving text messages from us you can text "START" to 51218, to opt into Altais® text messaging. You can also control your opt-in status and communication preferences from your MyChart® account to specify which updates you'd like to receive via text. Message and data rates may apply, and frequency may vary.

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

Patients can easily opt out of receiving text messages anytime by texting "STOP" to 51218. 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 51218 or by changing your communication preferences to subscribe to text messages again in MyChart®.

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

Patients or their designated proxy will receive an appointment notification text message when an appointment is scheduled. You will also receive an appointment confirmation text message prior to 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 confirm the appointment.

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.

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

Patients will receive text message reminders for all appointments directly related to their care.

**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.

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

You can update your phone number at your doctor's office front desk or by updating your contact information in your MyChart® account.

**Will this cost me anything?**

Texting with Altais® 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 may apply.

**Will I still receive phone call and email reminders?**

Yes. Text messages will not replace email or phone call reminders. The text messages will serve as an additional reminder if you have not already confirmed your appointment. You can change your appointment reminder settings in your MyChart® app.

**What if I have an international phone number?**

Unfortunately, we cannot text numbers outside the U.S. This includes phone numbers related to Skype or other international carriers.