



CYMORTH LLYWODRAETHU GWYBODAETH AR GYFER GOFAL SYLFAENOL
INFORMATION GOVERNANCE SUPPORT FOR PRIMARY CARE

Quick Guide to My Health Text Messaging for 'Appointment Reminders'



Introduction

Where a patient has previously provided the Practice with their mobile number it may be considered that the Patient would be happy to receive text messages for administration purposes such as appointment reminders.

However, certain considerations should be given to this:

- Have patients already made their wishes known to the Practice that they do not wish to receive text messages for this purpose;
- Do you have the current mobile number for the patient? Individuals often change their numbers therefore before sending text messages you should be confident the details are up to date;
- Not everyone is competent with the use of text messaging, for instance elderly patients may have a mobile for calls but not confident in text messaging;
- Young adults' records may have their parents' mobile numbers listed in their record; however, they are now at an age where the message should be directed to them and not their parents or carer;
- Is it appropriate for appointment reminders to be sent via SMS text for this particular appointment?

Good Practice

- When new patients register with the Practice, you should explain the benefits of receiving appointment reminders via text message. Record their consent as appropriate, verbal consent is acceptable for routine appointment reminders.
- Patients should be made aware of their responsibility to keep the Practice up to date with the correct mobile number they wish to be contacted on.
- When sending text messages to new and existing Patients they should always have the option to 'opt out' of receiving communication via this format at any time, where possible with a direct response to that message.
- Messages should be written in full; no abbreviations or 'text speak'.
- Privacy information should be available in the Practice and on the Practice website to inform patients of the collection and use of their personal information.

Example of appointment reminder via SMS message:

"Reminder: You have an appointment at [insert practice name] on [insert date] at [insert time]. If you are unable to attend, reply 'CANCEL' asap or call the surgery on [insert practice telephone number] to reschedule. If you no longer wish to receive SMS text messages for appointments and your healthcare, reply 'OPTOUT' "

Note: The practice should also give consideration to providing the text in Welsh

For more detailed Guidance using My Health Text Service for other purposes, please see the [IG Website](#)

For further information on the My Health Text Service, please see the [Primary Care Services Website](#)