



## **Hello World Text Messaging Patient FAQs Bronson and Community Connect Partners effective 3.25.24**

### **How do I sign up to receive texts from Bronson or it's Community Connect Partners?**

To sign up for important text messages including appointment reminders, billing updates, care management support, and Bronson MyChart account information, text JOIN to 38341. Message and data rates may apply, and frequency may vary.

You can also update your communication preferences in your Bronson MyChart account by selecting Communications Preferences from the main menu. From there, you will be able to select text message for the types of communications you'd like to receive. Make sure the toggle button is selected to green for text message, and click the green Subscribe button to go to the Manage Text Subscriptions page. Confirm the mobile number displayed is correct, and then click the toggle button to green 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?**

Bronson and its Community Connect patients can easily opt out of receiving text messages anytime by texting STOP to 38341. All text messages contain instructions on how to opt out.

You can also change your communication preferences at any time by logging into your Bronson 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 JOIN to 38341 or by changing your communication preferences to subscribe to text messages again in your Bronson MyChart account.

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

Bronson and its Community Connect 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 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.

If you are seeking an alternate appointment time and have been put on the waitlist by a staff member from your provider's office, 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?**

Bronson and its Community Connect 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, but you may get a phone call from your provider's office to confirm.

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

You can update your phone number with a front desk staff member at your provider's office during the check-in process for any appointment, by updating your contact information in your Bronson MyChart account (go to Personal Information from the main menu), or by calling us at 269-341-7654.

**Will this cost me anything?**

Texting with Bronson or its Community Connect Partners 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.

**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.

If you have additional questions or need technical support, please contact Bronson Health Answers.

**Bronson HealthAnswers**

(269) 341-7723 or (800) 451-6310.

8 a.m. - 5 p.m. EST, Monday - Friday.

Or, e-mail us 24/7 at [answers@bronsonhg.org](mailto:answers@bronsonhg.org)

You will receive a reply the same or next business day.