

Talking Points for Patient SMS Appointment Management

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- **Confirm, Reschedule, or Cancel Easily.** You can manage your appointments by replying to the text message you receive.
 - **Reply 1** to confirm
 - **Reply 2** to reschedule, if you choose to reschedule, a member of our team will call you to help set a new time.
 - **Reply 3** to cancel.
- **No Online Account Needed.** You do **not** need a Patient Portal or Ontada Health account. This feature works through text messages only.
- **Keep Your Phone Number Up to Date.** Please make sure we have your correct mobile phone number so you can receive appointment messages.
- **Stop Messages Anytime.** If you no longer want appointment text messages, simply reply **STOP** to any message.