

SMS Reminder Service

What is it?

The Mill Medical Practice use a service called Mjog which will send SMS appointment reminders to any mobile numbers that are registered with the Practice.

The Reminders will be sent up to a week before the appointment at the time of booking as a confirmation alert to verify that the appointment has been booked within our system. The service will then send a Reminder SMS a day before the appointment to remind the patient that they booked said appointment and do not forget to attend. These will be sent for the majority of our different appointment types though there are some that will be except due to the nature of the slot type. It remains your responsibility to cancel or attend these appointments as before.

Campaigns

Mjog can also be used to send information about certain health campaigns throughout the year; for example, during 'Flu season any patients that are eligible for the system may receive an SMS detailing the method of our campaign.

There may also be occasions where we use this system to request some more clinical data from our patients such as smoking status; whereby you may be asked to reply with some set responses such as "Quit" or "Current" and so on which can then be automatically coded into your medical record so that we are as up to date as possible with minimal inconvenience to everyone.

Information updates

If our opening or closing times are affected by upcoming bank holidays, training days or holiday seasons we can send a quick information message to our patients using Mjog to inform them of these changes so that they do not need to be directed to our website notice board or be expected to call us to ask about any alterations to our service hours.

Limitations

Unfortunately, due to issues surrounding consent and Information Governance we will not be extending this service to those aged under 16 years of age (whether or not we have a mobile number on file for the patient). On a patient's 16th birthday the service will automatically "release" this restriction and reminders will be sent. Users can inform us if they wish to opt out, reply STOP to the text, or provide us with a different number if the one on their record is no longer accurate.

If several people share a mobile the device will receive reminders for each of these users. An individual can opt out of their messages being sent to the shared device by discussing this directly with The Mill; this will not stop the messages for other users being sent to this device, however, do not reply STOP in this case unless every user has consented to do so as this will opt out the mobile number and all its users. Regarding campaigns for shared devices, the mobile may receive an invite to a specific campaign clinic (such as 'flu) which only one of the users is eligible for. We advise all of our patients to provide their individual mobile number and to avoid the sharing of devices where possible. The Mill cannot accept responsibility for messages which are sent to a shared device.

Can I change my mind?

Should you change your mind you can opt out of these at any time by replying with STOP and a code will be recorded on your profile which the service will recognise and use to block any further SMS reminders.



What do I agree to do?

I consent to the staff The Mill Medical Practice being able to use the Mobile number below to contact me for the purpose of health promotion and appointment reminders.

I accept responsibility to keep my contact details up to date, if my mobile number changes I agree to inform the Practice at the earliest opportunity and will not hold the practice liable for any messages sent to my previous number should I neglect to do so.

Although the messages are generated within a secure facility, I understand that they are transmitted over a public network onto a personal phone; as such they may not be fully secure, therefore the practice will not transmit any information which would allow the patient to be identified.

I wish to **consent** to the above service until such a time that I inform the Practice otherwise

I wish to **opt out** of the above service until such a time that I inform the Practice otherwise.

Current Mobile Number:

I am aware that this mobile will be entered onto my medical records but will not be passed to any third party other than for the use of this service and for use by the Mill to make contact with me should they require to in the act of carrying out their duty towards the administration of my health.

If I have chosen to opt out it will be used for the latter reason alone.

Mr/Mrs/Miss/Ms/Other* (please specify)

*please delete as appropriate

Forename(s):.....Surname:.....

Age:Date of Birth:Sex*: Male Female

* please tick as appropriate

Address:

.....

.....

Postcode:.....

I have read and understood the limitations and agreements as outlined above

Signed: Dated:



FOR OFFICE USE ONLY:

IF OPTED IN :

Code 9NdP added to patient EMIS record

IF OPTED OUT:

Code 9NdQ added to patient EMIS record

Recorded on Mjog by Unticking Receive Texts in Patient Opt in/out settings (via change my messages and other settings)

Please send to scanning along with other registration documents.

Name: Signed: Date: