

Opt a Patient in for Text Reminders for Front Office

Televox and Intergy Practice Management, Ambulatory JOB AID

Opting In for Text Reminders

Opting a patient in for appointment reminders via text is done in the Televox site and documented in Intergy.

Log in to the Televox site.

1. Enter customer number 579264
2. Enter your username
3. Enter your password
4. Click Login

5. Select Televox Notifications

6. Navigate to Search for A Contact and Click here

7. Enter patient's last name in the Last Name field
8. Click Search

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9	Testing, Abbey	989.731.8556	989.731.6615	10	101152	11	Details	History
	Testing, Abc	989.731.6227			84038		Details	History
	Testing, Adalind	989.731.6227			159368		Details	History

9. Navigate to the patient
10. Verify the Reference # in Televox with the Patient # on the chart in Intergy
11. Once verified, choose Details

Patient:

Abbey Testing
Po Box 187
Traverse City, MI 49685-0187 ...

10 Patient #: **101152**

Chart #:
 SSN:
 Sex: F Consent: **Yes** DOB: **11/05/2005 16y**

12. Select Opt-In

Please note there can be up to a 5-minute delay before a welcome text message is sent to the opted in mobile number.

SMS Information			
Short Code	Program	Org Key	Device Status
622622 - WiMP Medical/Dental Syn	OMH Txt Reminders	MYOMH	<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;">12</div> <input type="button" value="Opt-In"/> <input style="width: 100px;" type="text" value="(989)731-6615"/> </div>

The Opt-In Agreement window will open.

13. Click OK

Opt-In Agreement ✕

By adding this cell phone number, you confirm you have obtained prior express consent to call or text this cell number.

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14. The Device Status will now reflect that the Device is Opted-In

15. Save

Please note there can be up to a 5-minute delay before a welcome text message is sent to the opted in mobile number.

SMS Information			
Short Code	Program	Org Key	Device Status
622622 - WiMP Medical/Dental Syn	OMH Txt Reminders	MYOMH	14 Device is Opted-in.

15 Save

Once the patient is Opted in, go to the patient's Intergy chart, to document the patient is opted in for text reminders.

16. Choose the Questionnaires module

17. Select HIPAA

18. Enter the current date in the Opted in for Text Reminders field
(Shortcut = Type T to populate today's date)

19. Click Save

Summary Insurance Contacts IDs Extended Info Questionnaires 16

Edit Questionnaire - Testing, Abbey (16y 6m F) SSN: [redacted]

Patient: **Abbey Testing** Form: HIPAA 17 Reference Date: 08/21/2019

HIPAA

For REVIEW ONLY... This is NOT a legal HIPAA form. WHO WE

FIRST LAST NAME	RELATIONSHIP	PHONE NUMBER
Chester Testing	Grandparent	(989) 731-2105
Susan Testing	Aunt	(989) 731-2100
		() -
		() -
		() -
		() -

Opted in for Text Reminders: 05/24/2022 18

Last Reviewed By: jmalak Last Reviewed Date: 09/04/2019

Close Help Print on Save Save 19