



Appointment Reminders and Interactive Texting

PIC can send email or text messages to you, the parent/guardian (or someone you authorize) from our electronic health record system. PIC’s office staff may initiate a message to you to let you know when the office is closed/appointments are cancelled due to hazardous driving conditions, or other information important to your child’s services.

Appointment reminders: PIC will send a text or email message 24 hours before your appointment. Texts will have a 707 area code; Emails will show as ‘From: DoNot Reply’. Monday appointment reminders are sent at 1:00pm on Sunday. To confirm your appointment by Text, reply back ‘c’ to confirm.

Interactive text messaging: This includes all text messages sent from PIC. You can respond to these messages at any time, *however please note that the provider will review the message when they log into your child’s electronic record, so the message may not be read/received immediately.* All text messages are stored in your child’s chart.

PIC values your privacy and will only email or text you with your permission. If you would like to start receiving these communications, first please read the agreement below:

You acknowledge that text alerts will be sent to the mobile phone number you provided. Such alerts may include limited personal information and whoever has access to the mobile phone or carrier account will also be able to see this information. Once you enroll, the frequency of text alerts we send to you will vary. You will typically receive text alerts when we have information for you about your appointments or other healthcare information. We do not impose a separate charge for text alerts, however, your mobile carrier’s message and data rates may apply depending on the terms and conditions of your mobile phone contract. You are solely responsible for all message and data charges that you incur. Please contact your mobile service provider about such charges.

You may opt out of text alerts at any time. To stop receiving text alerts, reply STOP. After you submit a request to unsubscribe, you will receive one final text alert from our agency confirming that you will no longer receive text alerts. No additional text alerts will be sent unless you re-activate your enrollment.

Please select the types of communications you would like to receive by checking the boxes; OR if you do not want these electronic communications; Pls. complete this section so that we can save it in your child’s record.

- Appointment Reminder by **Text**
- Appointment Remind by **Email**
- On Demand – **interactive Texts**

- I do **NOT** wish to receive the above e-communications from PIC.

Printed name of Child

Printed name of Parent/Guardian OR Authorized person

Signature of Parent/Guardian

____ / ____ / ____
Date

If your cell number/email address has changed pls. write it below so that we can update your contact information.

Cell phone:

Email: