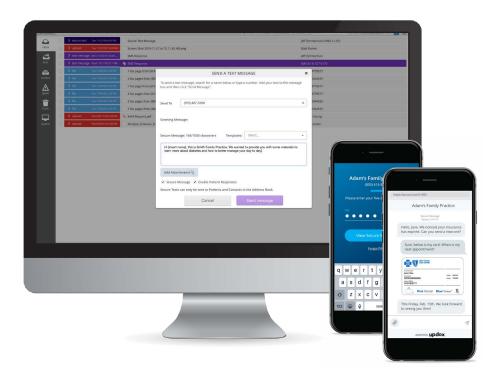


## Secure Texting & SMS

### Convenient & safe care made possible

Updox Secure Texting & SMS lets you interact with patients in a new way by engaging them where they are—on their phones. With no apps to download, Texting is ideal for communicating with your patients in a safe and efficient way. Conversations take place in a secure, HIPAA-compliant environment and alleviate the back-and-forth phone calls and allow your practice to remain connected to patients and exchange information before and after visits.



of text messages are read within three minutes

### Boost patient & staff satisfaction

Communicate without the back and forth of phone calls at your convenience

**Work efficiently** Utilize templates or create your own for common scenarios

#### Ensure security and compliance

Secure Text messages are HIPAA-compliant ensuring shared information is protected

Document care Attach forms, photos or videos and

easily file conversations to the EMR

"Patients really like the idea of texting versus phone calls and it's so much more convenient for me. Phone tag slows down the process so much. A back-and-forth exchange with voicemails might last several hours or days. I can text a patient, get information or a question back and follow up in just a few minutes. It allows us to connect, no matter where we are."

William Cromwell, MD



	Mprg	Matt Rum jeff Zimm
_		5MS (514
	SEND A TEXT MESSAGE	×
	est message, search for a name below or type a number. Add your text t in click "Send Message".	o the message
Send To	(555) 867-5339	×
Greeting M	essage:	
Secure Mes	sage: 164/1000 characters Templates: Select	•
Hi (insert learn mor	name), this is Smith Family Practice. We wanted to provide you with some e about diabetes and how to better manage your day to day[	materials to
learn mor	name), this is 8mm Family Phasics. We wanted to previde you with some e about diabetes and how to better manage your day to day  charants 3	materials to
learn mor	e about diabetes and how to better manage your day to day!	materials to
Add Atta	e about diabetee and how to better manage your day to day  chimenes %	materia(s to

## **Customize Texts**

#### Customize to fit your needs

Customize your practice's Text experience with templates, attachments, and response preferences

## **Message Authentication**

### Confirm messages are received

Ensure Secure Texts are reaching your patient with message authentication.



	SMS Response	
> text message Tue 07/24/18 11:30 AM	SMS Response	
✓ text message Fri 06/01/18 3:07 PM	SMS Response	
to: Gerlach Family Pediatrics from: SMS (937) 248-8613	SMS (937) 248-8613	
SEND ITEM	(937) 248-8613: no contacts found with It's new	
ARCHIVE OPTIONS ACTIONS	SMS (937) 248-8613	
OPTIONS ACTIONS	(937) 248-8613: no contacts found with Hello SMS (937) 248-8613	
	(937) 248-8613: no contacts found with Ok thank you	
	Gerlach Family Pediatrics	
	THANK YOU.	
	Gerlach Family Pediatrics	

# Manage Texts

# Easily manage all messages

Manage Text conversations in the practice Inbox and easily file conversations in the EHR.



#### What's unique about us?

Our easy-to-use Updox Communication Platform helps you deliver the best virtual and in-person visits to focus on what matters most—your patients. With more than 470,000 users, Updox is the only place to manage all communications that happens outside of the EHR ensuring safe and efficient care.

Learn more at updox.com/solutions/telehealth/secure-texting-sms