Olive View-UCLA Medical Center Text Message Content

**Text #1 –** Hello! This is Olive View Medical Center. You were recently admitted to our ER. Please respond “0” for English. Para Texto en espanol, “1.”

**Patient Response** = 0 or 1

**Text #2a** - Do you have a future appointment with an Olive View clinic? Please text back'“1”'for'“Yes”'and'“2”'for “No.”'

**Text #2b** – Tiene usted una future cita con una clínica de Olive View? Por favor responda con'"1"'para''Si' o “2"'para' 'No’.

**Patient Response** = 0 or 1

**Text #3a (only sent if patient has an appointment)** - Do you have enough medication to last until your next appointment? Please text back the corresponding number

* 1–Yes I do
* 2–No I do not
* 3–No regular medication'

**Text #3b (only sent if patient has an appointment)** **-** Tiene suficiente medicina para durarle hasta su próxima cita? Por favor responda con en numero que le corresponda:

* Si tengo sufficiente
* No tengo sufficiente
* No medicamento regular

**Text #4a -** Thank you for your responses!

**Text #4b -** “Gracias por sus respuestas!

The patient responses to the text messages are stored in the texting platform and patients are prioritized for review and contact by the care manager based on the responses as such:

* Patients who respond and do not have a future appointment
* Patients who respond and have a follow-up appointment, but not enough medication
* Patients who do not respond to text messages
* Patients who respond, have follow-up appointment, have enough medication or don’t take regular medication

If a patient provides invalid responses, a text is sent requesting a valid response. If a second invalid response is received the patients are assume to have not responded to the text.