

Give your Patients an easier way to get in touch, with your own dedicated MJog Text-In number. Dedicated Text-In numbers are yours to publish and provide your patients with a convenient way to get in touch, at any time, 24/7. They are commonly used for requesting information and guidance (automatically) as well as responding to health campaigns and appointment reminders. An MJog Text-In number saves both you and your patients valuable time.

What are the Practice benefits for a Text-In number?

- **Reduces time spent on incoming phone calls** – freeing up reception time and saving staff time and resources.
- **Working for you 24/7** – set up responses to common questions providing patients with instant access to practice information.
- **Provides a modern form of communication** – for patients who are 'Text Orientated'.
- **Friends and Family** – automatically query your patients with the Friends and Family test and have the results automatically collated in MJog for you!

What are the Patient benefits of Text-In?

- **Provides a much more convenient way for patients to contact the surgery when on the go** – simple and easy through mobile devices.
- **A simple, low cost method for your Patients to contact your Practice.** If a Patient has text messages included in a mobile contract it will be free to reply. If they are on Pay As You Go they will just pay the standard network text message rate.
- **Preferred method of communication for younger patients** – generating greater responses to your healthcare messages.
- **Quick and to the point, without interfering in busy schedules** – busy lives mean Patients want a simple way to get in touch with your Practice.
- **Patients can receive the information they need quickly** – help improve their healthcare and lifestyle.

We used MJog Text-In for all of our patients who did not have an up-to-date smoking status. We were able to automatically update patient records with the appropriate read-code, which saved us lots of calls. Giving patients the choice of being able to respond 24/7 has had a huge impact for us.

Mike Wain, Practice Business Manager, Adelaide Street Surgery



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PATIENT MESSAGING SERVICES

How can I use MJog Text-In?

- **Appointment Cancellations** – give Patients a simple choice to cancel their unwanted appointments, freeing up clinic slots for those Patients in urgent need.
- **Patient Feedback** – gather feedback on your services to increase engagement and experience amongst your Patients, whilst cutting your outgoing phone calls and time talking to patients.
- **Requesting general information** – request status information from Patients promoting self care. E.g. If a Patient responds with “Diabetes”, information about diabetes support can be sent to them.
- **Gathering Mobile Numbers** – increase the numbers of registered patients and make sure you have up to date contact numbers for Patients by using Text-In.
- **Prescription Renewals** – make it simple for Patients who have renewable prescriptions to confirm their details quickly and easily with your Practice.
- **QOF Responses** – responses to the Text-In number can be automatically recorded into your clinical system and read coded, ensuring you are up to date with your QOF records.

What do you need to do next?

It's straightforward to set up MJog Text-In. Simply contact your Account Manager by calling 01353 741641 (Option 1) or email us at info@mjog.com

Once we have confirmed your additional subscription to MJog, we will issue you a Text-In number which you can start using within a few days to unlock the full potential of MJog.

“We use Text-In frequently to get information about Patients smoking status; for flu invites where patients can accept or decline. We also used Text-In to educate Patients about how they need to manage their health during the 2013 heatwave. We've increased our engagement with our patients and now have an easy way to manage our resources as our staff time has been freed up as responses are automatically coded into our clinical system.”

Pam Gill, IT Manager, York House Medical Centre



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