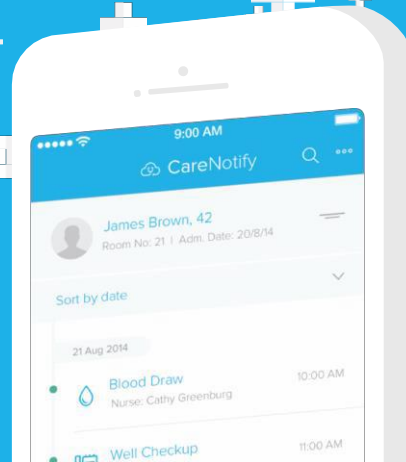


CareNotify™

Frequently Asked Questions

From Patients



How long will my information be available?



The link will become “invalid” 72 hours from the time you receive the FIRST text message. After the 72 hour window, your care summary will be available in the patient portal or you can contact us (the practice) to receive instructions.

When should I receive a text from my provider?



As long as you have a cell phone number on file with the practice, you will receive a text message from your provider, typically within 24 hours* of your visit. If you do not access the link in the first text message, a second will be sent 24hrs later.

*** Physician must close the chart in the EMR to trigger the first text message.**

I received a text message from my physician. What is it for?



Your physician wants you to be informed about your care and what you need to do to stay healthy. By clicking on the link in the text message via any smartphone, you will be able to view information about your health and the care you received as part of today’s visit.

What should I do if I do not want to receive text messages?



Simply reply STOP to any text message and you will be deactivated from receiving future messages. Staff can also deactivate the patient by submitting a support ticket through the dashboard or by sending an email to

Support.CareNotify@healthgrid.com.

Do I need to download an application on my phone to use CareNotify™?



No, CareNotify™ can be accessed by simply clicking on the link in the text message, via any smartphone with internet or Wi-Fi connection.

What will I view on CareNotify™?



CareNotify™ provides the ability to access and view your clinical information electronically, from your mobile device (smartphone). You will have access to your clinical information, including your ambulatory summary, visit summary and educational content about your condition(s).

Is the information secure?



The application is fully compliant with federal and state laws pertaining to your privacy. Your health information will be treated with the same privacy consideration as health information distributed in other formats.

Is there a fee to use CareNotify™?



No, the application is a free service for you. Standard text messaging rates (from your cell phone provider) do apply; however, you can opt out from receiving messages at any time by replying STOP to the text message.

What should I do if some of my health information is not correct?



CareNotify™ information comes directly from your electronic medical record. If you find an error, please call the practice and we will look into it for you.

What should I do if I have a question regarding information presented in CareNotify™?



In the case of an emergency, call 911. If you have non-critical, care-related questions, please call us on the practice line.

What should I do for technical assistance, if I'm having trouble accessing the CareNotify™ application?



If the patient calls in for technical support, staff can submit a support ticket on behalf of the patient. Include the patients name, MRN, cell phone number and a brief description.