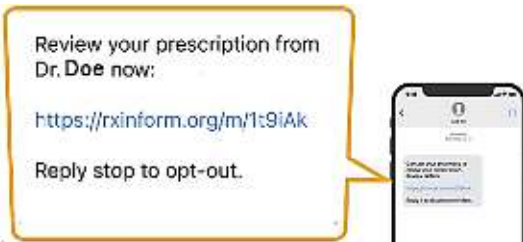


Prescription text notifications

Text notifications for your convenience. To make prescription pickups easier, your provider has enrolled in a service that sends a text notification to your smartphone each time a medication is electronically prescribed for you.

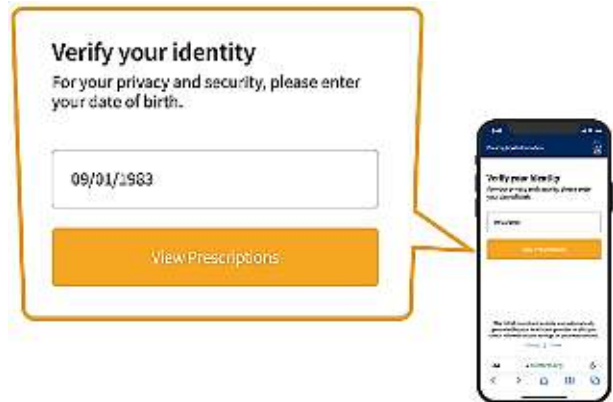


How it works



Receive texts: Texts are always sent from **#64556**. The message includes your **provider's name** and an **rxinform.org** link. If unsure whether a text is from your provider, contact your clinic to verify.

Access Rx details: Once you enter your date of birth to **verify your identity**, you'll be able to log in. From there, you can view your prescriptions.



Partnering in your wellness

You, your provider, and your pharmacist will work as a team to address health concerns and strive for wellness goals. Review the texts you receive for pharmacy and medication details.



- **Pharmacy Phone & Map:** View the pharmacy filling your prescription. Tap **Options** for pharmacy directions or to call the location.
- **Pickup Reminders:** Tap **Set Pickup Reminder** to add an alert at a time that's convenient for you.
- **Drug Information & Savings:** If it's available from the drug manufacturer, the prescriptions' estimated cost appears and can also include drug discounts. Medication information and videos from the drug manufacturer may also appear.

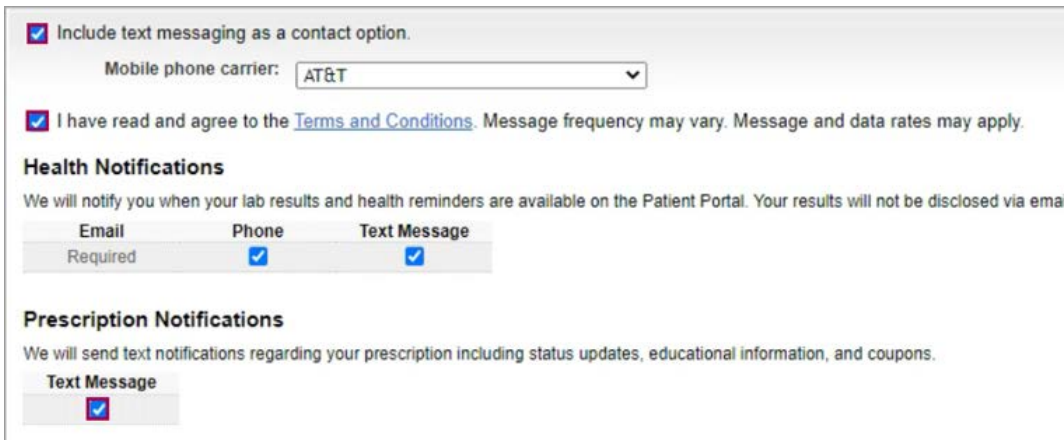
Eligibility and participation

You must consent to receive texts and have a valid smartphone number entered. You must also be over 18 years of age and must consent to receive texts.

Activate notifications: Your clinic can activate notifications for you or you can activate them yourself from the patient portal.

To activate from the portal: Log into the portal. Click the arrow next to your name in the upper right and select **My Profile > Notification Settings**.

- At the top of the page, select **Include text Messaging as a contact option** and **I have read and agree to the Terms and Conditions**.
- Under Prescription Notifications, select **Text Message**. Click **Save**.



Include text messaging as a contact option.

Mobile phone carrier:

I have read and agree to the [Terms and Conditions](#). Message frequency may vary. Message and data rates may apply.

Health Notifications

We will notify you when your lab results and health reminders are available on the Patient Portal. Your results will not be disclosed via email

Email	Phone	Text Message
Required	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Prescription Notifications

We will send text notifications regarding your prescription including status updates, educational information, and coupons.

Text Message

IMPORTANT: If you previously opted out of receiving text messages and would like to receive prescription notifications, select these options to receive prescription notifications or contact your clinic for assistance.

To opt out: Reply to a prescription notification with 'stop' or 'unsubscribe' at any time. You can also remove the selection from the **Text Messages** checkbox in your patient portal profile.

If your clinic does not use the patient portal...

If your clinic does not use athenaCommunicator, athenahealth's patient portal application, they can still configure prescription notification settings for you at Check In.

At Check In:

1. In **Verify & Edit Registration Information**, locate **Privacy**.
2. In **Consent to prescription text messages**, select **Yes** to enable or **No** to disallow notifications.
3. Scroll down and click **Save**.

FAQs

Q: Do I need a particular smartphone or app to receive texts?

A: No. All modern touch screen phones— iPhone 6+ and Android 24+ —can receive prescription notifications. Notifications appear as texts. No special application is needed.

Q: I've received a text message from #64556 and the link in the message is from rxinform.org. Is this the notification from my provider?

A: Yes. Texts from #64556 with rxinform.org links are legitimate messages sent on behalf of your provider. If unsure, contact your provider's practice to confirm.

Q: Do all notifications include drug discounts and educational information?

A: No. If the drug manufacturer provides drug discount information, videos, and educational content, these are included in prescription notifications but may not appear in all messages. Discounts or coupons included may not be honored by all pharmacies.

Q: Can I opt-out of receiving prescription notifications?

A: Yes. When you receive a prescription notification, reply with 'stop' or 'unsubscribe' to opt-out.

Q: I opted out of receiving prescription notifications. Can I opt back in?

A: Yes. Select the Text Message option in your patient portal account or contact your clinic to enable notifications. See Eligibility and participation for details.