



How to set communication preferences and appointment text reminders



How do I set my communication preferences in MyChart and appointment reminders?

To set your MyChart communication preferences, you need to go to your [Premier Health MyChart login](#) page.

- Login to your MyChart Account.
- Choose Profile from the menu at the top menu.
- Choose Communication, and then set your communication preferences, and please make sure you have a mobile phone number in your contact information. Save changes.

Can I set my preferences through my MyChart app on my phone?

No, you need to go to your [Premier Health MyChart login](#) page to set your preferences. See directions above.

When are the appointment reminders sent out to patients?

Text messages are sent about 2-3 days before an appointment around 10 a.m. Phone call reminders are made about 2-3 days before an appointment between 6 p.m. and 8:15 p.m. No phone or text reminders are sent on Sundays.

Will multiple reminders be sent?

If a call isn't answered or a text message fails, one more attempt is made the same day. If the second attempt fails, a third attempt is made on the following day. No further attempts are made for the appointment after the third attempt.

Can I opt out from text reminders?

Patients can opt out of appointment text reminders, but please note that the preferences set for office appointment reminders will be set for ALL appointments within Premier Health, including appointments in our hospitals.

Can the office staff check to see what number I have in my MyChart account?

Yes, office staff can confirm if a mobile number is in the patient's record, and they can add a mobile number if needed.

What if the number in my MyChart account is a land line?

A mobile number must be specified in the patient record for the patient to receive text messages. Office staff can confirm if a mobile number is in the patient's record, and they can add a mobile number if needed.



Questions:

If you have questions go to [our Premier Health MyChart website](#).



To Sign Up:

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