



PREMIER MYCHART

Setting Your Communication Preferences

How do I update my communication preferences in MyChart?

Need appointment reminders? It's easy to opt in or out of receiving messages via email, text, or phone by setting your MyChart communication preferences.

To set your preferences in MyChart:

- [Login to your MyChart account](#) on desktop, or login to the MyChart mobile app on your phone or mobile device.
- Select **Menu**.
- Select **Communication Preferences**, then choose your preferences. Be sure you have a mobile phone number listed under your contact information to receive text notifications.
- **Save** changes.

When are appointment reminders sent?

Text reminders are sent beginning at 10:00 a.m. Phone call reminders are made beginning at 5:00 p.m. All reminders stop by 8:30 p.m. Reminders are sent 7 days a week and on holidays.

How many appointment reminders will I receive?

Text and phone appointment reminders are sent 7, 3, and 1 days before an appointment. Once you respond to a day's reminder, no additional reminders will be sent (i.e., if you respond to the 7-day reminder, you will not get a reminder on day 3 or day 1).

Can I opt out of appointment reminders?

Yes. You can opt out of text and phone call appointment reminders, but please note that the preferences set for physician office appointment reminders will be set for all appointments with Premier Health, including appointments in our hospitals.

To opt out of Premier Health phone reminders, you can make the change in MyChart, or you can call **(833) 804-3443** and leave a message.

If you reply to a text reminder with the word "STOP," this will block the reminders number at the phone carrier level. To remove the block, text "UNSTOP" or "START" to **(877) 919-8216**. It does not change anything in your communication preferences, so it is best to make changes to your text message preferences through MyChart.

Who can help me adjust my communication preferences?

The staff at your physician's office can adjust these preferences for you during your visit.

Who can check to see what phone numbers I have listed in my record?

The staff at your physician's office can confirm all phone numbers, including the mobile number, listed in your patient record, and they can add or correct any phone numbers as needed.

What if the phone number in my record is a land line?

A mobile number must be listed in your patient record for you to receive text notifications.

Are there other preferences that I can set in MyChart?

Yes. You can tailor your communications preferences for Appointments, Messages, Health, Billing, Questionnaires, Account Management, Telehealth, and To Do.

SIGN UP TODAY!

To sign up for MyChart or update your preferences, visit PremierHealth.com/MyChart.