

## Patient Communication Preferences and Opt-Out Controls

### Overview

Patients and providers can control communication preferences for SMS, app notifications, and email within Connect. Communication preferences can be managed either by the patient directly in the mobile app or by the provider through the provider portal. Additionally, patients can opt out of SMS by replying STOP to any text message. This article explains the different communication preference options and how they function.

### SMS Opt-Out Methods

Patients can opt out of SMS communications in two ways:

#### Method 1: Reply STOP to SMS (Universal SMS Opt-Out)

- Patients can reply **STOP** to any SMS message to opt out of all SMS communications.
- This is a carrier-level opt-out and immediately blocks all SMS delivery.
- To resume SMS communications, the patient must reply **START**.

#### Important Notes:

- This applies specifically to SMS messages.
- The provider cannot override this setting from the portal.
- Only the patient can re-enable SMS by replying START.

#### Method 2: Communication Preferences in App or Provider Portal

Communication preferences can be managed in two locations:

- Patient mobile app
- Provider portal (Patient Details section)

Both locations control the same communication settings.

Providers can modify communication preferences on behalf of the patient.

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### Communication Preference Types Explained

#### Two Way Messaging

**Controls:** All SMS messaging for Connect.

This includes:

- Connect program messages
- Provider-patient SMS communication
- Connect-related notifications sent via SMS

If disabled:

- Patient will not receive SMS messages from Connect.
- Two-way SMS communication will not function.

If enabled:

- SMS messaging for Connect functions normally.

### App Notifications

**Controls:** Push notifications inside the mobile app.

This includes:

- In-app alerts
- Connect reminders delivered via push notification

If disabled:

- Patient will not receive push notifications in the app.
- This does not affect SMS or email.

### **Email Reminders**

**Controls:** Email communications for Connect.

This includes:

- Connect program reminders
- Email notifications related to Connect activity

If disabled:

- Patient will not receive Connect-related emails.

### **Appointment Reminders (Legacy Setting)**

**Controls:** Legacy appointment reminder system (pre-Connect).

Important:

- This setting is no longer used.
- It does not affect Connect communications.
- This option may still appear in the portal but can be ignored.

### **Provider Portal vs Patient App Controls**

Communication preferences function the same in both locations.

Both can modify:

- Two Way Messaging (SMS for Connect)
- App Notifications
- Email Reminders
- Appointment Reminders (legacy)

Providers can update these settings on behalf of patients in the provider portal.

Patients can update these settings in their mobile app.

### **Special Case: Practices Without Connect**

For practices not using Connect:

- Patients have only one SMS toggle that controls all SMS messaging.
- However, the provider portal may still display all four communication options.

In this case:

- The single SMS toggle determines SMS enablement.
- Other settings may not apply.

### **Key Summary**

<b>Communication Type</b>	<b>Controlled By</b>	<b>What It Affects</b>
STOP reply to SMS	Patient only	Blocks all SMS at carrier level
Two Way Messaging	Patient or Provider	Controls all Connect SMS
App Notifications	Patient or Provider	Controls push notifications
Email Reminders	Patient or Provider	Controls email communications
Appointment Reminders	Legacy	No longer used

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### **Recommended Support Guidance**

When customers ask how to stop texts:

- Advise patients they can reply STOP to any SMS message.
- Or disable Two Way Messaging in the app or provider portal.

When customers ask how to re-enable texts:

- Patient must reply START if they previously replied STOP.
- Or re-enable Two Way Messaging in communication preferences.