

## Message Schedule – (CA10) Mild PI Hypertension

Message Schedule Frequency/Day/Time	Message Content	Character Number (inc. spaces)
Once, Day 0, Triggered by patient sign up	Hi, I'm Florence your NHS self care service. I need to confirm you want to join in. Get started by replying "YES". Don't reply if you didn't ask to join in.	Not Applicable Standard Message
Once, Day 0, Triggered by patient Opting in with "YES"	Hi, it's Florence. Thanks for joining. I'm here to help you manage your own health better. At times I'll send advice for you to act on. To help you I may also share information with your healthcare team.	Not Applicable Standard Message
Reminder once only, day 0 @ 07:00	Hi, each day I will prompt you to send in your protein & blood pressure readings, reply P & the number of +'s then your BP. eg. P2BP 139 90. Thanks Flo.	152
Daily Hypertension question @ 08:30	Hi, are you experiencing severe headache, flashing lights or severe pain at top of tummy or under ribs on the right? Reply HY1 for YES, HY2 for NO. Thanks Flo.	160
Reading reminder 2 hours later if no reply (up to 2 reminders)	Are you experiencing severe headache, flashing lights or severe pain at top of tummy or under ribs on the right? Reply HY1 for YES, HY2 for NO. Thanks Flo.	156
Alert - triggered by answering YES	Please CALL the midwife at the hospital IMMEDIATELY on 0191 5699181 for URGENT advice (if no reply ring 0191 5699777) Take care, Flo.	134
Confirmation message & Protein and BP reading	Please text in your Protein & Blood Pressure readings this morning, before 1pm. For example "P2BP 139 95". Thanks Flo	118
Confirmation message - BP within target range	Hi, your protein and blood pressure are fine today - we will contact you when it's time to send in your next readings. Take care, Flo.	134
High BP readings	Hi, your readings are above normal. Please CALL the Midwife on 0191 5699181, we need to see you here today (Weekends & Bank Holidays 0191 5699777) Take care, Flo.	160
Alert triggered by exceeding critical % (9% P=0, 12% P=1, 16% P=2 or 3)	URGENT your readings are above safe levels - CALL the midwife at the hospital IMMEDIATELY on 0191 5699181 (if no reply ring 0191 5699777) Take care, Flo	154