

Message Schedule – (E011) UHNS Weight Tracking (RESET HIGH LIMIT WEEKLY to ideal target weight)

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
Weight reading every Tuesday @ 15:00	Hi it's time for your weekly weigh in; please reply with your weight in KG. e.g. "weight 102.5", Thank you, Flo.	112
Reminder if no reply within 2 hours (up to 2 reminders)	Hi again, I've noticed that you haven't sent in your reading this week. Could you please text it in. e.g. "weight 102.5",. Thank you, Flo.	138
Conformation of reading within target range	Brilliant; you're ahead of your target weight. The changes you have made are working well, keep it up. Take care, Flo.	118
Reading above target range	Well done; you're maintaining your weight. Keep up with the changes you have already made. Thanks Flo.	102
Reading below target range	The weight you have sent seems a little low, please check and text again if necessary. If correct please CALL us on 01782 554743 or speak to your doctor. Flo	157
Alert triggered by a weight increase of 1kg or more over 10 days	Hi, your weight is outside of your target range, We're here to support you if you need it. Please CALL us on 01782 554743. Take care, Flo.	138