

Message Schedule – (E028) SFHFT Orthopaedic Service 6 Month Follow Up

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
X-ray appt reminder, once only, week 17-20 @ 12:00	Hello, it's Flo. Just a quick reminder that your X-ray appointment is due regarding your joint replacement. Please attend within the next 3 weeks. Thank You.	157
Orthopaedic score reminder, once only, week 19-20 @ 12:30	Please complete the joint score questionnaire online at www.orthopaedicscore.com or use the paper version in your pack. Note your total score. Thanks Flo	153
Flo evaluation reminder, once only, week 22-23 @ 12:00	Hi, Just a reminder to ask you to complete the Flo evaluation form and return it to the Orthopaedic team in the SAE found in your information pack. Thanks Flo	158
Reading orthopaedic score, once only week 20-23 @ 12:00	Hi, it's Flo. Have you completed your orthopaedic score questionnaire? If yes, text DONE followed by your score e.g. DONE 20; and if no, text FORGOT	149
Reading reminder 4 days later (up to 4 reminders)	Hi, just checking if you have completed your orthopaedic joint questionnaire. Text back DONE then your score e.g. DONE 20 and if not text FORGOT. Thanks, Flo	158
Confirmation message (Keyword DONE)	Thank you. Your clinician will review your result and contact you by text about your outcome. Flo	97
Confirmation message (Keyword FORGOT)	Remember it is important to complete your orthopaedic score questionnaire. Please comply ASAP and text DONE followed by your score to 64711. Thanks, Flo	152
Reading x-ray appt, once only week 20-23 @ 12:30	Hello, it's Flo. Have you had your follow-up X-ray of your joint replacement done yet? If yes, text #1 followed by the date, eg. #1 23 03 15. If no, text #2	155
Reading reminder 4 days later (up to 4 reminders)	Hi, it's Flo again. Please tell us if you have had your follow-up X-ray? When done text #1 followed by the date, eg. #1 23 03 15. If not, text #2	146
Confirmation message	Thank you. Your Clinician will review the results. Flo.	55

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<p>Message if x-ray not attended</p>	<p>Remember it is important to have your follow-up x-ray. Please comply ASAP and text #1 followed by the date to 64711 when done. Thanks, Flo</p>	<p>139</p>
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