

Example patient leaflet (4) for patients who are receiving reminders to take their inhaler regularly



e.g. REL 4 like this:
(Please note it doesn't matter if you use upper or lower case letters)



Using Flo to help control your breathing

You may receive other messages, but only some need an answer. Just follow the instructions. Usually you'll need to use some letters and then a number.

florence
Intelligent Health Messaging



You have agreed to receive text messages from 'Flo' the text messaging service.

You will be receiving reminders to help you remember to use your 'preventer' inhaler each day, and by doing this, you should find that you are less likely to become breathless.

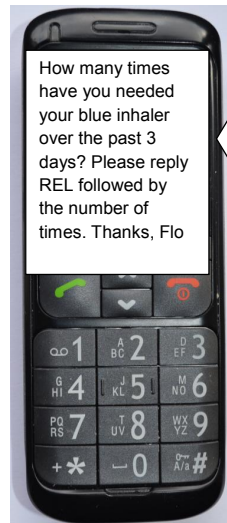
You will also be asked, when you start to use Flo and after three months or so, about how often you use your blue inhaler and the question will ask you to write some letters (REL) and the number of times. To send this by phone, you must put the word or letters you've been asked to text and then the number, or the computer won't know what the numbers are. So to send in an answer that you've used your blue inhaler four times, you'd need to send:

REL 4

Flo is just a way of helping you to follow the shared management plan drawn up with your practice to manage your health. If you have any problems, just ask your nurse or doctor in the usual way.

If you want to stop all messages, text STOP to Flo, but if you want a short break from receiving messages, text 'HOLIDAY', or 'AWAY' and then 'HOME' when you want to start again.

Text messages in the UK to and from Flo are free (ie. they are paid for by the NHS); however, in other countries the usual messaging charges apply, as you can't use the FREEPHONE number, so we would strongly recommend that you have a break while you are away.



You will be asked this question when you start, and after about 3 months. Please give your answer by writing REL followed by the number of times you have used your blue inhaler as shown on the next page.

It doesn't matter if you use capital letters or lower case –the computer will understand; but if you don't put any letters, Flo gets confused.