

Example leaflet (5) for patients who receive reminders to take their medication regularly



e.g. If you haven't taken your tablets regularly text this:



Using Flo to remember to take your tablets

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 take your tablets each day, and by doing this, you should find that you are more likely to feel better and your health improves.

You will also be asked, when you start to use Flo and after three months or so, about whether you've taken your prescribed tablets regularly. You'll need to reply #1 if you have or #2 if you haven't been taking them. It's important to put # before the number, or the computer won't know what to do with your reply.

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, and 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 # followed by 1 if you have taken your tablets regularly, or 2 if not.

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.