

Touchpoint / Stage	Timing	Message (WhatsApp-style)	Purpose / Notes
Awareness (Health Check)	After 1 day	Hi, it's your Pru Health Team. Just checking in — would you like to schedule your complimentary health check this week?	Friendly reminder to restart flow
Booking (Pending time slot)	After 3 hours	Would you like me to hold a morning or afternoon slot for your appointment? You can always reschedule later.	Keeps momentum without pressure
Pre-Consultation	Day before appointment	Just reminding you of your health screening tomorrow at your chosen clinic. Please remember to fast if required.	Timely, practical reminder
Post-Consultation	After 2 days	I hope your consultation went well. Would you like me to share a short summary or connect you to Dr. Lee's notes?	Keeps connection post-visit
Follow-up (3 months later)	After 3 months	Hello, just checking in — would you like to book your next health review? It's a good way to track your progress.	Promotes continuity and prevention
Pre-Diabetes Lifestyle	Weekly	Hi, how has your week been? Did you get a chance to take your walks or adjust your meals a little?	Keeps lifestyle plan alive
No Response (Generic)	After 24 hours	I'll pause my reminders for now so you're not disturbed. You can message me anytime to continue.	Respects silence gracefully