


Hello World

Patients can have important Duly Health and Care information sent to them via text messages by opting into Hello World messaging. Information can include updates regarding visits, billing notifications, care management and MyChart.

Identifying Communication Preferences from DAR

Hello World Confirmation can be seen directly on the patient's row via the DAR.

- Duly Hello World OPT IN/OUT Column.
 - Megaphone** = They are opted in.
 - Opt Out** = Opt Out
 - Pending/Nothing sent yet** = Not on File
- Duly Hello World Pending Status Column.
 -  = Invite was sent to be opted in.
 - Nothing** = No invite was sent if Not on File is in previous column.
 - Nothing** = If they are opted out or megaphone from previous column, this column will be blank.
- Duly Communication Preferences Column
 - Column will display the preferred way of communication based off what is chosen in the Communication Preferences under the Appointment Confirmation.


DAR Columns

Department Appointments Report: Temporary Report

Refresh Settings Appt Desk Walk In Sign In Check In Check Out Orders/Follow-Ups Canc/Resch Appt Info Message Registration Comm Prefs EOD Cancel Check-In Change More

1 Full Appointment List 2 Appointment Totals

Date: 10/31/2023 WASHINGTON FAM MED [17969]



Mt Int...	CE Opt In/Out?	Pending?	Time	Arrived	MRN (GE#)	Patient	Provider/Reso...	Type	ABN Status	Appt Notes	Combined App...	Touc...	Copa...	SP B...
No			8:15		GE11984...	Mychart,	Fitzgerald,	Est Visit			Sch / Not Started		\$0.00	0.00
	Opt Out		8:30		GE11984...	Amicas, Laurie	Fitzgerald,	Est Visit			Sch / Not Started		\$0.00	0.00
			11:00		GE11985...	Mychart, Matt	Keeley, Kathryn	Est Visit			Sch / Not Started		\$0.00	0.00


Department Appointments Report: Temporary Report

Refresh Settings Appt Desk Walk In Sign In Check In Check Out Order








1 Full Appointment List 2 Appointment Totals

Date: 10/27/2023 WASHINGTON FAM MED [17969]

Mt Int...	CE Opt In/Out?	Pending?	Time	Arrived	MRN (GE#)	Patient
	Not On File		12:30		GE11985...	Test
No			1:30		GE11984...	Mychart

CE Opt In/Out?	Pendi...	Comm Pref...
		Text message

▼ Appointments

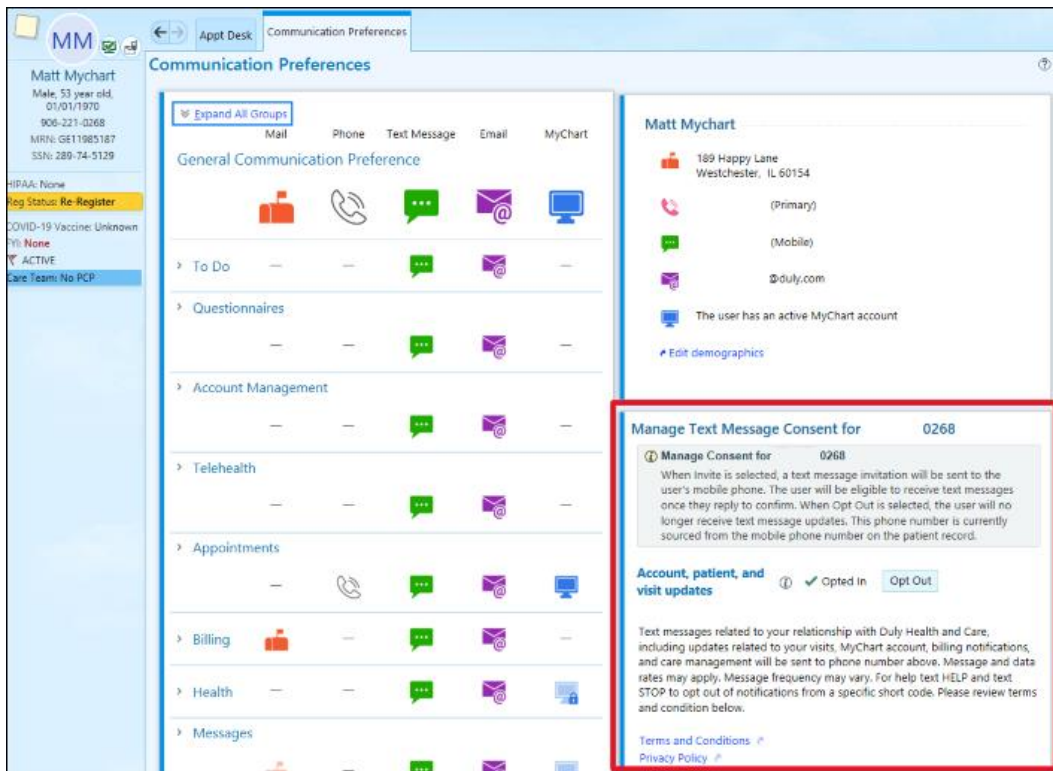
After Visit Summary	—	—			—
Appointment Confirmation ⓘ	—				—
Appointment Information	—	—			—

Hello World Invitations

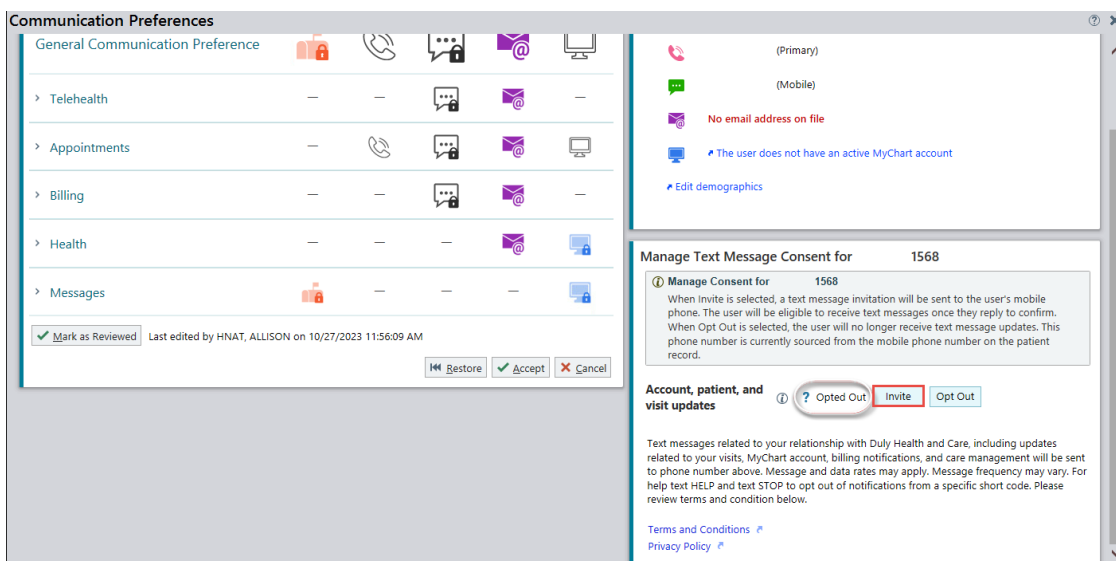
1. Open a patient's record, click the **Communication Preferences** button to open the section.



2. To the bottom right of the Communication Preferences page, the **Manage Text Message Consent** section will display if the patient is opted in or out.



3. If no message has been sent out, users should click **Invite** to send the invitation.



- If the welcome message was sent out, a **Pending** status will display waiting for the patient to confirm. This will also provide an opportunity to **Resend** the invitation.

The screenshot shows the 'Communication Preferences' section on the left, which includes a table with various communication methods (To Do, Questionnaires, Account Management, Telehealth, Appointments, Billing, Health, Messages) and their status. The 'Messages' row shows a status of 'Pending'. On the right, the 'Manage Text Message Consent for 8113' section displays the patient's status as 'Pending', with buttons for 'Resend' and 'Opt Out'. Below this, there is a section for 'Account, patient, and visit updates' with a 'Pending' status and a 'Resend' button. The bottom of the screen shows a 'Mark as Reviewed' button and a 'Last reviewed by' field.

Opting In/Opting Out

- If the patient is opted in, you can opt them out by clicking the **Opt Out** button. The patient is also able to text **STOP** to **67497**.

The screenshot shows the 'Manage Text Message Consent for 0268' section. The patient's status is 'Opted In', and the 'Opt Out' button is highlighted with a red box. The text below the status bar explains that when 'Invite' is selected, a text message invitation will be sent to the user's mobile phone, and when 'Opt Out' is selected, the user will no longer receive text message updates.

- If the patient is opted out, you can opt them in by clicking the **Invite** button.

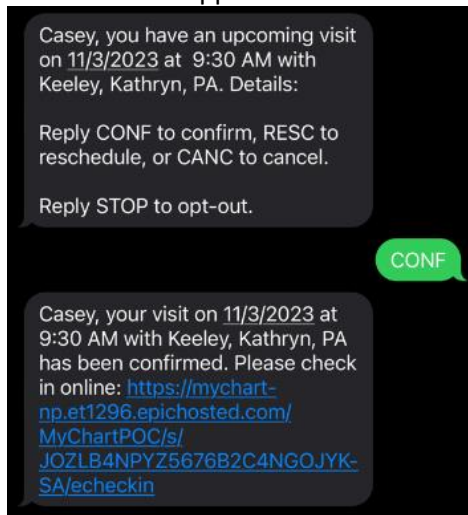
The screenshot shows the 'Manage Text Message Consent for 0268' section. The patient's status is 'Declined', and the 'Invite' button is highlighted with a red box. The text below the status bar explains that when 'Invite' is selected, a text message invitation will be sent to the user's mobile phone, and when 'Opt Out' is selected, the user will no longer receive text message updates.

- Patients new to Duly need to be invited to the new short code. Existing patient can also text **JOIN** to **67497**.

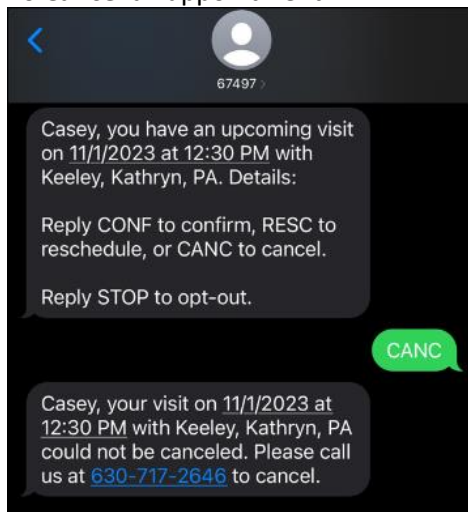
Hello World Patient View

Patients will see the following message examples via text.

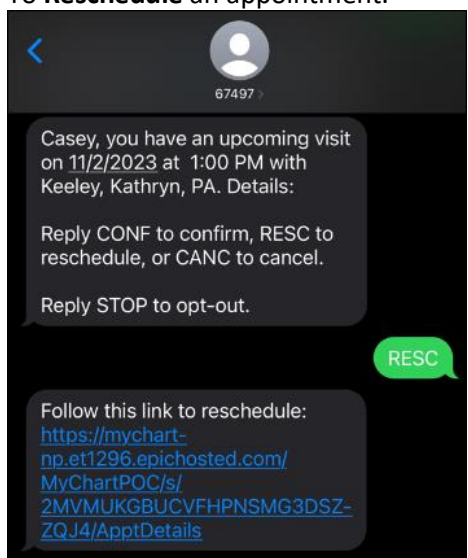
1. To **Confirm** an appointment.



2. To **Cancel** an appointment.



3. To **Reschedule** an appointment.



4. When patients click the **Reschedule link**, regardless if they are active on MyChart or not, they are able to enter 1 identifying piece of information and then take action on their appointment.

DuPage Medical Group is now:

duly
HEALTH AND CARE

Verify Your Identity

Confirm information for Casey or use a username and password.

* Indicates a required field.

*


Verify

5. After confirming their identity, the patient is logged into MyChart, even if they have yet to create an account. They will be able to confirm the appointment or begin eCheck-in. On the bottom left of the screen they can cancel and/or reschedule their appointment. If they wish that can also create a MyChart account.

Appointment Details

Save time with MyChart
Sign up for MyChart to access your personal healthcare information with your computer or smartphone.

Create account


Established Patient
Office Visit with Kathryn Keeley

🕒 Thursday November 02, 2023
1:00 PM CDT (30 minutes)
📅 Add to calendar

📍 Family Medicine - Washington St, Naperville
640 S WASHINGTON ST
SUITE 350
NAPERVILLE IL 60540
630-717-2646
🗺️ Get directions

🔄 Reschedule appointment
✗ Cancel appointment

Get ready for your visit!

Confirm
Let staff know you don't need a reminder call.

eCheck-In
Save time by completing eCheck-In ahead of time.

Want an earlier time? [Get on the Wait List](#)

Directions for Family Medicine - Washington St, Naperville
640 S WASHINGTON ST
SUITE 350
NAPERVILLE, IL 60540
Located on the East side of Washington St, North of Hillside Rd. Next door to Brown's Chicken, accross the street form the Shell Gas Station.