

INFORMATION AND RESOURCES TAKEN FROM THE AIDS.GOV BLOG

TEXTING APPOINTMENT AND MEDICATION REMINDERS

What are texting appointment and medication reminders?

Text messaging is a way of sending information to and from cell phones and certain personal digital assistants (PDAs). More and more clinics are exploring text messaging options to send their clients appointment and medication reminders.

Why would I use texting reminders?

- To send and/or receive reminders about upcoming healthcare appointments.
- To send and/or receive reminders about taking medications.

Who uses texting?

- In 2008, mobile subscribers sent or received an average of 357 text messages per month.¹
- 71% of blacks have cell phones. Of these, half, on a typical day, do at least one of ten non-voice data applications such as sending text messages.²
- 84% of English-speaking Latinos in the U.S. reported having cell phones. Of these, 56%, on a typical day, do at least one of ten non-voice data applications such as sending text messages.³

How are people using texting reminders to respond to HIV?


- To help reduce no-show rates for HIV-related appointments.
- To increase HIV medication adherence.

What technology do I need to use texting reminders?

You need a cell phone or PDA to receive text messages. There are a number of options for sending texting reminders. These include secure Web accounts accessed from your computer or software that allows you to schedule and track appointment and medication reminders. These are often integrated with an existing client management system. There are also websites (often sponsored by a pharmaceutical company) that allow clients or their caregivers to set up their own medication, appointment, and refill reminders.

Where can I learn more about texting reminders?

Examples of free or inexpensive online resources for setting up and/or receiving texting reminders:

- Med Action Plan: www.medactionplan.com 
- My Med Schedule: <https://secure.medactionplan.com/mymedschedule/index.htm> 
- Tibotec: www.prezista.com/prezista/reminders_program.html 
- Truvada: www.truvadayeres.com/310_Reminders.aspx 

Examples of vendors offering software that integrates texting reminders into client management systems:

- Intelecare: www.intelecare.com/index.php 
- Patient Prompt: www.patientprompt.com 
- Exco InTouch: www.excointouch.com/index.html 
- TeleVox: www.televox.com 
- DrTxt: www.drtxt.com 
- OnTimeRx: www.ontimerx.com 

¹ The Nielsen Company. "The Short Code Marketing Opportunity", (December 2008). Available at: http://enus.nielsen.com/etc/medialib/nielsen_dotcom/en_us/documents/pdf/white_papers.Par.0465.File.dat/ShortCodeMarketingOpportunity.pdf. Accessed on 3/11/09.

^{2,3} Pew Internet & American Life Project. "Seeding the Cloud: What Mobile Access Means for Usage Patterns and Online Content", (March 5, 2008). Available at: http://www.pewinternet.org/pdfs/PIP_Mobile.Data.Access.pdf. Accessed on 3/3/09.

* As AIDS.gov, we do not endorse any particular vendor or product. These are simply some of the many options!

 Exit Disclaimer: Links marked with this image are non-government websites.