# **Open Inbox Requirements**

## Personnel

Include Name, Institution Email, Access Requirements (enroll patients, text patients, see data, etc.), Staff receiving Alerts in **blue** in the table:

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Email** | **Access Requirements** | **Receiving Alerts (Y/N)** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

## Welcome Message

Welcome message will be automated and sent to patients upon enrollment. It should include the following language to be compliant with privacy:

* Texting isn’t 100% secure
* Message and data rates may apply
* Text “BYE” to opt-out of future messages

Include your welcome text message(s) here in blue:

## Inbound Messages

When patients text into W2H, the system can do one of the following:

No response to patient AND send alert to team

Auto-response to patient AND send alert to team, indicate the message below in blue

No response to patient during BUSINESS HOURS and Auto-response to patient during AFTER hours AND send alert to team, indicate the business hours and Auto-response message below in blue

The alert methods you can choose from:

SMS (sends limited information due to PHI restrictions)

Email

Cureatr (if at Penn)

Inbasket (if at Penn)