

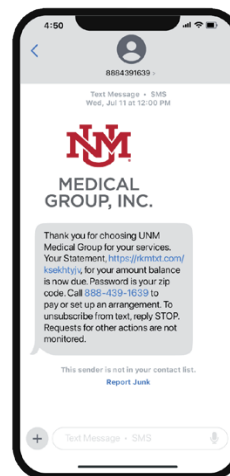
# IMPROVING PATIENT COMMUNICATIONS

## TEXT MESSAGE REMINDERS

### BILLING REMINDERS

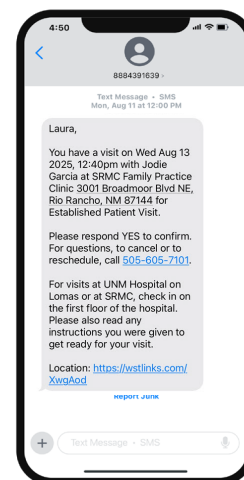
Any patient receiving care within the UNM Health System could receive billing messages.

**These messages will always come from the number, 888-439-1639 and the text message will prompt patients to verify their info.**



### APPOINTMENT REMINDERS

Coming in September 2025, text message appointment reminders will be sent to patients in advance. Patients can confirm upcoming appointments via text, call or email, or call to cancel or reschedule. Messages will come from the clinic phone number.



**Please be on the lookout for these new UNM Health initiatives and thank you for allowing us to provide you and your family top notch care.**