

NewYork-Presbyterian Reminders and Alerts Frequently Asked Questions

What are Reminders and Alerts?

Reminders and Alerts are offered through myNYP.org to remind patients about their upcoming medical appointments. NewYork-Presbyterian (NYP) offers both text and email appointment reminders. If you sign up for Reminders and Alerts, you will receive a confirmation at the time the appointment is made, and a reminder two business days before the appointment.

You may also receive alerts with additional information that is helpful to you.

Please note that not all departments participate in appointment reminders, so be sure to ask the Hospital scheduling staff if this option applies to your particular visit.

How do I sign up for Reminders and Alerts?

There are two ways that you can sign up for NYP Reminders and Alerts:

On myNYP.org:

- Go to www.myNYP.org.
- Access your Hospital Profile.
- In your Hospital Profile, go to “Communication Preferences”
- Follow the instructions and select the option for email or text reminders, or both.
- To sign up for texts, you must have your cell phone with you.*
 - NYP will check to see if your phone can receive messages.
 - NYP will send a 4-digit activation code to the telephone number you would like to use.
 - You will be asked to enter this 4-digit activation code into myNYP.

*If you don't have your cell phone, please try again when you have it with you.

In person with NYP Hospital scheduling or registration staff:

- Ask a Hospital scheduling or registration staff member to sign you up for text or email reminders.
- The Hospital staff member will ask you whether or not you would like to receive texts, emails, or both.
- If you would like to receive texts, you must have your cell phone with you.*
 - NYP will check to see if your phone can receive messages.
 - NYP will then send a 4-digit activation code to the telephone number you would like to use.
 - Please read that 4-digit code back to the staff member so that they may complete the enrollment process.

*If you don't have your cell phone, please try again when you have it with you.

How do I unsubscribe from or discontinue Reminders and Alerts?

You can stop email and/or text notifications by:

- Following opt-out instructions or texting “STOP”, “END”, “CANCEL”, “QUIT”, “UNSUBSCRIBE”, “STOP ALL” or “ALTO” to 69697 at anytime
- Clicking on the unsubscribe link in the notification
- Changing your myNYP.org Hospital profile’s communication preferences
- Asking an NYP Hospital scheduling or registration staff to update your profile.

Note: It will take 24+ hours to reflect the change. You may still receive messages during that period.

How many notifications will I receive each month?

The number of notifications you receive depends on the number of appointments you have in that month. For example, if you have two appointments within one month, you will receive two confirmations and two appointment reminders.

You may also receive alerts with additional information that is helpful to you.

How much do the Reminder texts and emails cost?

The text and email service provided by NYP is free. However, for text messages, standard carrier charges may apply. If you sign up for text notifications, your carrier (AT&T, Sprint, Cricket, etc.) may charge you for each text message, depending on your phone contract.

What carriers are supported?

All major carriers are supported including, but not limited to: AT&T, Verizon, Sprint/Nextel/Boost, T-Mobile, Cricket, Virgin, US Cellular, Ntelos, Cellular South, and Google Voice.

Who do I contact with questions about NYP notifications?

You can contact the myNYP Help Desk, Monday-Friday, 12 noon to 5:00 p.m. at (646) 697-9932, or by email at myNYP@nyp.org.

TERMS AND CONDITIONS for NewYork-Presbyterian Hospital SMS SERVICE

NewYork-Presbyterian Hospital SMS SERVICE

The mobile operators participating in this campaign are AT&T, Verizon Wireless, Sprint, T-Mobile®, Nextel, Boost Mobile, Cricket, Virgin Mobile USA, MetroPCS, U.S. Cellular®, Ntelos, Cellular South, Cincinnati Bell, Centennial, Bluegrass, Appalachian Wireless, Revol, Illinois Valley, United Wireless, Inland Cellular, West Central Cellular, ECIT, Immix, Nex-Tech, Pocket Com USA, Pioneer Wireless USA, Simmerty US, Union Wireless, Cellcom

1. For help text "**HELP**" to 69697 or email us at mynyp@nyp.org or contact us at Contacting Support on www.myNYP.org.
2. To unsubscribe, text "**STOP**" to 69697 at anytime.
3. In case of questions please contact customer service at (866) 463-2778.
4. Message and Data rates may apply.
5. The number of notifications you receive depends on the number of appointments you have in that month. For example, if you have two appointments within one month, you will receive two confirmations and two appointment reminders. You may also receive alerts with additional information that is helpful to you.
6. SMS text messages are only one component of NewYork-Presbyterian's communication systems. Please note that not all departments participate in appointment reminders, so be sure to ask the Hospital scheduling staff if this option applies to your particular visit.
7. SMS text message notifications may be delayed or not received during regional emergencies or other periods of high messaging traffic.
8. Third parties can send spam disguised as Reminders or Alerts. If you have any concerns and/or questions about the messages you are receiving, please contact customer service at (866) 463-2778.
9. The order in which SMS text messages are delivered is not always predictable.
10. SMS text message notifications from NewYork-Presbyterian Hospital will be presented on your mobile device in the same manner as any other SMS text messages.

PRIVACY NOTICE

The NewYork-Presbyterian Hospital Privacy Notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review this information carefully:

<http://nyp.org/privacy/index.html>