

Appendix 1 – How to opt a patient out of the text reminder service on Lorenzo

If a patient notifies you that they wish to opt out of the SMS service, please do the following:

- On the patient summary screen click on the 'Additional demographics' tab

XXTESTPATIENTAADH , Ebs-donotuse (Sir) Male DOB: 08-Feb-1936 79 Yrs Patient ID: 02053469 NHS No: 999-006-1327
Allergies/ADRs - None Recorded (Not Checked On 10-Mar-2015)

Encounter context: No Encounters Available EPR filtered by: (None)

Information is only available from your own organisation until Legitimate Relationship controls are operating.

Summary Insurance Identifiers **Additional demographics** Contact information PDS history

Assoc. status Preferences Employment Social information Other names Education Overview

- Then click on the 'Preferences' tab.

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General Details

- On the Preferences page, click on 'Preferred contact method' and select the **No telephone contact** option from the drop down menu.

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Group by: (None)

Preference type	Preference details	From date	To date
Preferred contact method	No Telephone contact	08/04/2014	
Communication method	Large Print	08/04/2014	
Communication language	Communication language: Engli...	08/04/2014	

- Once the 'No telephone contact' option has been selected the patient will stop receiving text reminders.
- If at a later date a patient wants to opt back into the SMS service you simply need to return to the preferences page and un-select the **No telephone contact** option.
- If a patient's mobile / landline number is unpopulated on the summary page, ask the patient for these details and update the summary page. This will automatically update the NHS Spine.