

## ClinCard Standard Message Templates - US & Canada

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ClinCard offers research participants the option to opt-in to appointment/financial reminders to improve patient satisfaction. Please note that participation is voluntary and standard text message rates will apply. Please indicate below if you would like to opt-in to one or more of the following reminder programs.

Name: \_\_\_\_\_  
Please Print

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### Appointment Reminder (SMS & Email)

Opt-in text: \_\_\_\_\_  
Initial

Opt-in email: \_\_\_\_\_  
Initial

Schedule	3 days and 1 day before appointment date
Message Example	Hi Sam, you have an appointment with Dr. Samar on 01/06/2011 at 11:30 am. Please contact Candice at 215-880-0715 if you have any questions or need to reschedule.
Subj. Line (Email)	Your Next Appointment with Dr. <a href="#">[INVESTIGATOR LAST NAME]</a>

### Payment Confirmation (SMS & Email)

Opt-in text: \_\_\_\_\_  
Initial

Opt-in email: \_\_\_\_\_  
Initial

Schedule	Upon funds being loaded onto the ClinCard
Message Example	Hi Sam, \$50.00 has just been loaded onto your ClinCard and is available immediately.
Subj. Line (Email)	ClinCard Deposit Notification

**NOTE:** All emails also include the below language at the end of each message:

*This is an automated system, and replies will not be read.*

If a response is sent to this email address, the sender will receive a mail delivery failure notice

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**Balance Reminder (SMS & Email)**

Opt-in text: \_\_\_\_\_  
Initial

Opt-in email: \_\_\_\_\_  
Initial

Schedule	After 2 ½ months of no activity
Message Example	Hi Sam, \$37.26 is currently available on your ClinCard for use. Please visit <a href="http://myclincard.com">myclincard.com</a> or call 1-866-952-3795 to manage your account.
Subj. Line (Email)	Your ClinCard Balance