

# The newest way to communicate with our patients

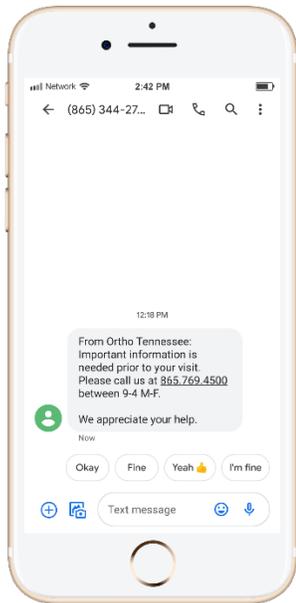
## What you can expect from Ortho Tennessee

Ortho Tennessee is utilizing a new patient outreach platform to better communicate with you, our patients. The good news is there is no need to download any apps for this service!

There are **three** types of communication you might receive from us. Take a look.

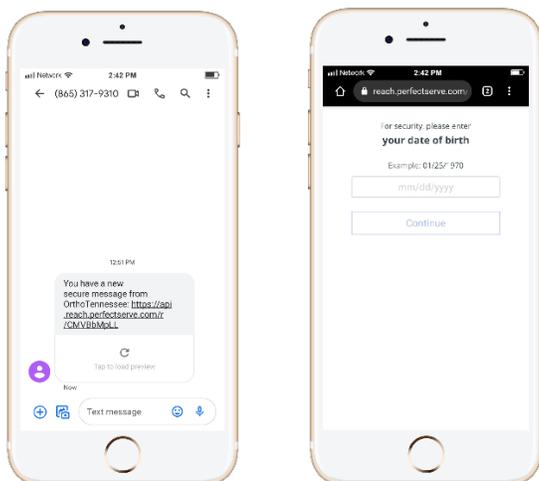
### #1 – You could receive a no-reply text message from one of our staff.

This could be a reminder, an update, or a request for information. It will be a simple text message that could look like this.



### #2 – You could receive a link to a secure conversation.

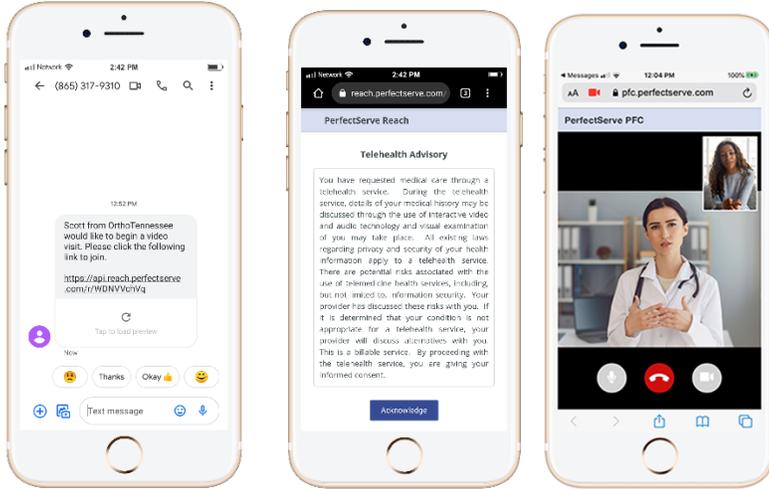
This allows you to communicate via text with the Ortho Tennessee staff or provider who sent the link. You can discuss private information securely and you can even send photos. After staff ends the conversation, you will be able to access the link to review the conversation for up to 1 week after the last message was sent.



**NOTE:** When you first open a secure link from us, it will ask you to enter your date of birth. This is needed to create a PIN which you will use to access your private messages going forward. If you are a family member, please be prepared with the patient's date of birth.

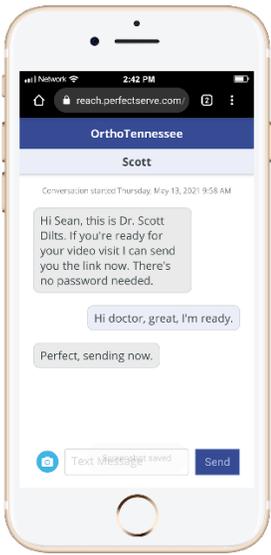
### #3 – You could receive a link to a secure video meeting.

When clicking the link, you will be asked to acknowledge that you are entering a telehealth visit and after doing so you will launch immediately into a video session.



**NOTE:** This link can be sent to your phone or your email depending on the device you wish to use. The first time you use this service you may be asked to grant permission to use the phone and microphone to your browser.

Please remember, this service is not meant for emergencies. Ortho Tennessee staff may not answer immediately as they could be helping other patients. If there is an emergency, please dial 911 rather than attempting to contact us through messaging.



Connecting with our patients, family, and caregivers is important to us. Thank you for letting Ortho Tennessee be a part of improving your life!