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## mConnect At Your Service

Lowville, NY – The Radiology Department at Lewis County General Hospital is going live with a new system called mConnect. The system will give the department the ability to send patients and/or caregivers text message reminders for appointments, exam preps, information on how to pre-register and even directions to access their results online through the Hospital's web portal.

After being signed up for the program, patients will receive an appointment reminder three days prior and the day before reminding them of their appointment and any specific instructions. Once the patient enrolls, he/she remains enrolled for future appointments. Patients will also have the option of signing up a caregiver to receive the alerts on their behalf.

"The system will improve how we engage and communicate with our patients and their caregivers," said Robert Pfeiffer, Lewis County General Hospital Radiology Director.

"Participation is optional; however, we believe the appointment reminders will benefit our patients." People keep their mobile phone numbers, while e-mail addresses change, people move, and landlines are gradually going away.

Cell phones are the device people carry with them wherever they go. So we are able to reach our patients wherever they may be, with whatever information they may need, at the exact time they need it.

According to Mr. Pfeiffer, "the new service will help patients follow clinical instructions for upcoming tests to ensure they won't need to return." The mConnect system will open an entirely new channel of communication between the hospital and our community.

To enroll in this free service, text **LCGH** to **53103**.

If you have any questions or need further information you can contact Mr. Pfeiffer at 376-5070.