

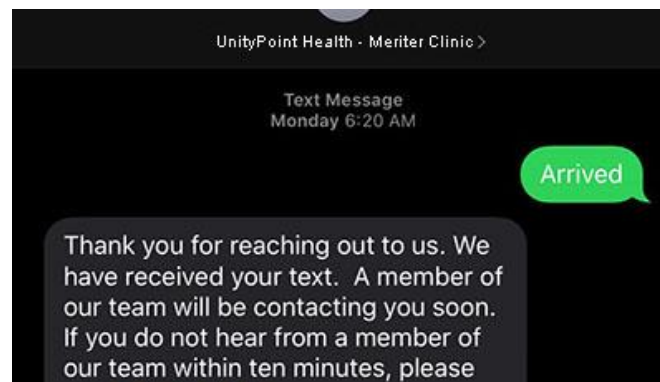
# WELL VIRTUAL WAITING ROOM

## UnityPoint Health – Meriter Launches Virtual Waiting Room

UnityPoint Health - Meriter launched a new texting platform that reduces the need for patients to wait in a physical waiting room before their appointment. Patients can notify the office when they arrive at the clinic by responding to an appointment reminder text while staying in their vehicle. The patients then receive additional text instructions on registration and when and how to enter the building.

### *What to expect:*

- Reminders will be sent to patients **7 days and 24 hours** prior to their appointment.
- Patients will receive another reminder **1 hour prior** to their appointment instructing them to text “Arrived” when they arrive to the clinic for their appointment.
- Once the patient receives confirmation that they can enter the clinic, they will need to stop at the front desk to complete necessary paperwork, complete a temperature screen and finalize check-in.



### *Commonly asked questions:*

- Patients **do not** need to opt-in for this texting platform. If a cellphone number is listed in the patients contact information, that number will be used to communicate.
- If a patient doesn't have a mobile phone number, the patient should simply enter the clinic as usual.

