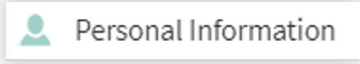# Patient Notification Preferences

As our patient, reminders and notifications can help you manage your health by alerting you to upcoming visits, e-check-in availability, test results, messaging and more.

Scan this QR code to see a step-by-step video on how to update your communication preferences in the MyCarle app.

**Carle**

How do I adjust my contact information?

Your notifications are sent to the contact information (address, phone number, email) you list in your patient portal. Here's how to change or update your contact information:

1   Log into the patient portal.

2   Click the **Menu** button.

3   Scroll down and click the **Personal Information** tab.

 Personal Information

4   Click the **edit pencil** under contact information.

5   Select which fields you'd like to update: a. Address | b. Phone | c. Email

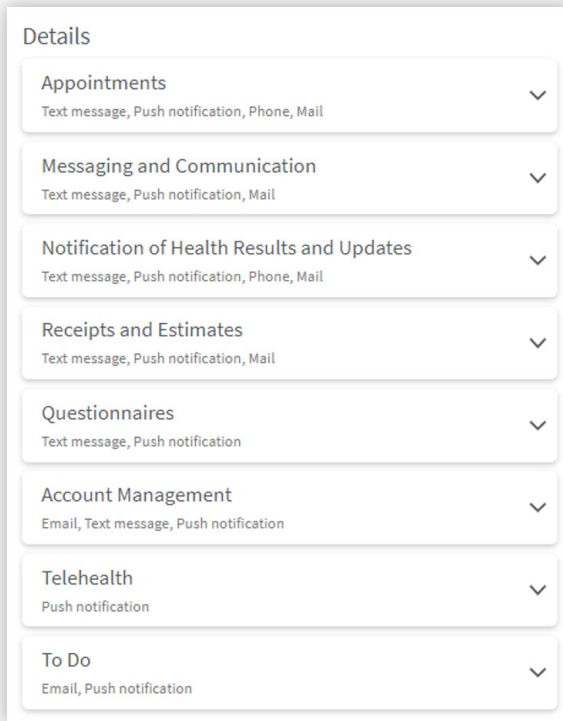# How do I adjust my communication notification settings?

The **Communication Preferences** page on MyCarle is where you can choose how you want to receive different notifications from us.

1   Log into the patient portal.

2   Click the **Menu** button.

3   Scroll down and click the **Communication Preferences** tab.

 Communication Preferences

4   When you land on the Communication Preferences page, you can either make edits to notifications by communication method (email, text, push notification, phone or mail) or by type of content.

5   To turn on or off <u>all</u> notifications by a communication method, click the button to the right of the setting you wish to change.

When you see **green and a checkmark**, notifications have been turned on for that option; if there's a **grayed-out oval**, notifications have been turned **off**.
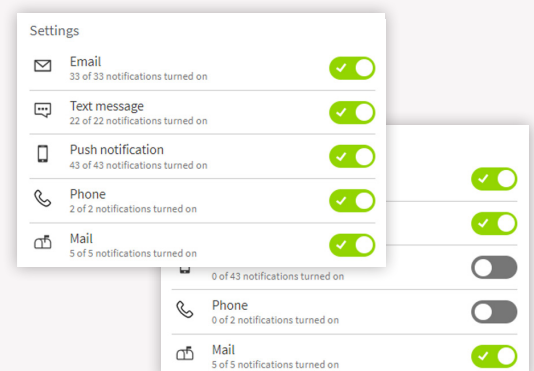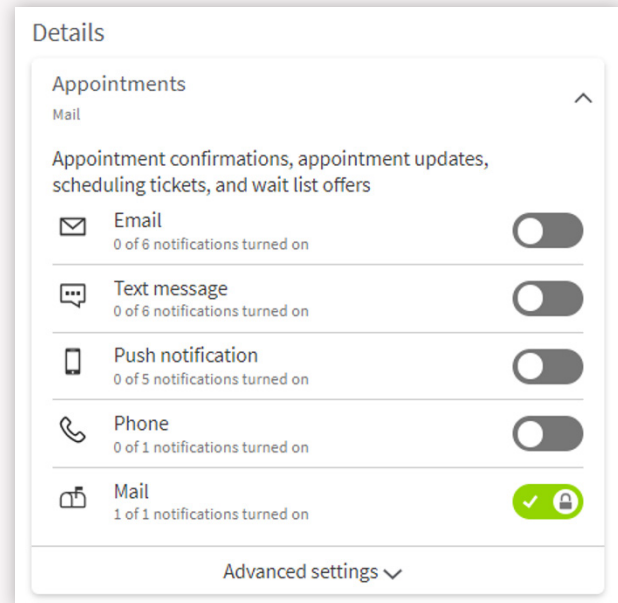
Carle

6 If you'd like to change your notifications by content type, use the **Details** categories. There are eight different categories of content you can select from.

Details

Appointments	
Text message, Push notification, Phone, Mail	⌄

Messaging and Communication	
Text message, Push notification, Mail	⌄

Notification of Health Results and Updates	
Text message, Push notification, Phone, Mail	⌄

Receipts and Estimates	
Text message, Push notification, Mail	⌄

Questionnaires	
Text message, Push notification	⌄

Account Management	
Email, Text message, Push notification	⌄

Telehealth	
Push notification	⌄

To Do	
Email, Push notification	⌄

7 Click the **down arrow** next to the category you'd like to update.

- You must update your preferences for all categories one by one; each has its own set of communication techniques.

8 Once you select a category, you can choose to turn notifications on or off for the different communication techniques.

Details

Appointments
Mail

Appointment confirmations, appointment updates, scheduling tickets, and wait list offers

✉	Email	0 of 6 notifications turned on	⬤
💬	Text message	0 of 6 notifications turned on	⬤
📱	Push notification	0 of 5 notifications turned on	⬤
📞	Phone	0 of 1 notifications turned on	⬤
📪	Mail	1 of 1 notifications turned on	✓🔒

Advanced settings ⌄

- You'll find that some categories have automatically been turned on and have a lock symbol next to them – these are notifications that Carle requires to be turned on.

9 Click the **Advanced settings down arrow** if you'd like to select preferences at the content level.

- Under some of the notification types, there'll be additional information about that type of content.

10 To turn on or off all notifications by communication method (within the specific content type), click the button to the right of the setting you wish to change.

- When you see **green and a checkmark**, notifications have been turned on for that option; if there's a **grayed-out oval**, notifications have been turned **off**.

11 Depending on your selections, you may receive multiple notifications on the same content (via different communication methods).

Carle

Appointments

An example of this process is below.

BEFORE:

Details

Appointments
Mail

Appointment confirmations, appointment updates, scheduling tickets, and wait list offers

✉ Email
0 of 6 notifications turned on ⬤○

💬 Text message
0 of 6 notifications turned on ⬤○

📱 Push notification
0 of 5 notifications turned on ⬤○

📞 Phone
0 of 1 notifications turned on ⬤○

📫 Mail
1 of 1 notifications turned on ✓🔒

Advanced settings ⌄

AFTER MAKING SELECTIONS:

Details

Appointments
Text message, Push notification, Mail

Appointment confirmations, appointment updates, scheduling tickets, and wait list offers

✉ Email
0 of 6 notifications turned on ⬤○

💬 Text message
2 of 6 notifications turned on ✓⬤

📱 Push notification
3 of 5 notifications turned on ✓⬤

📞 Phone
0 of 1 notifications turned on ⬤○

📫 Mail
1 of 1 notifications turned on ✓🔒

Advanced settings ⌃

After Visit Summary

📱 Push notification ○⬤

Appointment Confirmation
Indicate how the automated system should notify you to confirm your appointment.

✉ Email ○⬤

💬 Text message ✓⬤

📞 Phone ○⬤

Appointment Information

✉ Email ○⬤

💬 Text message ○⬤

📱 Push notification ✓⬤

Appointment Letter/Recalls
Receive a notification when action may need to be taken regarding an appointment.

📫 Mail ✓🔒

Hospital Stay Notification
Receive a notification when new features are available related to a hospital stay.

✉ Email ○⬤

💬 Text message ○⬤

📱 Push notification ✓⬤

Scheduling Ticket
Receive a notification when a new scheduling ticket is available.

✉ Email ○⬤

💬 Text message ○⬤

📱 Push notification ○⬤

Status Updates

✉ Email ○⬤

💬 Text message ✓⬤

Receive reminders when your appointment has been:
☑ Scheduled ☑ Changed ☑ Canceled
☑ Missed

Wait List Offer
Receive a notification when an earlier appointment time opens up.

✉ Email ○⬤

💬 Text message ○⬤

📱 Push notification ✓⬤