Sample Message Library - Preventative Care Reminders

General Messages

Annual Physical

Objective:
Encourage all patients to complete an annual physical

Suggested Patient Segment:
Any patient who has not been in for a physical in the last 12 months

Message Script:
Hello, this is Dr. (Provider Name) with an important message for (Patient First Name).

Your health matters to us. It is important that you come in every year for a physical even if you haven't been sick. According to our records, you are past due for your annual physical. Make your health a priority for you and your family.

To schedule an appointment, contact our office at (Phone Number). We look forward to seeing you soon.

Influenza Vaccine

Objective:
Notify patients of the availability of and need to get a flu shot

Suggested Patient Segment:
All patients who have not received a flu shot during the current flu season

Message Script:
Hello, this is Dr. (Provider Name) with an important message for (Patient First Name).

Each winter, millions of people suffer from the flu, a highly contagious infection. It spreads easily from person to person mainly when an infected person coughs or sneezes. Flu can be life threatening in older adults and in people of any age who have chronic illnesses such as diabetes or heart, lung, or kidney diseases. However, everyone should consider getting the flu vaccine. Medicare and most insurance covers the cost of the flu shot.

Call our office at (Phone Number) to schedule your appointment today for a flu shot.

To repeat this message, please press 1.
Colorectal Cancer Screening

Objective:
Alert patients over the age of 50 of the need for routine colon cancer screening

Suggested Patient Segment:
All patients over the age of 50 who do not have a documented colonoscopy in the last five years

Message Script:
Hello, this is Dr. (Provider Name) with an important message for (Patient First Name).

Colon cancer is the second leading cause of cancer-related deaths in the United States. The American Cancer Society recommends screening for colorectal cancer beginning at age 50. Screening can find precancerous growths called polyps, so they can be removed before they develop into cancer. Screening tests can also find colorectal cancer early, when treatment is most effective.

If you have not scheduled a colonoscopy in the last five years, please contact the office at (Phone Number) for assistance in scheduling testing. Routine testing can save your life.

Please press 3 to repeat this message.

Smoking Cessation

Objective:
Help patients who smoke identify options to quit

Suggested Patient Segment:
All patients who are documented smokers

Message Script:
Hello, this is Dr. (Provider Name) with an important message for (Patient First Name). If you are a smoker and are interested in quitting, we would like to help. Quitting smoking is one of the best things you can do for your health. Almost immediately, a person’s circulation begins to improve, and the level of carbon monoxide in the blood begins to decline. A person's pulse rate and blood pressure, which may be abnormally high while smoking, begin to return to normal. Within a few days of quitting, a person's sense of taste and smell return, and breathing becomes increasingly easier.

People who quit smoking live longer than those who continue to smoke. Quitting also reduces the risk of other smoking-related diseases, including heart disease and chronic lung disease.

There are multiple programs to choose from. Please contact our office at (Phone Number) to schedule an appointment, explore the best option for you and get started towards a healthier life.
Cholesterol Screening

Objective:
Encourage all patients to receive annual routine cholesterol testing

Suggested Patient Segment:
Any patient who does not have documented cholesterol screening results in the last 12 months

Message Script:
Hello, this is Dr. (Provider Name) with an important message for (Patient First Name).

Maintaining appropriate cholesterol levels are so important, and it all starts with routine testing! Cholesterol is a type of fat in your blood. Having your cholesterol measured tells you the amount of fat that you have. Some fats such as your HDL cholesterol (also known as good cholesterol) helps to protect your heart by removing deposits from inside of your blood vessels. Others, like LDL cholesterol (or bad cholesterol), can clog your blood vessels and lead to heart disease. In order to understand your risk, we encourage you to get regular testing.

If you have been tested for high cholesterol this year, please press 1.

If you have not been tested for high cholesterol this year, please call our office at (Phone Number) to schedule routine testing.

Pediatric Messages

Well Child Visit

Objective:
Alert parents of the need to continue annual well child exams from the first year

Suggested Patient Segment:
Any child who is not scheduled for an annual visit and has not been seen for a well child exam in the last 12 months

Message Script:
Hello, this is Dr. (Provider Name) calling with an important message for the parent or guardian of (Patient First Name). If this is the parent or guardian, press 1.

Well child exams are an important part of a child’s health care, and we noticed that your child is due for their annual visit. It is important that your child comes in every year for a well care visit, even if they haven’t been sick. During the visit we will examine (Patient First Name) for overall health, growth, and development. We will also discuss nutrition,
sleep habits, age-appropriate topics and address any questions or concerns you have. With the help of these regular exams, we can often detect and address health problems before they become serious.

Please contact our office at (Phone Number) today to schedule your appointment!

To repeat this message, press 3.

Adolescent Well Child Visit

Objective:
Alert parents of the need to schedule their adolescent child's annual well child visit

Suggested Patient Segment:
Any adolescent patient who is not scheduled for a well child visit and has not been seen for a well child visit in the last 12 months

Message Script:
Hello, this is Dr. (Provider Name) with an important message about your child (Identification First Name). If this is the parent or guardian, press 1.

Well child exams are an important part of a child's health care, and we noticed that (Patient First Name) is due for their annual visit. It is important that your child comes in every year for a well care visit especially as they get older, even if they haven't been sick. During the visit we will examine (Patient First Name) for overall health, growth, and development. We will also conduct screening tests for scoliosis, vision, and hearing. In addition, these visits provide you with an opportunity to discuss topics such as injury prevention, substance use, sexual behavior, diet and exercise and address any questions or concerns you have.

Take action in your child's health and schedule their well care visit today by contacting our office at (Phone Number).

To repeat this message, press 2.

Immunizations for Children Under One Year

Objective:
Ensure all parents of children under one year understand the appropriate immunizations suggested for their child.

Suggested Patient Segment:
All patients under one year
Message Script:
Hello, this is Dr. (Provider Name) with an important message for the parent or guardian of (Patient First Name).

As your physician, I want to make sure that you get the best care possible for your child. Immunizations are an important part of their care by helping to protect your child from preventable diseases. By age one your child should have received the following shots: three Hepatitis B; three Diphtheria, Tetanus, Pertussis (DTP); three Oral Polio Vaccines (OPV); three Bacterial Meningitis (HIB); one Measles, Mumps, & Rubella (MMR); and one Chicken Pox.

We can provide you with a record of your vaccinations by calling our office. If your child has not completed their course of vaccinations, we can schedule an appointment to ensure that your child's vaccinations are up to date and provide any missing vaccines. The vaccination schedule can also be found on our website.

To repeat this message, please press 3.

Immunizations for Ages One-Two

Objective:
Ensure all parents of children between ages one and two understand the appropriate immunizations suggested for their child.

Suggested Patient Segment:
All patients age one to two

Message Script:
Hello, this is Dr. (Provider Name) with an important message for the parent or guardian of (Patient First Name).

As your physician, I want to make sure that you get the best healthcare possible for your child. Immunizations are an important part of their care by helping to protect your child from preventable diseases. By age two your child should have received these shots: three Hepatitis B; four Diphtheria, Tetanus, Pertussis (DTP); three Oral Polio Vaccines (OPV); four Bacterial Meningitis (HIB); one Measles, Mumps, & Rubella (MMR); and one Chicken Pox.

We can provide you with a record of your vaccinations by calling our office. If your child has not completed their course of vaccinations, please call our office at (Phone Number) to schedule an appointment to ensure that your child's vaccinations are up to date.

To repeat this message, please press 3.
Lead Screening

Objective:
Ensure all children age two and under get appropriate screening for lead exposure

Suggested Patient Segment:
Any child two and under who does not have appropriate lead testing documented in their charts

Message Script:
Hello, this is Dr. (Provider Name) with an important message for the parent or guardian of (Patient First Name).

We want the best for you and your children. That's why we are reminding you that all children must have a first lead test by their first birthday and a second test when they turn two.
Even if you live in new housing, your child is in danger of lead poisoning. Lead dust can be breathed when there is construction, and it may be found in utensils, water and soil. Lead poisoning can cause permanent brain damage that makes it hard for your child to learn in school. Please contact our office at (Phone Number) to schedule screening if you have not already done so.

Remember - the test only takes about 10 minutes and could make a lifetime of difference.

Women's Care Messages

Breast Cancer Screening

Objective:
Alert women over the age of 40 of the need to schedule a mammogram every two years when not at high risk for breast cancer. Allow your patients the ability to document that they have had a mammogram to update their records.

Suggested Patient Segment:
All women over age 40 who do not have a documented mammogram in the last two years. Exclude women with documented bilateral mastectomies or who are at high risk of breast cancer.

Message Script:
Hello, this is Dr. (Provider Name) with an important message for (Patient First Name). Routine mammograms are critical for detecting breast cancer early. If you have not received a mammogram in the past 24 months, we encourage you to schedule one.

In addition to a yearly mammogram, monthly breast self-examinations and annual breast exams by your doctor are important for the early detection and treatment of breast cancer.
Remember - early detection may result in the successful treatment of breast cancer. If you have had a mammogram in the last 24 months, please press 1.

Please enter the month and year of your last mammogram:

If you have not had a mammogram in the last two years, please contact our office at (Phone Number) to schedule your screening.

To repeat this message, please press 3.

Cervical Cancer Screening

Objective:
Alert women of the need for regular cervical cancer screening

Suggested Patient Segment:
All appropriate women who have not had a Pap test in the last 12 months.

Message Script:
Hello this is Dr. (Provider Name) with an important message for (Patient First Name).

It is important that all women have an annual Pap test. Pap tests help to detect cervical cancer early. Sadly, 5,000 women will die from cervical cancer this year alone even though it is nearly 100% preventable through early detection.

If you have not had a Pap test in the last 12 months, please contact our office at (Phone Number) to schedule your screening.

Seniors' Messages

Osteoporosis

Objective:
Alert all patients over age 50 of the need to discuss osteoporosis risks with their provider

Suggested Patient Segment:
Any patient over age 50 who has not had a bone scan or documented discussion around osteoporosis risk factors.

Message Script:
Hello, this is Dr. (Provider Name) with an important message for (Patient First Name).

According to the Centers for Disease Control and Prevention, approximately 10 million Americans have been diagnosed with osteoporosis. You may be at risk. Osteoporosis is the most common bone disease affecting older Americans and progresses with no
symptoms or warning signs. You cannot see or feel your bones becoming weaker. Through prevention, screening and early detection, you can help to reduce your risk for bone loss and potential fractures.

Please contact our office today at (Phone Number) to discuss your individual risk factors for osteoporosis. It is never too early or too late to begin osteoporosis prevention.

To repeat this message, please press 3.

Pneumonia Vaccinations for Older Adults

Objective:
Alert patients over 65 of the need for annual pneumococcal vaccines

Suggested Patient Segment:
Patients over the age of 65 or patients at high risk who have not had a pneumococcal vaccine in the last year

Message Script:
Hello, this is Dr. (Doctor Name) calling to remind (Patient First Name) about the importance of receiving a pneumonia vaccine this year.

Pneumococcal disease is a serious disease that is responsible for more than 40,000 deaths in the United States each year. Vaccines are safe and the most effective way to avoid getting pneumonia. A single dose of the pneumococcal vaccine protects against the 23 types of bacteria that are responsible for causing greater than 90% of all pneumonia cases.

Please contact our office at (Phone Number) to schedule your vaccine today.

To replay this message, press 2.

Glaucoma Screening in Older Adults

Objective:
Inform patients over 65 of the need for routine glaucoma screenings

Suggested Patient Segment:
All patients over 65 who do not have a documented glaucoma screening in the last 24 months.

Message Script:
Hello, this is Dr. (Provider Name) with an important message for (Patient First Name) about your eye sight.

Glaucoma is sometimes called the "silent thief" because it can slowly steal your sight before you realize anything's wrong. The most common form of glaucoma develops gradually, giving no warning signs. Many people aren't even aware they have an eye
problem until their vision is extensively compromised. Glaucoma gives few warning signs until permanent damage has already occurred. That's why regular eye exams are the key to detecting glaucoma early enough for successful treatment. It's best to have routine eye checkups every one to two years after age 65.

If you have had an eye exam in the last two years, please press 2.

If you have not had an eye exam in the last two years, please schedule an appointment today with an eye care specialist to help prevent the loss of eyesight due to glaucoma.

To repeat this message, please press 1.