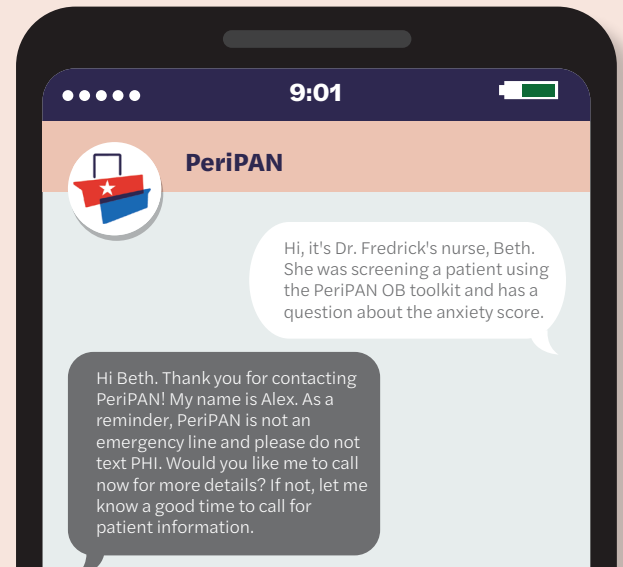




Too Busy to Call?

Start your PeriPAN consult with a text.

PeriPAN offers texting for enrolled clinicians.



How PeriPAN texting works:

1. Text your PeriPAN team at **903-502-1351**.
2. Get a response from your team within **5 minutes**.



Enrolled clinicians can text about:

- » Referrals
- » Resources
- » Consults



Once you've texted:

The PeriPAN team will call you to get additional details and provide the support you need.



When NOT to text:

PeriPAN does not provide emergency care. If a patient is in crisis, call **988** instead.

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What NOT to text:

Do not text patient PHI.



During a busy office day, texting was much quicker and more efficient than calling. I always get a prompt response that my request had been received, which allowed me to move on with my day.

Texting FAQ



How can the PeriPAN team help via text?

Texting can initiate a PeriPAN consult, regardless of the reason: resources, referrals, or peer consultation.

How long does it take for PeriPAN to respond to my text?

Our goal is to respond to you within 5 minutes.

Who can text PeriPAN for help?

All PeriPAN enrolled health clinicians can use PeriPAN texting. The PeriPAN team will call back to complete the consultation or collect information for resources and referrals.

Is my HRI's texting number the same as their phone number?

No. You can ask your PeriPAN team for their unique texting number.

Is texting the only way to reach PeriPAN?

No. You can always call. Texting is a quick and easy way to reach out and get started.

Can I text patient information?

No. Protected Health Information (PHI) cannot be sent via text. PeriPAN will call at a convenient time you select to collect more patient information to complete the consult.

Can I text in a mental health emergency?

No. PeriPAN is not an emergency line. Call 988 during a mental health crisis.

.....EXAMPLE #1.....

Hi, it's Dr. Fredrick's nurse, Beth. She was screening a patient using the PeriPAN OB toolkit and has a question about the anxiety score.

Hi Beth. Thank you for contacting PeriPAN! My name is Alex. As a reminder, PeriPAN is not an emergency line and please do not text PHI. Would you like me to call now for more details? If not, let me know a good time to call for patient information.

Please call Dr. Fredrick at 1:15pm today at ###-###-####.

OK, great. I'll call her then.

.....EXAMPLE #2.....

This is Dr. Henley's nurse, Frank. He needs a med consult.

Hi Frank, thank you for contacting PeriPAN. My name is Charles. As a reminder, PeriPAN is not an emergency line and please don't text PHI. What phone number can I use to call you back? I can call in 5 minutes or schedule a time later.

Sure, you can call him in 5 minutes on his cell: ###-###-####

Thank you, I'll have the reproductive psychiatrist call Dr. Henley in 5 minutes.