

## Terms and Conditions

- **Mjog will send you a text reminder 2 working days ahead of your booked appointment.**
  - Please note that if you book within 2 working days of your appointment, you will not receive a reminder.
  - If your appointment is on a Monday or Tuesday, you should receive your reminder on the Friday the week before.
- **For confidentiality purposes, this service is only available to patients over the age of 16 only**
- **For confidentiality purposes - this will only be available via your mobile at present (As other household members may pick up a message intended for you via your landline phone)**
- **We may use this service for a number of clinical reasons such as invitations to chronic disease reviews, Flu clinics or to help keep your records up to date.**
- **Don't forget to let us know if you change your telephone number(s).**

## Wetmore Road Surgery



This leaflet explains about the Mjog reminder service & how to access the service

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## About Mjog

**Mjog is a fully automated text and voice messaging service, which reduces missed appointments and assists with health or promotional campaigns.**

**Approximately 1 in 10 people miss their appointments and have to wait for another**

**Missed appointments cost the NHS £millions.**

**Missed appointments delay your treatment and increase waiting times for all patients.**

### **Mjog Features:**

- Free automated appointment reminders (sent by text to your mobile phone)
- 2 Way messaging (you pay the cost of a normal text message)
- Appointment cancellation function if you no longer need your appointment
- Health campaign invitations/automated patient recalls

## Important Notes

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**If your appointment is on a Monday or Tuesday, you should receive your reminder on the Friday the week before.**

**Don't forget to let us know if you change your telephone number.**

**We may use this service for a number of clinical reasons, such as invitations to chronic disease clinics or to help us keep your records up to date.**

**IF YOU DO NOT WANT  
THIS SERVICE**

**PLEASE TICK HERE**

**RETURN TO RECEPTION**

*(Admin Code: 9NdQ)*

## Registration Form

**Name:**

**Date of Birth:**

**Address:**

Please tick the boxes to indicate if you are happy for us to use these methods of communication with Mjog.

**Mobile number:**

**Home number:**

Receive Texts    Received voice calls

*Order of priority – if you are signed up to receive them and the service is available, text messages will always be prioritised, followed by voice calls to mobiles and then voice calls to home phones.*

**Email address:**

*(At the moment email reminders are not possible, but ticking this box now will enable us to set this up for you if/when it does happen)*

**I consent to the terms and conditions detailed overleaf.**

**Signed:**

**Date:**

Please pass this form to reception who will sign you up to this service at the earliest opportunity