

### FAQs – DrDoctor appointment reminder service

#### What is DrDoctor?

DrDoctor is a digital health company modernising how hospitals and patients communicate. They provide a convenient way for patients to manage their appointments while reducing costs, saving time, and developing better overall experiences for patients.

#### How is my data handled?

We only give DrDoctor the information needed to provide you with this service. DrDoctor is accredited to the highest standards set by the NHS for protecting the healthcare information of UK citizens. Find out more here: <https://my.drdoctor.co.uk/privacy>

#### Why do you want my mobile number?

We use your mobile number to send you appointment confirmation messages, appointment cancellation messages and appointment reminders. Our trusted partner DrDoctor will send you a text message with the details of your appointment. We also use your mobile number as part of the secure login procedure for our online appointment management service.

#### I've received a text message with a link to the online patient portal—why can't I log in with my details?

If you have followed the link in your text messages and cannot log in with your correct details, we probably do not have your most up-to-date details on our system. When you next visit the hospital, please check with the relevant reception that we have your most up-to-date:

- Name
- Date of birth
- Postcode

#### The link takes me to an NHS page, is this right?

The app we are using is an NHS service, shared with all The Royal Marsden for both NHS and private patients.

#### Is this service available in other languages?

Currently we are only able to provide this in English though we are looking to develop this further. Please speak to your international advocate if you have any specific requests.

#### I am about to change my mobile number—how can I add my new number to the system?

Please let the relevant reception have your most up-to-date mobile number, full name, postcode, and date of birth when you next visit the hospital.

#### I have a new mobile number which I am currently using so I cannot receive the one-time code to log in—how can I update it?

Please inform us of your new mobile number when you next visit the hospital.

#### Does it cost me to reply to a text message?

Text message replies will be free if you have a text message bundle with your service provider, otherwise you will be charged at your provider's standard rate.

#### I am not receiving text messages—should I be?

The reminder service is available for the majority of outpatient appointments at both The Royal Marsden Chelsea and The Royal Marsden Sutton. If you are not receiving appointment reminder text



messages, we may not have your correct mobile number on our system or the clinic which you are attending does not yet have appointment reminders in place. Please ask the relevant reception to check we have your most up-to-date mobile number when you next visit the hospital.

**Can I receive email notifications as well as text messages?**

If we have your email address on our system, you will also receive appointment reminders by email. If you would prefer to receive email reminders instead of text reminders, you can change your preference on the DrDoctor website. Unlike text reminders, email reminders do not cost the Trust anything to send. We would therefore encourage you to inform the reception of your email address on your next visit to the hospital.

**How can I stop receiving appointment reminders?**

You can reply STOP to any text message that you receive, which will end text message reminders.

**I have accidentally replied STOP to a text reminder and stopped receiving text reminders? How do start receiving them again?**

You can start receiving these reminders again by replying UNSTOP to the last message you received from us.

**How can I stop receiving email appointment reminders?**

By logging onto the DrDoctor website you can change your preference about the type of reminder you want to receive or let us know if you do not want to receive reminders.

**Who do I contact if I have any questions or concerns about the appointment reminder service?**

If you have any questions or concerns about the appointment reminder service please ring the number provided on your text message or 020 86613405.

