

## Patient Chat Feature

Boyd Healthcare Services offers a secure Patient Chat Feature to help communicate with patients regarding appointment-related needs and updates.

This feature may be used for:

- Rescheduling appointments
- Requesting updated documents or forms
- Uploading insurance information if it was not available at your appointment
- Other appointment-related communication

Patients cannot start a chat on their own. Chats must be initiated by a Boyd team member.

## Requirements to Receive a Patient Chat

- You must have a scheduled appointment with Boyd Memorial Hospital or one of our affiliated clinics
- You must be opted in to receive text messages from Boyd Healthcare Services

## What to Expect

If a Boyd team member initiates a chat with you, you will receive a text message from **(217) 955-3726**.

*Please save this number to your contacts.*

### **The text message will read:**

“Hi NAME, A representative at Thomas Boyd Memorial Hospital would like to CHAT with you. Please click the secure link to read and reply.

[Unique Secure Link]

Msg & data rates may apply.

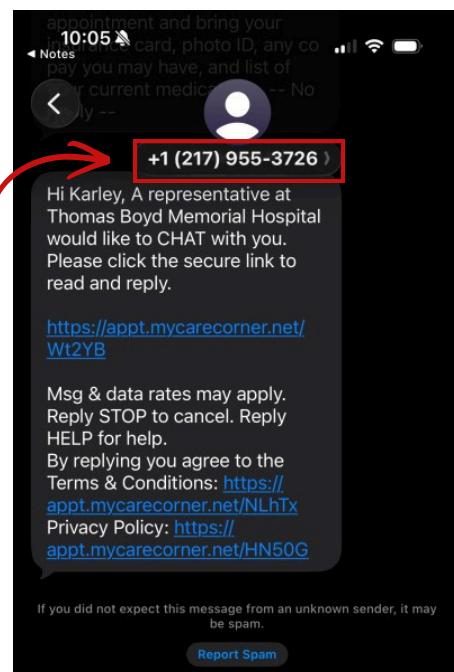
Reply STOP to cancel. Reply HELP for help.

By replying you agree to the

Terms & Conditions: <https://appt.mycarecorner.net/NLhTx>

Privacy Policy: <https://appt.mycarecorner.net/HN50G>”

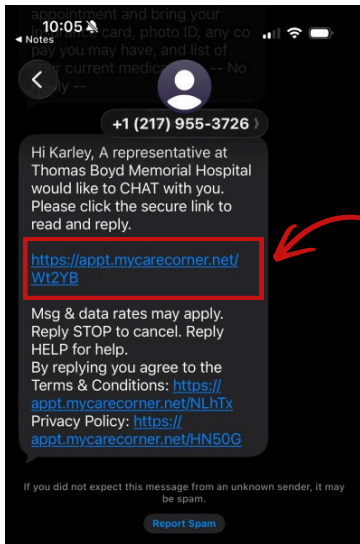
Messages will  
come from  
**(217) 955-3726**



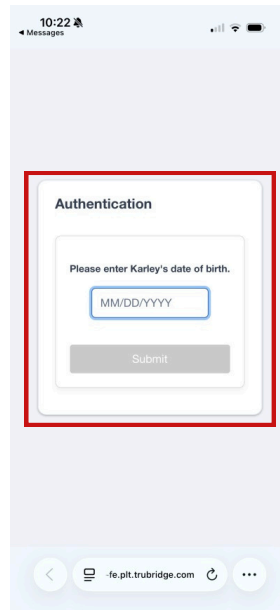
# How to Access Your Secure Chat

To access your chat:

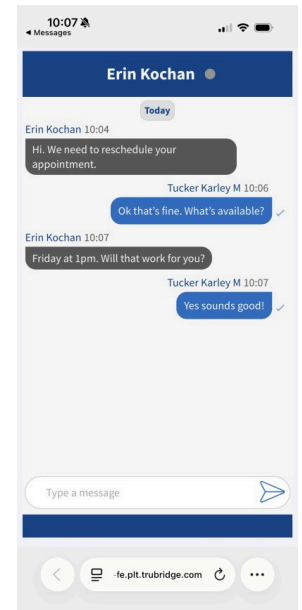
1. Click the secure link provided in the text message
2. Enter your date of birth for verification
3. Read and respond to the secure message



Click the secure link



Enter your DOB

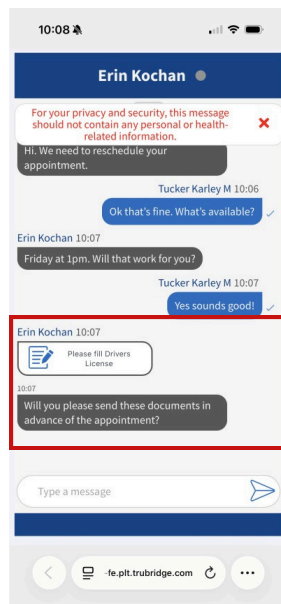


For your privacy and protection:

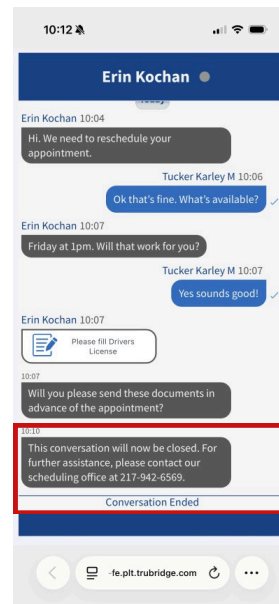
- Do not send personal health information unless specifically instructed to do so
- If documents or information are needed, a Boyd representative will send you a secure upload link
- Only use the secure chat link provided in the text message

Once a chat has been closed by a Boyd representative:

- The chat can no longer be accessed
- Patients cannot reopen closed chats
- A new chat must be started by a Boyd team member if additional communication is needed
- If you need additional assistance after a chat has been closed, please contact Central Scheduling at (217) 942-6569



Only upload personal information using the secure link



You will receive a message when the chat is closed