# This document is provided ‘open source’ as a template, and should be adapted to suit your practice. It does not constitute legal or clinical advice, but is provided as a helpful resource to embed Chain SMS within your practice. We welcome suggestions of changes to this document which we will share with our community of practices, please send them to [support@accurx.com](mailto:support@accurx.com).

# Chain SMS best practice

1. **SMS-first.** Whenever contacting a patient, ask if you could send an SMS instead to make it faster and more convenient
2. **Update numbers.** Whenever you get the opportunity, confirm and update a patient’s mobile number.
3. **Clarify the recipient.** If you’re sending a message to a shared mobile, make clear who it’s for.
4. **Send patient leaflets.** At the end of an appointment, share resources with the patient that they can use to self-care. You can use the built-in NHS Choices search.
5. **Be concise.** Don’t send lengthy messages, they can be hard to digest.
6. **Make templates.** If you’ve written a useful message, copy it and add it to your library of templates for next time.
7. **Check for errors.** We all make typos. Have a quick readthrough and look out for spellcheck underlining.
8. **Follow-up.** If sending critical information, don’t rely on an SMS message, but check that the patient has received and understood it.
9. **Share with colleagues.** Tell your colleagues in the practice (and other practices) the great uses you’ve found for SMS.
10. **Innovate.** Come up with new ways to use SMS to improve patient experience, practice efficiency and care quality.

# Chain SMS top examples

1. Your prescription is ready to collect from your nominated pharmacy.
2. Here’s a link with more information about sore throats, how to look after them and what to look out for…
3. I tried to call you, but couldn’t get through. I will try again later, and the number will show up as ‘Unknown’.
4. Please can you book a routine appointment with me to discuss your recent test results.
5. Here’s a link to the self-refer physiotherapy service…
6. Your Vitamin D level is slightly lower than it should be. Try and spend a bit more time outdoors and eat more foods like mackerel. You can also get supplements at your pharmacy.
7. Please remember to book a cervical screening appointment as you are currently overdue. It can help prevent cervical cancer.
8. As discussed on 1st July, you should have received a letter from the hospital by now about your referral. Please let us know if you have not.
9. As discussed, you should take the new medication as follows…and let us know if you have any of the following side effects…
10. Here are some videos of exercises that can help you manage your back pain…