

FAMILY GUIDANCE CENTER OF WARREN COUNTY

COMMUNICATION CONSENT

The Family Guidance Center utilizes an independent organization automated appointment reminder system that will call or text consumers at a designated number two business days prior to their appointments as a reminder of their upcoming visit.

The typical phone message will be: *"The Family Guidance Center would like to remind you that you have an appointment in the Washington office at 3 PM on Tuesday, October 6. If you are unable to attend, please call 908-689-1000 or the appropriate site office."*

The text message will be from FGWC: *"You have an appt with Jane (or Dr Jones) on October 6, 2019 in the Washington office at 3:00 PM. To confirm txt YES. To decline text NO. Text Help 4 Help."*
A NO will receive a reply to call 908-689-1000 to reschedule

The system may also be used on rare occasion to report emergency closings of the office so that you will not come to the office unnecessarily.

The Center understands that some consumers may not like to get these calls at certain numbers due to concerns about confidentiality. Therefore, we are asking you to complete the information below to let us know whether or not we can place calls and leave reminder messages for you. Please indicate the order of preference for the numbers that we may call. Please note- automated message must be phone call or text message, we are not able to provide both formats. It is the responsibility of the consumer to notify agency staff if any change in contact preference or numbers.

	Phone number	YES	NO	Order of preference (1, 2, 3, or 4)
Home Telephone				
Work Telephone				
Cell Phone Call				
Cell-Text Message				
Other				

NAME: _____

SIGNATURE: _____ Date _____

Processing Instructions

Admin Support Staff: update CareLogic with the designated phone number, the number listed as #1 needs to be identified as PREF (preferred) for the number to be captured by the reminder system. Text Message Reminder-Information Form must be completed. This form is then scanned into consumer ECR.

Care Logic~Contact Information Update _____
Text Message Reminder Info Form
(please initial)