To customize the text templates below for your practice, click File, Make a Copy to make your own editable copy.

# Step 1: Check-in Text Message Sent

*"Hi [Contact.FirstName], I'm just checking in to see how you are doing during these trying times. What are you doing to stay active? Please reply, even if it's one word. We are here to help. - [Contact.PracticeName]"*

# Step 2: After the contact replies to initial “check-in”

“Hey, We’re just checking-in. How are you staying active?”

* That’s great! Are you experiencing any pain while doing your daily activities?
* That’s great! Are you experiencing any pain while you’re at home?
* That’s great! Have you been experiencing any pain while at home?
* That’s great! Have you been experiencing any pain during quarantine?
* That’s great! Have you been experiencing any pain during these hard times?

# Step 3: After the contact mentions pain or suffering

1. What's going on with your <body part [knee, back, shoulder]>?
2. Are there any activities that increase your pain?
3. What have you done so far to help with your pain?
4. What is your pain stopping you from doing?

**Arthritis is going to be slightly different with the first 2 questions**

1. Where are you having your Arthritis Pain? [with this typically, they say all over there body.. this leads to question 2]
2. Which area are you having the most pain?
3. What have you done so far to help with your pain?
4. What is your pain stopping you from doing?

When Texts Should Go Out

* Confirmation Text
* Reminder Text 3 days before
* Reminder 2 days before
* Reminder 1 day before (automated)
* Reminder day of