Push Message

Educate, encourage, or engage Individuals enrolled in your CareSignal Programs with a click of a button. (An Individual is anyone you manage or coordinate care for: patients, members, customers, neighbors, consumers, etc.) Send text messages directly from you dashboard to one Individual or a small group of people. *Group support coming soon.*

Is this a secure chat feature?

No, there's no typing required. Choose from a pre-written message bank to supplement CareSignal's condition-specific Programs. Use our content or create your own!

How do I get started?

Contact your Account Manager or fill out this form: **crsg.nl/csu-push-message**.

Encourage Self-Reporting

Hi, it's your Care Manager, Ann! Thanks for sending your peak flow readings in for Adam. Our team will reach out if we get an out-of-range value.

Keep it up!

Share Timely Education

Hey, Rosa! It's your Care Manager, Brit. Questions about how to take your blood pressure using your new BP cuff?

Check out this great video: **www.heart.org**.

Prompt Inbound Calls

Hi Mike, it's Andrew, your CM! I recently called about a value you sent in.

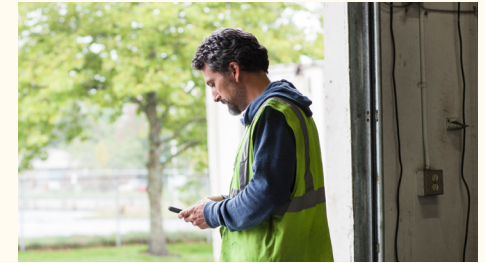Call me back at 555-555-5555 or set up a video visit via **your-portal.link/here**.

Establish Rapport
Send one-way, motivational texts to both new and experienced enrollees

Re-educate Individuals
Follow-up an Alert or encounter with customizable educational text messages

Reach the Hard-to-Reach
Send texts individuals that are hard to reach by phone during working hours

How is Push Message different from other CareSignal text-message features?

Blast Messages
- Send to anyone on a list
- One-way message
- No engagement data
- Data does not flow back to CareSignal dashboard

Custom Screeners
- Send to anyone on a list
- Two-way messages
- Basic engagement data
- Basic response data
- Data does not flow back to CareSignal dashboard

CareSignal Program
- Send to Program enrollees only
- Two-way, condition-specific phone calls or text messages
- Messages sent based on schedule or Individual response
- Data is analyzed and shown on CareSignal dashboard

Push Message
- New Program feature, send to Program enrollees only
- Sent based on Dashboard User's discretion (users know their Individuals best)
- One-way message
- SMS, text only to start

Have use cases for Push Message of your own? Contact your dedicated Account Manager or **Emily Srygley** our VP of Account Success now!

CareSignal® University