

**White Hall Family Medicine**  
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**Practice Communications**

**Providers to Patients**

We're excited to now offer mobile check-in! Please look for an email/text message a few days before your appointment from Phreesia, our new check-in system, which will allow you to register for your appointment from home and at your convenience. It will also allow you to complete some of the health questions and screeners that are useful for your visit with our providers.

**Email:**

Example

Hello, X,

We're excited to announce that we're now offering you the option to check in on your device before your appointment. Mobile registration streamlines your arrival at our office by allowing you to check in on your device using a link sent to you in an email or text message, either before your visit or when you arrive.

Please verify your cell phone number and email address with a staff member, and you can make your next visit simpler and faster!

**Q: What is Phreesia?**

**A:** Phreesia gives healthcare organizations a suite of applications to manage the patient intake process, including mobile registration. Mobile check-in allows you to complete pre-visit registration from your own device (any smartphone, computer, or tablet) ahead of time and in the privacy of your home.

**Q: Why is White Hall Family Medicine partnering with Phreesia?**

**A:** White Hall Family Medicine is partnering with Phreesia to save you time when arriving at our practice and to ensure that your health records will always be up-to-date. The information you enter is private and secure and will allow our team to better care for you.

**Q: Is the Phreesia system secure?**

**A:** Yes. Phreesia provides industry-leading privacy and security for our patients' data. They are held to the same standards as White Hall Family Medicine related to protecting your family's information; for additional information about Phreesia's security, visit <https://www.phreesia.com/patient-privacy>.

**Q: Do we need to use the new system for every appointment?**

**A:** Yes. But once you have completed the initial registration, the next time will be much quicker because Phreesia saves your answers.

**Q: Do I need to download an app to do mobile check-in?**

**A:** No. There is no app - you click the link provided in the text message or email. This allows you to securely answer any registration and medical questions necessary for your appointment.

**Q: Can I complete the forms in a language other than English?**

**A:** Yes! Mobile registration is available in 20 different languages, and the PhreesiaPads in the office offer Spanish in addition to English.

**Q: What happens if I can't finish my registration before the appointment?**

**A:** That's okay! If you have not completed your registration before the visit, see one of our receptionists, and they will be happy to send you a new link. Don't worry; Phreesia saves the information you entered previously.

**Q: What if I have questions or feedback?**

**A:** You can talk with any of our Office Staff in the clinic (870-247-9499), reach out through the **Contact Us** page on White Hall Family Medicine, or send a secure message through the Patient Portal.

