



# Frequently Asked Questions (FAQs)

## Why should I respond to these text messages?

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Our goal is to keep your health on track between visits to the office. We will send important information and ask how you are doing. We may also contact you by telephone if it looks like you could use additional help.

## Can a family member receive messages too?

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Yes, designated family members or caregivers can also receive and respond to messages. Just ask your care team to add them to your profile.

## How much does it cost?

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You do not have to pay us for this service. But if your phone service provider charges you for text messages, those fees may apply.

You can opt out from receiving messages at any time by replying STOP to the text message.

## How do I see my messages?

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You will receive a notification that you have a new message. All you have to do is click on the link to open the message.

## Are my messages with my care team secure?

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Yes, all messages meet healthcare security and privacy standards.

## What if I have questions?

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If you have questions about your treatment plan, contact our office directly.

If you have trouble logging in or questions about using our secure messaging feature, email [support@twistle.com](mailto:support@twistle.com) or call (855) 906-4680, from 7:00 AM to 7:00 PM Mountain Time.

## What is Twistle?

Your healthcare team will be sending secure text messages directly to your mobile phone, tablet or computer.

Our goal is to keep your care on track by sending important health information, right when you need it!

**Do NOT use Twistle for emergencies. Call 911 instead!**

