



# Too Busy to Call?

Start your CPAN or PeriPAN consult with a text.

CPAN and PeriPAN offer texting for enrolled clinicians.



## How texting works:

1. Text your CPAN/PeriPAN team at **903-502-1351**.
2. Get a response from your team within **5 minutes**.



## Enrolled clinicians can text about:

- » Referrals
- » Resources
- » Consults



## Once you've texted:

Our team will call you to get additional details and provide the support you need.



## When NOT to text:

CPAN and PeriPAN do not provide emergency care. If a patient is in crisis, call **988** instead.

## What NOT to text:

Do not text patient PHI.



During a busy office day, texting was much quicker and more efficient than calling. I always get a prompt response that my request had been received, which allowed me to move on with my day.

# Texting FAQ



## How can CPAN and PeriPAN help via text?

Texting can initiate a consult, regardless of the reason: resources, referrals, or peer consultation.

## How long does it take for CPAN/PeriPAN to respond to my text?

Our goal is to respond to you within 5 minutes.

## Who can text CPAN/PeriPAN for help?

All enrolled health clinicians can use texting. The CPAN/PeriPAN team will call back to complete the consultation or collect information for resources and referrals.

## Is my HRI's texting number the same as their phone number?

No. You can ask your CPAN/PeriPAN team for their unique texting number.

## Is texting the only way to reach CPAN and PeriPAN?

No. You can always call. Texting is a quick and easy way to reach out and get started.

## Can I text patient information?

No. Protected Health Information (PHI) cannot be sent via text. CPAN or PeriPAN will call at a convenient time you select to collect more patient information to complete the consult.

## Can I text in a mental health emergency?

No. CPAN/PeriPAN is not an emergency line. Call 988 during a mental health crisis.

### .....EXAMPLE #1.....

Hi, it's Dr. Singh. I need a referral for a patient with depression symptoms.

Hi Dr. Singh. Thank you for contacting CPAN! My name is Astrid. As a reminder, CPAN is not an emergency line and please do not text PHI. Would you like me to call now for the patient information?

Please call my nurse Ashley at the office: ###-###-####

OK, I'll be calling her within 5 minutes.

### .....EXAMPLE #2.....

This is Dr. Henley's nurse, Frank. He needs a med consult.

Hi Frank, thank you for contacting PeriPAN. My name is Charles. As a reminder, PeriPAN is not an emergency line and please don't text PHI. What phone number can I use to call you back? I can call in 5 minutes or schedule a time later.

Sure, you can call him in 5 minutes on his cell: ###-###-####

Thank you, I'll have the reproductive psychiatrist call Dr. Henley in 5 minutes