

Hello World

Frequently Asked Questions

How do I sign up to receive texts from LMHS?

To sign up for important text messages including appointment reminders, billing updates, care management support, and MyChart account information, text START to 60761. Message and data rates may apply, and frequency may vary. You can also update your communication preferences in your MyChart account by selecting Communications Preferences underneath Account Settings in the main menu. From there, you will be able to select text message for the types of communications you would like to receive. Make sure the toggle button is selected to blue for text message, and click Save Changes.

I do not want text message reminders for my appointments. How do I stop those?

If you wish to no longer receive any text messages from LMHS, you can opt out by texting "STOP" to 60761. You can also change your communication preferences at any time by logging into your MyChart account, selecting Communication Preferences under Account Settings in the main menu, and turning off the text message option.

I accidentally opted out. What do I do?

You can opt in again by texting START to 60761 or by changing your communication preferences to subscribe to text messages again in MyChart.

How do appointment text messages work?

LMHS patients or their designated proxy will receive an appointment notification text message when an appointment is scheduled. You will also receive an appointment confirmation text message two days before your appointment if it has not already been confirmed. Patients should review the date and time of each appointment and use the prompts provided in the message to either confirm, reschedule, or cancel the appointment.

If you are seeking an alternate appointment time and have been put on the waiting list by an LMHS team member, you may receive additional text messages offering a different appointment time and/or date. By using the prompts provided in the text message, you can either accept (reschedule) or decline the new appointment. If you choose to reschedule, the new appointment slot will replace your previously scheduled appointment. If you decline the new appointment offer, you will continue to remain on the waiting list until you complete your appointment or are removed from the waiting list.

Will I receive reminder text messages for all of my scheduled appointments?

Patients will receive text message reminders for all appointments directly related to their care.



What happens if I don't respond to the appointment confirmation text message?

If you do not respond to the appointment confirmation text message, your appointment will remain scheduled but you may receive a phone call from your provider to confirm.

How do I update my phone number?

You can update your phone number by logging into your MyChart under Personal Information in the main menu, or by calling the MyChart Patient Support Line at (220) 564-4750. Patients may also update their phone number with the office staff at the front desk during check-in at any appointment.

Will this cost me anything?

LMHS does not charge for this program; however, message and data rates may apply from your mobile carrier. When you opt-in to receive text messages, you are responsible for any carrier fees such as data plan charges, tolls, out-of-area roaming, and other charges. Message frequency may vary. Please note that SMS communications from LMHS may not be available through all mobile carriers. Carriers are not liable for delayed or undelivered messages.

Will I still receive phone call and email reminders?

Yes. Text messages will not replace email or phone call reminders. The text messages will serve as an additional reminder if you have not already confirmed your appointment.

Our [Notice of Privacy Practices](#) is viewable at this link. To contact us, please email patientportalquestions@lmhealth.org or call (220) 564-4030.



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