

Hello World

FAQ for Patient

What is Hello World?	Hello World is Epic's text message service.
What types of text messages will I receive?	Reminders and notifications for scheduling, statements and billing, referrals, and instructions for accessing your after-visit summary.
Do I need a MyChart account to access Hello World?	No, a MyChart account is NOT required to receive SMS services through Hello World.
How do I subscribe?	You Can: Text START to 73153 OR Call our MyChart Support Line OR Subscribe via communication preferences in MyChart
How do I unsubscribe?	You Can: Text STOP to 73153 OR Call our MyChart Support Line OR Subscribe via Communication Preferences in MyChart
Who do I contact for assistance?	MyChart Support Line 831-771-3885.
Do I need a MyChart to make a payment via SMS?	No, guest pay services will allow people without MyChart to make payments.
What time will messages be sent?	Messages will be sent between the hours of 8:00AM and 5:00PM.
How do I update/control communication preferences?	Update communication preferences in MyChart under communication preferences. Or Call our MyChart Support Line
Can I have different communication preferences than the patients I have proxy access to?	Yes, proxy users can adjust their communication preferences by choosing the patient account they wish to modify through the Communication Preferences option in the MyChart menu.
Do you share or sell my phone number to any outside parties?	No, your personal information is not shared with anyone.
How do I verify my phone number?	Select the Update Contact Info card in MyChart. A code will be sent to your mobile number on file.
Who is Salinas Valley Health?	Multiple independent clinics partner with Salinas Valley Health to support their electronic health record system and health related communications: SVH Clinics, Doctors on Duty, Central Coast Nephrology, Central Coast Infusion and Santa Lucia Medical Group

Does subscribing to one service area automatically subscribe me to all other service areas?

Yes, you will be opted in for all of our service areas.