

Text Messaging Vendors

Provided by UT Center for Health Communication | website: <http://moody.utexas.edu/healthcomm>
email: healthcomm@austin.utexas.edu | Note: revisions or additions should be emailed for inclusion in future drafts.



Callpointe

<http://www.callpointe.com/>

Callpointe has created an easy to use web-based service for medical professionals to automate patient communications. We have developed services that reduce office no-shows and free the medical staff to spend more time with their patients. We specialize in appointment reminders by phone, as well as by email and text reminder. Additionally, Callpointe automates functions like secure lab test results and health maintenance recalls. We require all of our employees to complete a HIPAA Business Associate Course to ensure best practices.

Has worked with Health1 Technologies

Cellit Spark/Hello-World

<https://cellitspark.com/>

HelloWorld's combination of technology power and agency services allows brands to motivate consumer behavior through promotions, loyalty, and CRM solutions. One holistic, rich engagement platform gives you the flexibility to create something big (or little), always solid and secure, with 24/7 analytics.

Has worked with: Florida Blue Cross and Blue Shield; Walgreens; The Chicago Tribune; The Weather Channel; Cirque Du Soleil; IKEA; HBO; NHL

Clearstream

<http://getclearstream.com/>

Reach your customers via text message with our beautiful web-based software and mobile app. The mission of Clearstream is to build the best mobile marketing and communication products in the world, to help our local community become one of the leading tech hubs in the U.S., and to inspire the next generation of technology entrepreneurs. Our philosophy has always been to develop enterprise-grade mobile marketing applications that are well designed and easy-to-use. Great software is a balancing act – form and function, simplicity and utility, design and functionality. We started out this year by launching the first SMS marketing app for iOS. We'll also be launching an Android version this year. With our app, you can fully manage your Clearstream account right from your phone. We currently serve the U.S. market exclusively. Every day, businesses in other countries are asking for our product. This year, we will be launching the Clearstream platform to several new countries.

Has worked with: Sentara Healthcare; Anytime Fitness Worldwide; Fortis Institute

Everbridge

<http://www.everbridge.com/>

As global unpredictability continues to converge with advances in mobility and technology, Everbridge has redefined the market for unified critical communications. We remove global, regional, and technology barriers to enable organizations to quickly communicate and collaborate with the right context. This helps our clients be better prepared, make better decisions, and respond quickly and confidently during disruptive events—ranging from natural disasters to security breaches to transit strikes and other continuity incidents. More than 2,500 organizations rely on us to manage these critical communications. In critical situations, hospitals have significant operational challenges related to staffing, resources, technology, and care. Your biggest challenge of course, is delivering the best quality care to all patients. Whether it's an unforeseen crisis, a need-to-know situation, or dealing with HIPAA law in daily clinical communications, we equip healthcare organizations with the unified critical communications platform needed to deliver high-quality patient care while efficiently keeping staff connected, without violating HIPAA privacy rules.

Has worked with: Rockford Health System; Saint Francis Hospital and Medical Center; Shands Jacksonville Medical Center; John Dempsey Hospital; Antelope Valley Hospital; Broward Health; Roche Pharmaceuticals

NOTE: this is the company that created HipaChat (below).

HipaaChat

<http://www.hipaachat.com/>

HipaaChat's HIPAA-compliant text messaging. It also does video calls like FaceTime or Skype, but is HIPAA-compliant for healthcare. The beauty of HipaaChat is in its simplicity, because your doctors and nurses can text just like they normally would otherwise. It's not only texting patient info and images, but also video calls. The FaceTime-like video calls are integral in providing accurate consults and patient assessments, from anywhere. For example, our cardiologists can view real-time ECHOs and do outpatient follow-ups via HipaaChat's telemedicine video calls. Neurologists can triage patients from the EMS and referring hospitals according to stroke protocol, obviously resulting in lives and brain cells saved. As another example, it's been a huge help for ED Throughput. We're sure you can imagine many more use cases for your hospitals and practices as well. Hipaachat works with phones and iPads that doctors, nurses and staff are already using. It is a service, which means there are no servers or infrastructure for IT departments to purchase and maintain.

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Ez texting

<https://www.eztexting.com/>

Since 2006, Ez Texting has helped thousands of businesses and groups use mobile technology to connect with their customers, members and clients. With a simple and affordable method of mobile communication, organizations from around the globe have enhanced their marketing strategies with Ez Texting. Text message marketing features like mobile coupons, keyword autoresponders, and efficient group messaging allow Ez Texting clients to reach their customers via the most convenient, effective, and personal technology available: their mobile phones. Ez Texting's do-it-yourself service has been used by all sizes of clients across a variety of industries, from small organizations to Fortune 500 firms.

Has worked with: Creighton University; California State University – Los Angeles; University of Michigan – Flint; Community United Against Violence; The Archdiocese of Halifax

Imprivata

<http://www.imprivata.com/>

Over 80% of providers surveyed by Ponemon admit that they text patient health information insecurely from their mobile devices. Why? Because care providers find texting to be more efficient than any of their other communication tools. However, SMS messaging is not a secure form of communication that can result in a HIPAA violation of up to \$1.5 million per event, per hospital. Organizations need to implement a secure communications strategy, and solution, to secure PHI and improve workflows. Imprivata Cortex is the secure communications platform for healthcare that enables organizations to replace pagers and improve care coordination, inside and outside the hospital.

Has worked with: NorthShore University HealthSystem; Boulder Community Hospital; Cambridge University Hospitals NHS Foundation Trust; Mercy Health System; ValleyCare Health System; University Hospitals Bristol NHS Foundation Trust (UH Bristol); Southwest Washington Medical Center; Spencer Hospital; Parkview Adventist Medical Center; OhioHealth; Newcastle upon Tyne Hospitals NHS Foundation Trust; MeritCare Health System; Melbourne Internal Medical Associates; East Kent Hospitals University NHS Foundation Trust; Memorial Healthcare; Mackenzie Health (Ontario, Canada); Metro Health; (The Department of) Justice Federal Credit Union; The City of Miami ;The City of Marietta (Georgia)

JDL Technologies

<http://www.jdltech.com/>
<http://www.jdltech.com/text-message-protection.aspx>

Healthcare providers use smartphones and tablets and a multitude of applications across those tools—including text messaging—to discuss cases and transmit files. It's how we work. JDL HealthTech provides secure text messaging that's HIPAA compliant and transparent to users, so that you can continue texting with complete peace of mind.

Our cloud-based text message protection solution employs a fully encrypted, well-developed SaaS platform powered by TigerText, a groundbreaker in secure text messaging.

Is partnered with: TigerText; Xerox; Cisco; HP; All Medical Solutions

Has worked with: Zumba Fitness; Palm Beach Diabetes & Endocrine Specialists; Nipro Diagnostics; The King's Academy

Message-Media

<http://www.message-media.com/>

SMS text is speedy relief for the medical and aged care markets. Using SMS text for appointment reminders reduces your no-show rate. One hospital reduced its patient no-shows by a huge 44%. Far fewer appointments were missed. The implementation of our SMS text service flowed through the business like a river. Lost appointment revenue was regained. Waiting lists were cut. Approval by patients, and staff happiness with the appointment system went through the roof. Costs were reduced – not to mention the postage savings achieved by replacing letters with SMS text, the admin time that mounted up and up when appointment reminders are handled by phone or email, the stationery and printing costs, the extra admin follow-ups to reschedule appointments, the wasted handling of medical records, and the spiraling costs of doctors and nurses and specialists sitting idle. We changed all that. The ROI was over \$140 for every dollar invested in SMS text.

Has worked with: Marrick Medical; Baltimore Orioles

Mobile Accord

<http://www.mobileaccord.com>

Mobile Accord is a mobile platform company powering communication for social good. Mobile Accord's products and services empower major nonprofits, political organizations, universities, governmental entities and corporations to benefit from the power of mobile technology. We offer the solutions and strategic expertise necessary to successfully implement scalable mobile solutions around the world. Our innovative technology and mobile expertise allows us to assist you in developing a powerful mobile solution to fit your specific objectives. We work on behalf of our clients to address all procedural steps with the major operators to ensure a reliable, secure communication channel.

This company also created GeoPoll and mGive: mGive is the leading provider for nonprofit mobile communication and fundraising in the U.S. Eighty-five percent of all U.S. mobile donations are managed through mGive, with 10,000 mobile campaigns and \$72 million raised on behalf of its clients.

Was a 2008 MMA Global Finalist - Leadership in Innovation/Creativity

Has worked with: American Red Cross; Keep a Child Alive; United Way; The Salvation Army; AmberWatch Foundation

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Mobile Commons

<https://www.mobilecommons.com/>

At Mobile Commons, we are dedicated to helping you achieve instant results with text messaging. Our mobile strategy team provides unparalleled customer support from day one and will guide you from implementation to optimization of your mobile campaigns. Whether you need technical assistance or help growing your mobile list, our seasoned mobile strategists are ready to provide you with the customized support you need to succeed. Mobile Commons platform is a self-service, out-of-the-box solution for providing you mobile and text messaging campaigns. Mobile Commons' web-based dashboard makes it easy to get started with text messaging, while our feature list scales to meet the needs of the most sophisticated mobile marketers. Our secure servers process millions of 2-way text messaging conversations and phone calls. Our customizable backend database integrates with the most popular 3rd-party CRM & email providers and can be easily extended with our API.

Has worked with: National Cancer Institute; Planned Parenthood; Humane Society of the United States; Obamacare; Obama 2012; New York City; Viacom

mobileStorm

<http://www.mobilestorm.com/>

Not a supplier, but a partner in bringing you the right technology to reach your audience in the way they want to be reached: email, SMS, push, mobile apps and social media.

Has worked with: Kaiser Permanente; Humana; American Idol; Dog Whisperer with Cesar Milan; Planet Hollywood; MGM Grand; FOX; NASCAR

Mobivity

<http://mobivity.com/>

Mobivity allows thousands of businesses nationwide to engage and activate existing customers through a suite of patented mobile marketing, analysis, and loyalty applications. The company provides mobile marketing tools for local advertisers and custom audience-engagement solutions for sports and media producers. Mobivity brings to the scene of text message marketing service an array of features and reports that will empower even the most basic of marketing efforts. Through this interface, you can set lofty goals to expand your business and facilitate greater two-way communication with your contacts. This service succeeds in helping set the bar for top-performing services in this category through features like voting and polling, personalization, keyword management and more.

Mobivity offers numerous communication features designed to cultivate two-way communication with your contacts. It's not enough that you push out text messages, which makes it imperative that you pursue a service like this one that allows you to create auto-responders, polls and keyword responses. This product provides users with a strong compilation of messaging tools that we feel play heavily to its advantage in this review. One handy feature we encountered was called Live Monitor. This tool enables you to receive live results for a message campaign using a specific keyword. With Live Monitor, you can track which contacts received a text message as well as which contacts responded with votes on a poll. You can stop the monitor at any time and view the current results of a message campaign or even create a chart that displays the real-time results of a message. Additionally, you have the option to view opt-ins as they come in. Mobivity offers a diverse range of reporting features that will enable you to track many aspects of your mobile marketing campaigns. You can easily view the Message Summary Report to examine inbound and outbound message traffic, the Keyword Replay Summary to review replies sent for specific keywords and the Mobile Summary to check delivery status reports. These reports make it easy to review and gauge the performance of your SMS marketing campaigns. With the exception of being able to track carriers, these reports are professional in appearance and detailed in their data.

Has worked with: Jamba Juice; Dairy Queen; Dunkin' Donuts & Baskin-Robbins

Mosio

<http://www.mosio.com/>

Patients and healthcare providers are looking toward mHealth technology for a future of more accessible, comprehensive healthcare. Mosio's solutions provide efficient, private, effective ways for health professionals, counselors and information specialists to provide patients with more inclusive healthcare via text messaging and mobile web services in two main areas:

- Healthcare Prevention Services
- Healthcare Communication Services

Mosio won a SXSW Web Award in the "mobile" category.

Has worked with U.S. Health Connect Inc., University of Kentucky College of Public Health; Laramie County – Public Health, Identigene (DNA testing); American Association of Pathologists Associations; Association of College and Research Libraries; Southwest Airlines; American Library Association; National PTA; McCann Erickson

Mozeo

<http://www.mozeo.com/>
<http://www.mozeo.com/text-messaging-services.php>

Started in 2007, Mozeo.com helps organizations of all sizes easily communicate to their audience. Our all-in-one account center has everything you'll need to be successful. There are thousands of companies who use Mozeo, from household names like LEGO and DeWALT to the pizza shop down the road. Unlike most tech companies who set up shop on the West Coast, Mozeo can be found on the East Coast. You'll find our offices right in the center of New York State in the city of Camillus.

Has worked with: LEGO; Heineken; Coors Light

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ProTexting

<https://www.protexting.com/>

We are experienced professionals who have been in the mass text messaging business for over six years now. Throughout these years one question repeats with almost every client; I want to start using Text Message Marketing, but how can I do it quickly, without the large upfront expense and complex set up? We decided to make it affordable and easy for small and medium size businesses and solve this challenge for all of them. ProTexting.com helps you communicate with your contacts more efficiently. The cell phone has become a permanent companion in our daily lives. This is why text marketing is now the best way to reach groups of people with the same message instantly. Text messages are immediate and is pretty much guaranteed that it will be read by the recipient.

Has worked with: Texas Crowdfunding Conference

qliqSOFT

<https://qliqsoft.com/>

Secure messaging network for healthcare providers; HIPAA compliant messaging.

At qliqSOFT, we believe every customer is an important and vital member of our team; they are crucial to the success of our HIPAA compliant secure messaging platform. It is only by working together and listening to each other that we can close the communication loop between hospitals, primary care providers, pharmacies, ancillary service providers, and patients.

Has worked with: Altoona Regional Health System; Mahaska Health Partnership; San Antonio Kidney Disease Center; Hospice of Wake County; Advanced Dermatology of Southeast Missouri; Tri-County Orthopedics; Telemammography Specialists

SUMOTEXT

<http://www.sumotext.com/>

SUMOTEXT helps brands, agencies, and nonprofits kick-start and sustain conversations and commerce with mobile audiences via SMS, MMS, Apple Passbook, and Google Wallet.

Has worked with: Quest Diagnostics; Heifer International; Food Pyramid; EA Sports; United States Naval Academy; Boyz II Men; Applebee's; Boar's Head

TelmedIQ

<http://www.telmediq.com>

Doctors and medical staff frequently use text messaging to convey Patient Health Information (PHI). The rapid communication offered by texting can dramatically improve the efficiency and speed of healthcare delivery. However, sending PHI in text messages puts healthcare organizations at risk of being in violation with the Health Insurance Portability and Accountability Act (HIPAA). Used in over 1,000 facilities, SmartText, our HIPAA compliant texting app, is a leader in secure text messaging for healthcare. From large hospital networks to small private practices, healthcare organizations use SmartText as their preferred method of secure text messaging and communication to comply with HIPAA, HITECH and other industry standards. SmartText goes above and beyond secure texting HIPAA text messaging by providing healthcare workflow integration including escalation policy, on-call schedules, and integration with the patient census or Electronic Medical Record. By enabling patient centric communications approaches, SmartText can improve patient safety while eliminating the burden of manually logging communications about patients to the medical record.

Has worked with: Sound Physicians; 4C Medical Group; The Center for Orthopedic Research and Education; Transitions Geriatrics Group; Scottsdale Healthcare; Foothill Pulmonary and Critical Care Medical Group

TeleVox

<http://www.televox.com/>

To date, 140,000 providers, industry leading hospitals, and more than 100 health plans have chosen TeleVox as their technology partner. Send single text messages, group text messages, or text blasts from our online dashboard.

Has worked with: Kaiser Permanente Northwest; Vanderbilt Medical Center; University of Pittsburgh Medical Center; Baylor Clinic; Aegis Women's Healthcare; Annapolis OB-GYN; Avon Orthodontics; Cardiology of Virginia; Crovetti Orthopaedics & Sports Medicine; Excellus BlueCross BlueShield; Houston Eye Associates; MD Anderson Cancer Center; Sentara Healthcare

TigerText

<http://www.tigertext.com/>

Using TigerText's secure text messaging solution as an example, healthcare organizations and other HIPAA-covered entities can use various elements of our secure messaging platform to safeguard the integrity of electronic protected health information (ePHI) and comply with the physical, technical and administrative requirements of the HIPAA Security Rule.

Has worked with: Scottsdale Health Partners; Scott & White Healthcare; Stamford Hospital; UK (University of Kentucky) HealthCare; Village Healthcare & Rehabilitation; Wace Surgical; Rooks County Hospital; Limestone Medical Center; Mt. Hood Hospice; Houston Fertility Institute; Adventist Health; Hartford HealthCare; University of Connecticut's School of Medicine

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Trumpia Trumpia's online software is complete with SMS, MMS, Mobile App as well as Email and Social tools. It comes with powerful automation technologies that send the right messages to the right audience at the right time.
<http://trumpia.com/>
<http://trumpia.com/health-care-text-messaging.php>

At the heart of healthcare is caring for the well-being of your patients. For that, you need effective communications to make sure they feel cared for. Trumpia's All-In-One Messaging solution provides multiple ways, from email and mobile texting to voice broadcast, Facebook and Twitter, to keep your patients informed and reminded. Healthy living starts with good medical advice. Let your patients sign up through an online sign-up page to receive informative monthly e-newsletters. Even customize the email with helpful images and your logo. Send timely SMS notifications to remind them about check-ups and seasonal shots. And spread the word about special events, like fundraisers and other functions, via social media updates that fans and followers can share with their friends.

Has worked with: Cambridge Health Alliance (Cambridge Public Health Department); WebMD; UCLA; Stanford University; YMCA; McDonald's; Time Warner Cable; State Farm; ESPN; Google; Honda; eBay; Hard Rock Café; Zappos; Quiznos Sub; Jamba Juice; Microsoft; LA Lakers; LinkedIn

Twilio SMS Text Messaging - Programmatically send and receive SMS worldwide. Route text messages globally to and from your application over local, mobile, toll-free, and short code numbers.
<https://www.twilio.com/>
Has worked with: Sprint; eHarmony; Cola-Cola; PayPal

Voxiva Different people need different motivations to change behavior. Encouragement, competition, games, education, challenges, fear... it's not one size fits all. For over a decade we have been helping our customers keep members, patients and populations healthy and provide cost-effective digital support when they are not.
<http://www.voxiva.com/>
Has worked with: American Diabetes Association (diabetes); The American Academy of Pediatrics (children's health); Healthy Mothers, Healthy Babies (pregnancy); The George Washington University (smoking)

Zoho Zoho Support pulls in all your customer interactions from across multiple channels into a single, clean interface. You can then seamlessly continue these conversations and help customers easily (via email; phone; chat; social media; self-service portal; forums; form embed). Zoho Support enables you to notify your customers and agents via Text Messages(SMS). For example, when a ticket is raised by your customer or a new task has been added, he would be acknowledged by sending a notification. More so, your agent will be notified when a ticket has been assigned to her. These notifications have traditionally been through email. Now, with Text Message feature enabled, your notifications will never be missed. In fact, you can choose who should be notified and when.
<https://www.zoho.com/>