

**TO: (Our Patients)**  
**FROM: (Doctor's Name or Practice)**  
**RE: New HIPAA-Compliant texting platform to make it easier to schedule your office visits and procedures.**

We recently began utilizing a new software program that will **SIGNIFICANTLY** ease the scheduling process for your future office visits and procedures. This software is a HIPAA-Compliant texting platform **App called Instant Access LLC** and may be **downloaded (for free)** from the App Store for iPhones, and Google Play for Android devices. It allows you to text-message schedule from your Smartphones; or you can also use a desktop/laptop version at [www.myinstantaccess.com](http://www.myinstantaccess.com).

This easy to use platform App eliminates phone calls, busy signals, voicemails, phone-tag, etc. It enables you to be connected directly, via text-messaging to the schedulers who now have the capability to manage unlimited requests on demand.

**To make the Platform App more effective, when you are referred to our office for either an office visit or a procedure, please pick up a referral instruction card at the front desk and do one of the following:**

**Mobile App**

1. Go to the App Store on your iPhone or Google Play on your Android Devices and download the Instant Access LLC App
2. Register, then login
3. Find the physician by name or practice that you were referred to on the Search Bar
4. Start text-messaging to schedule your office visit or procedure
5. If interrupted, you may return to your text at any time until your appointment is scheduled

**\* Desktop / Laptop**

1. Go to [www.myinstantaccess.com](http://www.myinstantaccess.com) (Google Chrome Browser preferred)
2. Register, then login
3. Find the physician by name or practice that you were referred to on the Search Bar
4. Start text-messaging to schedule your office visit or procedure
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**\* If using a computer on a corporate network at work, you will be required to either:**  
**A.) Get IT to approve URL for your desktop computer at work**  
**B.) Use your cell phone browser on cellular**  
**C.) Download Instant Access LLC App from iPhone store or Google Play for Android**  
**D.) Connect your Desktop/Laptop to your smartphone hotspot**

Sincerely,

**(Doctor's Name or Practice)**



Toll-Free Number  
(833) 427-2665

[info@instantaccesssolutions.com](mailto:info@instantaccesssolutions.com)  
<http://myinstantaccess.com>