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.
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.

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**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.