



Neurodevelopmental Center of Excellence

November 9, 2020

Dear Joya Families,

We are excited to tell you about our new HIPAA compliant secure texting system, OhMD. This new system will allow you to text with your therapist, teacher or family resources coordinator (FRC) in a secure way, so that you can feel confident your child's health information is protected.

On Monday, November 16th, your child's care team will no longer be able to respond to texts to their personal cell phones. The good news is you can reach all members of your child's care team (therapist and/or teacher and FRC) by texting Joya's main number, (509) 326-1651.

When you text (509) 326-1651, your message will be securely relayed to all members of your child's care team. Only those members of your child's care team will receive your message. You can help improve communication by including the name of the care team member you're trying to reach in your text. If you have more than one child, please include your child's name as well.

Joya will also use this system to send broadcast messages to families to remind you of facility closures, like this Wednesday's Veterans Day observance. You will receive a text from (509) 326-1651 to remind you of Wednesday's closure. Please save this number in your phone's contacts and begin using it on Monday, November 16th.

Sincerely,

Christina Fox, RN, BSN
Program Director