

We do not usually inform anyone else if you contact ChatHealth. We might inform someone if we are concerned for your or your children's safety, but we would usually speak to you first. Your messages are stored and can be seen by other healthcare staff who follow the same confidentiality rules.

We aim to reply to you within one working day and you should get an immediate bounce-back to confirm your text was received. Texts will not be seen outside of normal working hours. Our text number does not receive MMS picture messages or voice calls. We support messaging from UK mobile numbers only (which does not include messages sent from landlines, international mobile numbers and some 'number masking' mobile apps) Prevent the ChatHealth nurse from sending messages to you by texting STOP to our number. Messages are charged at your usual rate.



SH02047_7 - 13/05/07

School Nursing Text Message Advice Service

Advice for parents and carers of children 5-19 in Hampshire

We can help you with all kinds of things, like:

- Sleep and Behaviour
- Healthy Lifestyle
- Toileting
- Staying Safe
- Health Conditions
- Emotional Well-being
- Drugs & Alcohol



THIS IS NOT AN EMERGENCY SERVICE
For urgent attention please contact your GP or call 111 or 999

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Eric - eric.org.uk

Bladder and Bowel UK - www.bbuk.org.uk

Autism Hampshire - autismhampshire.org.uk

National Autistic Society - www.autism.org.uk