

Epic Hello World

Frequently Asked Questions

(Current as of 1/28/2026)



General Information

What is Hello World?	Epic’s communication platform that helps us connect in the preferred communication method (text, automated calls, email) of our patients, prospective patients, guarantors, and proxies.
When does Hello World go live?	Hello World goes live February 3, 2026 with the transition beginning at 5:00 am and ending by 7:00 am. Artera and Twilio are sunset at that time.
Why are we switching to Hello World?	Hello World allows us to better engage patients, simplify communications, streamline processes and reduce vendor costs. Because it fully integrates with Epic, we can communicate with patients in the way they want, improving patient satisfaction.
Why is it important for patients to opt into texting?	Patients are seven times more likely to respond to text messages than emails, making them a great tool. Opting into texting is a legal requirement to ensure we are compliant.
Why are we changing verbiage from “eCheck-In” to “check in online” or “registration tasks”?	We have adopted Epic-released content which uses plain language for patient clarity.
Is our communication strategy changing?	No. Patients will still receive notifications at 7 days prior and 1 day prior to appointments.
Can we track the new communications?	Hello World dashboards show how each communication channel is performing including message volume, delivery success, and overall patient engagement. This tracks opt-in and opt-out trends over time, as well as how many patients interact with two-way messages (i.e., eCheck-ins, appointment confirmations, payments).

Proxy Access

To fully enable the functionality of Hello World, changes to proxy access have been made.

<p>What changes are being made to proxy access?</p> <p>This will also allow for parents sharing custody to both have access to the appointments, there can be more than 1 proxy.</p>	<p>Currently, proxies (i.e., parents, legal guardians) for teen MyChart accounts (ages 12 - 17) have no access to appointment information. With this change, proxies will be able to see upcoming appointments, which allows Hello World to send them reminder messages. They can also schedule, cancel, and confirm appointments, as well as complete eCheck-In on behalf of the patient.</p>
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What about confidential appointments (related to alcohol/drug usage, pregnancy, STIs, etc.)?	This is not changing; proxies cannot view any information related to confidential appointments.
When do these changes go into effect?	February 3, 2026
Are there changes for foster parents?	No, foster parents should continue to follow the normal proxy request process to access patient accounts. If the foster parent does not have a MyChart account, they will need to create one. This applies to foster parents who are patients and those who are not. Staff will then verify the legal documentation on file and grant proxy access as appropriate. As a reminder, patients in foster care will have the Foster Care flag on their Storyboard.

The Patient Experience

What type of messages will patients receive?	Same types of messages they receive now (appointment reminders, test results, billing statements, etc.).
Do patients need a MyChart account to access Hello World?	No, a MyChart account is not required to receive communication through Hello World.
How can patients subscribe to texting?	Beginning February 3, patients can: <ul style="list-style-type: none"> Text START to 69354 (easiest) Log into their MyChart and update their Communication Preferences Opt-in at their clinic with registration or scheduling staff.
How do patients opt out of texting?	Text STOP to 69354. It is important that patients understand opting out of texting opts them out of text messages from CentraCare and all clinical affiliates.
What branding will patients see with Hello World text notifications when opting-in?	If you text “START” to the generic opt-in number (69354): <ul style="list-style-type: none"> You will receive a confirmation message indicating you’ve been opted into notifications from CentraCare & Clinical Affiliates. (<i>Clinical Affiliates refers to our Epic Community Connect sites.</i>) If you opt in during an appointment with registration staff: <ul style="list-style-type: none"> You will receive a confirmation message that includes your specific site’s branding, so it will look personalized to the location the patient is receiving care at.
What time are text messages sent?	Between 8:00 am-9:00 pm
Can a patient subscribe to texts just for one service area?	No, when patients opt into messages, they will receive messages from CentraCare and our community connect sites.

<i>If someone has proxy access for a patient, can they have different communication preferences for their proxy?</i>	Yes, proxy users can adjust their preferences by choosing the proxy account they wish to modify through Communication Preferences in MyChart. This was previously not available to proxies for teen accounts (ages 12 - 17) but is now available.
<i>How can a patient change their communication preferences?</i>	<ul style="list-style-type: none"> • Log into MyChart and choose Communication Preferences from the menu • Staff can update their preferences in Hyperspace via Communication Preferences
<i>What happens if patients do not opt in?</i>	Schedulers will see the Checklist step when they jump to the Registration Navigator within their workflow, prompting them to discuss their status with the patient. Patients will still receive phone calls if they have not opted into texting.
<i>If patients have a preferred language other than English, will they receive texts in that language?</i>	Currently, text messaging is sent in both English and Spanish.
<i>If a patient gets a new phone number, do they have to opt in again?</i>	Yes. Consent to texting is recorded based on phone number, not by patient.
<i>A patient indicates they did not get a text but believes they should have.</i>	In Communication Preferences, verify their mobile number and ensure it is opted in to receive texts.
<i>Will patients be allowed to reschedule their appointments via MyChart or Hello World?</i> <i>What if the department doesn't support self-scheduling?</i>	Departments will continue to send appointment reminders, and patients will still see all available options (confirm, cancel, or reschedule). For departments that do not support self-scheduling, selecting "reschedule" will trigger a follow-up message informing the patient that rescheduling cannot be completed via text and direct them to call their clinic.
<i>What will patients get if they are a No Show for an appointment?</i>	Any change to an appointment (time is changed, cancelled, patient is a no-show, etc.) will generate an appointment status message sent via email or SMS text message. SMS functionality is working as expected; email notifications are not. We are actively working to resolve this issue.

Hello World - Email

<i>What will emails look like?</i>	Responsive emails generated directly from Epic. Each service area will have their own branded messages sent to patients.
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Hello World - Voice

<i>What is Hello World Voice?</i>	Hello World-Voice is Epic's native automated phone calls. It allows organizations to deliver reminders, instructions, and interactive options through a fully integrated Epic workflow.
<i>What is changing for voice reminders for appointment?</i>	Patients can now confirm or cancel appointments in real-time on a phone call for single or multiple same-day appointments.
<i>What phone number will automated calls come from?</i>	Each service area has its own outgoing number. CentraCare will use (320) 626-0316 .
<i>What will Caller ID show with the new phone calls?</i>	This is dependent upon the phone carrier, the device, and the device settings. Most patients will see the Caller ID name of the organization and the city and state. Others may only see the phone number or the phone number and the city and state. When patients answer the call, it is clearly communicated which organization is calling to ease concerns.

Hello World - SMS (Texting)

<i>Can patients still choose which sites they want to receive texts from?</i>	No - patients can choose which types of messages they want to receive text message for, but they cannot customize by site.
<i>Where will patients see department arrival information?</i>	This information will be shared via a link in the reminder text. When patients click the link, it will open to a page with appointment details, the ability to confirm the appt, to complete check-in, and arrival directions. This is available whether patients have an active MyChart or not.
<i>What will text messages look like?</i>	Text messages will come from the short code 69354 . For appointment or encounter-specific communication, the message will display site-specific branding. For general notifications, the sender will appear as “CentraCare & Clinical Affiliates” , as this is configured at the facility level.
<i>What if patients forget to respond to the text to confirm their appointment within 3 days?</i>	<p>If the patient replies after 3 days responding with a 1 (confirm), 2 (reschedule), or 3 (cancel), that text will be received and will file to Epic.</p> <p>If the patient uses free text or responds with anything other than the pre-set responses after the third day, they will get an automated bounce back message directing them to call their clinic.</p>