

UROLOGIC SURGEONS

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IMPORTANT NOTICE: TEXT MESSAGES FROM THE SURGICAL FACILITY

Laser & Outpatient Surgery Center (LOSC)

The surgical facility where your upcoming procedure is scheduled, the Laser & Outpatient Surgery Center, has recently started using text messaging to communicate important information about your upcoming procedure.

Please review the information below so you know what to expect.

What types of text messages will I receive?

You may receive the following text messages from Laser & Outpatient Surgery Center:

1. Welcome Text

Sent once your procedure has been approved and scheduled in the system.

2. Pre-Assessment Survey

Sent at the time you are scheduled.

- This text will include a link asking you to complete general health history questions.
Please complete this as soon as possible.

3. Arrival Time & Instructions

Sent 2 days prior to your scheduled procedure.

- This text will include your arrival time and any additional instructions.
- **If your procedure is scheduled on a Friday, this message will be sent on Wednesday at 12:00 PM (EST).**
- You will be asked to reply with "C" to confirm your appointment.
Please respond as requested so the surgery center knows you have received your information.

4. Post-Procedure Survey Notification

One final text will be sent one day prior to your procedure, letting you know to expect a survey by email after your visit.

This survey allows you to share feedback about your experience at LOSC.

Are these text messages legitimate?

Yes. These text messages are official communications from Laser & Outpatient Surgery Center.

If you have questions about any of the text messages or would like to verify information, please contact Laser & Outpatient Surgery Center directly at (352) 331-1590.