

Rehab Services Appointment Communications

Your prescribed therapy visits and regular attendance are an important part of your therapy success. We will work to schedule convenient times for therapy utilizing several methods of communication defined below to notify you of available appointment times or if we need to reschedule appointments due to sudden, unexpected circumstances.

- **Phone Calls:** You may receive a phone call offering you appointments that are currently available.
- **Text Messages:** You may be sent a text message about an appointment opening. You will be asked to call 630-933-1500, to speak with our dedicated call coordination team, to see if the time is still available and to schedule. (Our ability to send a text message is based on your preferences listed in MyNM.)

Sample Message: You are currently on our call list for an appt this week. We do have available appt times. Please call 630-933-1500, Mon-Friday, from 8am-5pm, to inquire about and schedule.

- **MyNM Manual Ticket Scheduling:** You may have a message sent to your MyNM account to allow you to self-schedule one treatment appointment. This ticket will enable you to see any open times with the therapist or therapists you have been working with. Please note, appointment availability continually changes. (Our ability to send a manual ticket is based on you having an active MyNM account.)

Text view for Manual Ticket:

Northwestern Medicine:
Mary has a new appointment available to schedule in MyNM. We can see them as soon as 7/14/2025. Schedule online: <https://mynmweb.nm.org/5r388NDaYy063jbx62g>

Reply STOP if you no longer want to receive text messages from this number.

Email view for Manual Ticket:



Hello Mary,

Your physician or advanced practice provider recently placed an order for you to schedule an appointment. You can self-schedule the appointment through your MyNM account. Click "Sign In to MyNM" to view information about the scheduling ticket.

Thank you,
Northwestern Medicine & Affiliates

PLEASE DO NOT REPLY TO THIS MESSAGE



Sign In to MyNM