



# Email & Voicemail: Valuable Tools in Healthcare and Beyond

## Email



- Email is a **virtual mailing address** used to communicate electronically with friends, family, businesses, and even to get a job!
- It is a hybrid of letter writing and the spoken word
- E-mail can be a place to set up reminders and alerts to help you to track things like annual checkups and flu shots

## Communication

It can be hard to navigate the health care system. Everyone must be prepared to use newer and often effective modes of communication, including digital technology such as email and voice mail.

## Voicemail



- A voicemail is an **electronically stored voice message that is left by a caller to be listened to later by the intended recipient**
- The recipient can listen to the stored message through the phone or even sometimes a computer

**Almost all digital health requires an email address. They are free to make and can help you communicate with healthcare providers.**



**Email can be a valuable and effective tool to communicate with your Thresholds team and other healthcare providers. In fact, sometimes people prefer communicating with their health care provider via email instead of by phone.**

# Email and Voicemail



There are many advantages to using email and voicemail. Some of the most important are:

- You can send messages at any time
- You can read/listen to messages at any time
- You can send a message to multiple people at the same time with email
- You can forward information without having to retype it
- Emails are sent / received in seconds or minutes
- You can send messages around the world as easily as to someone next door

## Email

How to set up an email:

1. Visit a website that offers free email service, such as Yahoo.com, Google.com, or Outlook.com
2. Click “Create an Account,” then follow the instructions on the page. You'll need to put in information like your name, and choose a username and password. The username will become part of your unique email address

## Communication Best Practices

- Listen to or read messages at least once per day
- Manage your inboxes to keep messages that are important and make space for new ones
- Keep your usernames, email addresses and passwords in a secure place to access when you need them

## Voicemail

You can listen to your voicemail messages on your phone or another phone like a landline:

1. Dial your full 10-digit mobile number
2. Press # to bypass the greeting
3. Follow the prompts and enter your password to retrieve your messages

**Voicemail can fill up with messages and requires some maintenance. It is necessary to delete old messages to make space for new ones**

**How do I make my password secure?**

- Never use personal information
- Include a combination of letters, numbers, and characters
- Never repeat passwords
- Avoid using real words

