

The Mobile Messaging Patient Engagement Solution for Research

Mosio enhances study staff's ability to communicate more efficiently with study participants, sending automated messages to ensure compliance, dosing reminders, data collection, and other communications using text messaging.

Study staff use a simple, web-based interface to enroll patients. There is no app to download, patients use the text messaging feature on their mobile phones, the same way they communicate with friends and family.

Core Features

Storylines

Storylines are a feature within the Mosio system that automatically send text message alerts or surveys at pre-determined days and times, with each patient starting on their own Day 0. Storylines are used to send Medication Adherence Alerts, Dosing Reminders, Surveys, and any other pre-scheduled messages.

Medication Adherence Alerts

Once you enroll a patient into a Medication Adherence Storyline, the system takes care of the rest. You can use the system dashboard to check in and see where patients are in their Storylines.

Surveys

Surveys are also initiated through Storylines. If your study includes data collection via Mosio, the survey has already been created. All you need to do is enroll the patient into the Storyline.

Appointment Reminders

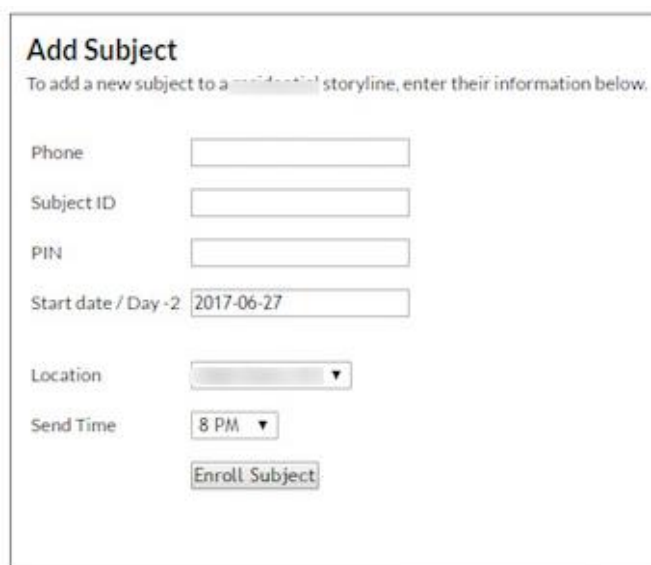
Each time you confirm a new appointment for a patient, you simply enter their information into the system. Mosio takes care of the rest. If the patient cancels, we'll tell them to call you to reschedule. We'll also send your staff an email notification letting you know they canceled so you can call them to reschedule.

Easy to Use Interface

Mosio's interface makes it very simple for study staff to use. The Mosio Development team configures the system to automatically send the messages. The only thing study staff need to do is enroll patients to begin getting messages.

Enrollment

To enroll a patient into a Storyline, enter their Patient ID (PPT ID), mobile number and start date.



Add Subject
To add a new subject to a [redacted] storyline, enter their information below.

Phone:

Subject ID:

PIN:

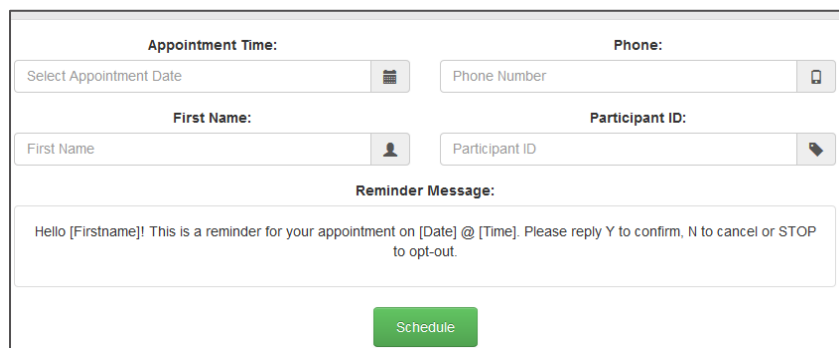
Start date / Day -2:

Location:

Send Time:

Appointment Reminders

After you confirm a patient's appointment, enter their Patient ID (PPT ID), mobile number, appointment date, and time.



Appointment Time:

Phone:

First Name:

Participant ID:

Reminder Message:

Hello [Firstname]! This is a reminder for your appointment on [Date] @ [Time]. Please reply Y to confirm, N to cancel or STOP to opt-out.

Study Team: Additional Details and Support Information

Mosio takes pride in being easy for study teams to use. The information below provides you with some helpful tips to supplement your training. You'll receive additional information from the Mosio team, and if you have any questions, please let us know.

Helpful Tips

Tip 1. Test before going live.

Whenever possible, test on the system with your phone and any associates acting as participants. This is a great way to see what participants experience and answer any questions they may have.

Tip 2. Text History is your friend.

We've found this is usually overlooked and can give a good insight as to how new participants are responding to the system, especially when surveys are involved.

Tip 3. If you get stuck, ask for help.

The Mosio Development team has configured the system based on what you're looking to do for your study. For the most part, you only need to enroll study participants into the system. If you are unsure of something, you can always email support@mosio.com (see details below for the way to get fastest support).

Need Support?

For the fastest support, email the Mosio Development team at support@mosio.com

In the subject line of your email, please put a quick description, then in the email let us know as much as possible so we can route and answer your question quickly.

Engagement on Every Mobile Phone

Mosio offers a whole suite of solutions to engage, communicate with, and collect data from study participants. The platform uses Modules, two-way text messaging features combined together to create solutions called Programs. A few examples of Programs are below...

Medication Adherence



Surveys/Data Collection



Appointment Reminders

