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.
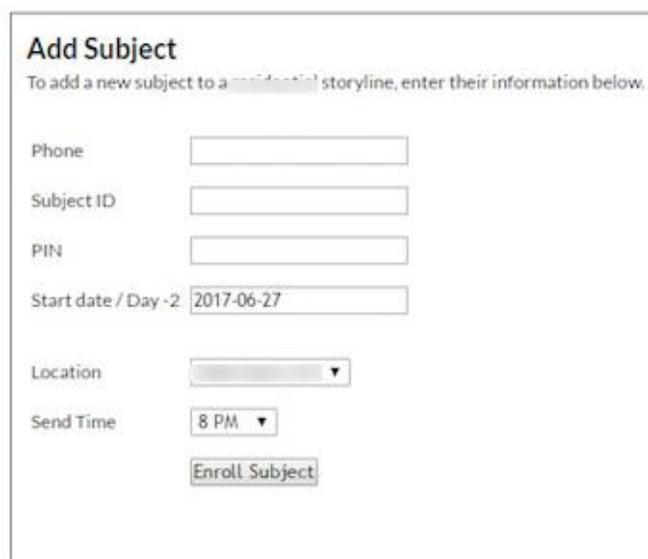
Appointment Reminders
Each time you confirm a new appointment for a patient, you simply enter their information into the system. Mosio takes care of the rest. If the patient cancels, we'll tell them to call you to reschedule. We'll also send your staff an email notification letting you know they canceled 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
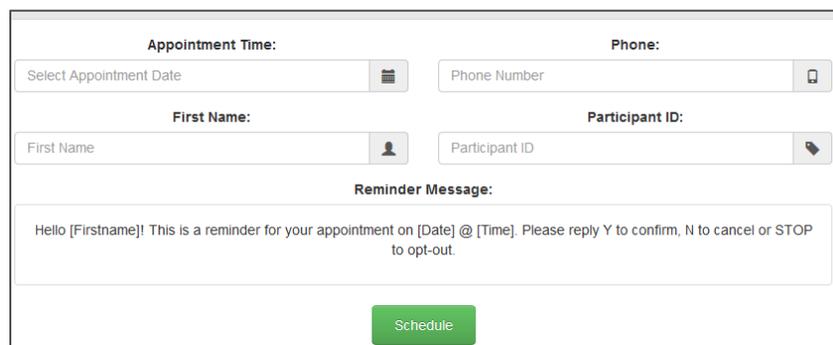To enroll a patient into a Storyline, enter their Patient ID (PPT ID), mobile number and start date.

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

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
Hello, it's time to take your medicine. Please reply M to let us know you've done so.	On a scale of 1-10, where 1 is Very Poor and 10 is Very Good, how would you rate your study experience with us?	Hi Charlie, this is a reminder for your appointment on 5/12/15 @ 1pm. Reply Y to confirm, N to cancel or STOP to quit.