



# Annie

*Clinicians Talk to  
Patients about Annie*





## Meet Annie

Annie is an automated text messaging program that promotes patient self-care, and can be used by Veterans with a smart phone or basic phone that offers texting. With 9 out of 10 Veterans having a cell phone, Annie can connect with patients no matter where they reside.

Annie sends appointment reminders and broadcast messages from a VA medical facility. Patients who have a chronic condition can benefit from motivational messages and prompts to track their health. Annie's goal is to engage patients to become more active in their health and their care. Using algorithms, Annie sends and receives messages from patients that can include blood pressure, weight and other measures. Annie is not texting between patients and VA health care team members.

Annie is named after Lieutenant Annie G. Fox, the first woman to receive the Purple Heart for combat. She was Chief Nurse in the Army Nurse Corps at Hickman Field, Pearl Harbor. Annie is modeled after Flo, for Florence Nightingale, a successful National Health Service program in the U.K.



VA health care teams who use Annie need to have a conversation so that patients agree to the terms of the program. Patients are enrolled using the Annie App for Clinicians, which guides the discussion.

Patients need to agree to the following:

- Patients are responsible for their health. If messages from Annie advise the patient to call the VA health care team, or if the patient is not feeling well, they should take action.
- Annie is for self-care. The healthcare team does not regularly monitor responses sent to Annie.
- Text messages are secure using the Annie App for Veterans (smart phone app) but are not secure on a basic cell phone. Cell phones need to stay close by with lending out discouraged.
- Texting may have costs. Using Annie may result in text charges billed by the phone company.
- Use of Annie is voluntary. How VA collects and uses patient data is subject to federal law.
- Patients need to inform their health care team about any cell phone number changes.

After receiving a patient's verbal consent, document your discussion and use of Annie in the Computerized Patient Record System (CPRS).

Annie is now in limited field testing. You may notice some technical glitches when using the current version of Annie. If this happens, please report all issues to **1-855-500-2025**. Your feedback will help improve the app before it is released nationally.

More information and materials about Annie can be found at:

**[mobile.va.gov/training/annie-veterans](https://mobile.va.gov/training/annie-veterans)**

**[mobile.va.gov/training/annie-providers](https://mobile.va.gov/training/annie-providers)**

