

# Send and receive SMS text chat

**Purpose:** Chat with patients by SMS from inside the call record.

## Steps

1. Open the call and locate the chat box on the right side of the screen.
2. Type your message in the “Type your message” field.
3. Click the send icon to send an SMS.
4. When the patient replies, messages appear live in the same thread.
5. Click any image in the thread to view or download it.

## What you will see on this page

- Message bubbles with timestamps.
- Buttons for Write with AI and Templates.

## Tips and good practice

- Patients can send pictures such as insurance cards. Phone Copilot can parse common IDs to help with data entry.

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