Call Center Quick Reference:
The Promptly WebApp & Patient Privacy Concerns

Core Philosophy for these calls: Acknowledge the patient's concerns professionally and directly. Provide clear, factual answers about their data privacy to resolve their hesitation without over-explaining.

Quick Comparison: Who Does What?

Use this table as a mental framework when explaining the platform to patients:

Entity	Role & Access Level
Our Eye Clinic	Your healthcare provider. We securely hold, maintain, and own your official medical record.
Promptly	The software vendor. They act strictly as a secure digital courier transferring information from the patient to our front desk.

Frequently Asked Questions & Talking Points

1. "Does Promptly own my medical records if I click agree?"

The Fact: No. The clinic retains total ownership of the medical record.

How to answer:

"I understand the terminology can be concerning. Promptly does not own your medical records. Our clinic is your healthcare provider, and your medical chart remains strictly with us. Promptly is just the software we use to securely process your scheduling and paperwork."

2. "Then why does the agreement say I'm giving them a 'license' to use my data?"

The Fact: The "license" is a standard software requirement that gives the program the legal permission to process the data the patient enters so it can be sent to the clinic.

How to answer:

"In software terms, granting a 'license' simply gives the program the legal permission to take the forms you fill out and securely transmit them to our front desk. It acts as a digital courier. It does not mean they can use your private health data for their own purposes."

3. "Can the WebApp look at the private information stored on my phone or see my browsing history?"

The Fact: The WebApp operates in an isolated browser session and has no technical permissions to access local device storage, apps, or browsing history.

How to answer:

"No, it cannot. Because you are using a secure web link rather than downloading a software application to your phone, the platform is restricted to your current internet browser session. It cannot access your phone's storage, text messages, or photos. Additionally, modern web browsers block websites from viewing your past search history, bookmarks, or other open tabs. The WebApp only sees the specific information you type directly into our forms."

4. "What if I just don't want to use it?"

The Fact: The Promptly platform is an optional convenience, not a mandatory requirement for care.

How to answer:

"Using the WebApp is entirely optional. If you prefer, you can simply ignore the link in the appointment reminder."

(Agent Note: This is a good opportunity to verify if the patient prefers texted, emailed, or recorded voice appointment reminder notifications in the future. These can be adjusted under the patient's communication preferences in the PT Comm section of Promptly.)