

# Patient Communication



## Voice & Text Policies

## Consent for Patient Reminders and Notifications

You are consenting to receive messages from us, your healthcare provider, that utilizes an automatic telephone dialing system to deliver a text, voice, or pre-recorded message that may contain health related information or healthcare management advice at the telephone number(s) that you have provided. You understand that you are not required to provide consent in order to receive such information or advice from your healthcare provider.

### Terms & Conditions

Your request to receive automated voice and text messages from us, your healthcare provider, constitutes your agreement to these terms and conditions. You agree that we may send you automated voice and text messages through your wireless provider to the valid mobile or landline number that you have provided us. You agree to indemnify, defend, and hold us, our technology service vendor - healow LLC, our electronic medical record vendor - eClinicalWorks LLC, and its affiliated companies harmless from any third-party claims, liability, damages or costs arising from your request to receive automated voice or text messages or from providing us, your healthcare provider, with a phone number that is not your own. You agree that we and our technology solution vendors will not be liable for failed, delayed, or misdirected delivery of, any information sent to you or from you, including opt-out requests. You must be 18 years or older in order to participate or have the express permission of a parent/guardian (but in any case, you must be at least 13 years old). This is a standard-rate messaging program where **message and data rates may apply. Frequency of messages may vary depending on the number of messages that you are due to be sent by your healthcare provider.**

Supported carriers include AT&T, Verizon Wireless, T-Mobile®, Metro PCS®, Sprint, Boost, Virgin Mobile, U.S. Cellular®, and others. Additional carriers may be added at any time. Carriers are not liable for delayed or undelivered messages. T-Mobile® is not liable for delayed or undelivered messages.

## Frequently asked questions:

### What sort of messages can we send you?

As your healthcare provider, our goal is to stay in touch with you even when you're not in their office. To keep the lines of communication open and based on need, we can send you messages via voice SMS/text, email and secure messages on the Patient Portal and using healow. Example of communication from our practice can include: appointment reminders, prescription refill messages and health/wellness notifications for tests or other procedures. We respect your need for privacy and will not send you telemarketing related messages or share your contact details with anyone.

### **What does it mean when you opt-in or activate?**

By choosing to opt-in for voice and or text messages from us, your healthcare provider office, you are consenting to receive phone, text and/or other electronic messages to the number we have on file for you. We have chosen to use this automated service reminders offered by healow and eClinicalWorks. Please direct all your communication directly with us, your healthcare provider office and not our technology vendor companies.

**Please note:** *Phone, emails and text messages are considered unsecure methods of contact and may result in disclosure of sensitive information to unauthorized individuals. You are assuming the risk involved by activating these services and will not hold the practice responsible.*

### **Can you turn off these services later?**

Yes, simply contact us, your healthcare provider office and ask to adjust your communication preferences. You can also text **STOP** on reply to a text message that you receive from us. **On texting STOP**, your phone number will be unsubscribed from this service and you will not receive any further health and wellness messaging notifications via text.

### **What if you need further help?**

Please note that these services are either simply to remind you of important or necessary steps that you need to take for living a better healthier lifestyle or for offering you convenient ways to connect with us, your healthcare provider outside the walls of their clinic. If there is ever an emergency or if you need help, please call 911 or call our offices during regular working hours right away. Should you need additional help text **HELP** on reply to a text message and access the same message.

### **Did you know simple steps you take can protect your health information online?**

Password protect any device from which you view or download your health information, both on your mobile phone or home computer. Make sure your password meets the criteria for a strong secure password which means it consists of a at least six characters and uses a combination of letters, numbers, and symbols. Also, if you are using a public computer to access your health information, be sure to log out.

*Talk or text you soon!*