

Henderson Pulmonary & Sleep Medicine, PLLC

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SMS Terms & Conditions

We value your privacy and want to inform you of our use of text messages to communicate with our patients. By being a patient of Henderson Pulmonary & Sleep Medicine, PLLC, you were/will be asked if you consent to receiving text messages. We are providing the following terms and conditions to provide you information on this method of communication so you can make an informed decision whether you consent to us using text messages for communication with you.

Voluntary Consent: Your consent to receive SMS text messages is voluntary. You have the right to refuse and it will not affect your ability to obtain care at our practice.

Types of messages: Text messages sent to you will solely be related to us providing you care for your health. Few examples of these messages are - appointment reminders, follow-up messages, test result related messages, insurance related messages, billing and payment related messages.

Message Frequency: You may receive periodic messages based on the information that is relevant to you and your care. Message frequency may vary.

Data Usage: Standard message and data rates may apply to any messages sent from us. Check with your mobile provider for details on your service plan.

Opt-In Option: To opt-in to receive SMS text messages, you will be asked to sign the **Authorization For SMS Text Messaging** section of our **Authorization Agreements Form**. This form is available in our office and on our website.

Opt-Out Option: You may opt-out of receiving SMS text messages at any time by replying "STOP" to any message you receive or by notifying our office or reception team member.

Privacy: We will protect your personal information in accordance with our Privacy Policy and Federal HIPPA Privacy Practices. Your phone number will not be shared with third parties for marketing purposes without your explicit consent.

Security:

1. Text messages may include protected health information (PHI). Since text messaging is unencrypted, there is a risk that this PHI could be intercepted or viewed by third parties, including others who look at your device. When you choose to get text messages from us, you do so at your own risk.
2. We recommend you use a password to open your mobile device.
3. Please update us right away if your mobile number changes. It is your responsibility to give a correct mobile number and to update any changes. If you don't give us your new mobile number, we are not responsible for any text message sent to the wrong number

Carrier limitations and no liability for delays or non-delivery: We do not guarantee the successful delivery of text messages by your wireless provider. Messages sent by text may not be delivered if the mobile device is not in range of a transmission site, or if the network is down, or for other technical factors. We and your wireless provider will not be liable for losses or damages that come from a message not delivered, a message delivered late, or a message that goes to the wrong number; or inaccurate or incomplete content in a text message.