Mobile Texting Privacy (SMS/MMS)

Access Community Health Centers (Access) offers several mobile messaging programs. Frequency of messages may vary. Users may opt-in or out of receiving messages at any time. If you do not wish to continue participating in the program or no longer agree to the Terms and Conditions outlined below, you can reply **STOP** to any mobile messages from us to opt out of the program.

Please ensure you review the Terms and Conditions before participating in the programs.

Your privacy is extremely important to us. We will only use information you provide through the programs to transmit your mobile messages and respond to you, if necessary. This includes, but is not limited to, sharing information with platform providers, phone companies (carriers), and other vendors who assist us in the delivery of mobile messages.

WE DO NOT SELL, RENT, LOAN, TRADE, LEASE, OR OTHERWISE TRANSFER FOR PROFIT ANY PHONE NUMBERS OR CUSTOMER INFORMATION COLLECTED THROUGH THE PROGRAM TO ANY THIRD PARTY.

Nonetheless, we reserve the right at all times to disclose any information as necessary to comply with any applicable law, regulation or governmental request, and to avoid liability, or to protect our rights or property to the extent permitted by law.

When you complete forms online or otherwise provide us information in connection with the program, you agree to provide accurate, complete, and true information. You agree not to use a false or misleading name or a name that you are not authorized to use. If, in our sole discretion, we believe that any such information is untrue, inaccurate, or incomplete, or you have opted into the program for an ulterior purpose, we may refuse you access to the program and pursue any appropriate legal remedies.

This SMS/MMS Privacy Policy is limited to the program and has no effect on any other privacy policy(ies) that may govern the relationship between you and us in other contexts.

Mobile Texting Terms and Conditions (SMS/MMS)

Access provides SMS (short message service) texts for our patients and customers to help them live their best life. You must be age 18 or older to opt-in and/or receive our text messages. Consent to receive marketing text messages is not required as a condition of purchasing any goods or services from Access.

Opt-in information

You may opt-in to receiving texts from Access (or its service providers) through a variety of methods, as outlined below. By opting-in, you provide consent to receive text messages using an automatic telephone dialing system.

1. You may opt-in to receive **SMS mobile text appointment reminders** through the following methods:
   - You can send a text to the following numbers to receive text messages:
     - Text **START** to **62381** to receive communication related to visits.
   - You can provide your mobile number as part of any patient registration process or through our call center. Under the TCPA (Telephone Consumer Protection Act) Healthcare Exemption, you automatically provide consent to receive text messages for services, scheduling appointments and healthcare operations activities as part of your established relationship. We will limit these message alerts to those we feel are important to provide you with timely health care information specific to your personal needs.

2. You may opt-in to receive **SMS mobile text messages related to services, payment for services, research, feedback requests, and other health care related information as identified in the form** by signing the Access Communication Acknowledgement and Consent form.

Message and data rates may apply. While message frequency may vary, we will only message you when appropriate. You may text **STOP** to cancel and **HELP** for additional help at any time.

Opt-out information

You may cancel this service at any time by texting **STOP** in response to a specific short code or phone number to opt-out of any future text messages for that short code or program. Sending a **STOP** request must be separately completed for each program number to opt-out. Sending one **STOP** request will not create an opt-out for all programs. This allows you to selectively decide what information you would like to receive through text messages.

After you send the message **STOP** to us, we will send you a reply message to confirm that you have been unsubscribed. After this, you will no longer receive messages from us for that program. If you want to join again, just sign up as you did the first time and we will start sending messages to you again.

If at any time you forget what keywords are supported, just text **HELP** to any of the short codes noted. After you send the message **HELP** to us, we will respond with instructions on how to use our service as well as how to unsubscribe.

You may also opt out of messages by calling 608-443-5480 for medical services or 608-443-5482 for dental services. In a medical emergency, please call 911.

Help or customer service support

You may text **HELP** to any of our short code programs for additional information, or you may call **608-443-5480 for medical services or 608-443-5482 for dental services.** In a medical emergency, please call **911**.

Security

Text messages are not encrypted. This means they will be unsecured and other people could read them. You understand that we are not responsible for the release of personal information once you agree to receive text messages.

In addition, we cannot guarantee the delivery of all text messages to you. Successful delivery is affected by a number of factors including accuracy of the mobile number you provide, sufficient network capacity, your ability to be in the range of a transmission site, etc. We cannot be liable for losses or damages arising from delayed, misdirected or non-delivery. It may also be possible that the full contents of the message may not be delivered to your phone.

Mobile carriers

Messages may be available through the following participating mobile carriers (but may not be limited to): SouthernLinc, Bandwidth, Google Voice, Buffalo Wireless, Chariton Valley Cellular, Leaco, CableVision, Copper Valley, AT&T, Sprint/Boost/Virgin, T-Mobile/MetroPCS, Verizon Wireless, CellCom USA, C Spire Wireless, U.S. Cellular, Pine Belt Wireless, ACS/Alaska, Atlantic Tele-Network International (ATN), Advantage Cellular (DTC Wireless), Appalachian Wireless, Bluegrass Cellular, Cellular Network Partnership (PIONEER), Cellular One of East Central Illinois, Chat Mobility USA, Coral Wireless (Mobi PCS), Element Mobile (Flat Wireless), Epic Touch (Elkhart Telephone), GCI Communications Corp, Golden State Cellular, Illinois Valley Cellular (IV Cellular), iWireless (IOWA Wireless), Nex-Tech Wireless, MTA Communications, MTPCS (Cellular One Nation), Cross Telephone Company (MBO Wireless), Duet IP (Maximum Communications New Core Wireless), Inland Cellular Telephone Company, Immix(Keystone Wireless), Mosaic (Consolidated or CTC Telecom), Northwest Missouri Cellular Limited, Peoples Wireless, Panhandle Telecommunications Systems(PTCI), RINA, Revol Wireless USA, SI Wireless/Mobile Nation, SRT Wireless, Texas RSA 3 Ltd(Plateau Wireless), Thumb Cellular, United Wireless, Union Telephone Company(Union Wireless), Viaero Wireless, West Central Wireless (5 Star Wireless), Sagebrush Cellular (Nemont), Carolina West Wireless (CWW), Pine Cellular, Aio Wireless/Cricket.

* *Carriers are not liable for delayed or undelivered messages.*

Message and data rates may apply to messages we send you, or you send to us. If you have questions about your personal text or data plan and potential charges, it is best to contact your cellular provider.

Terms and conditions

We may change these terms and conditions at any time. Any changes will be posted to our website. You agree to review those terms and conditions often to be sure you are aware of any changes. If you do not agree to these terms and conditions, you must immediately opt out as described above.