



Patient Text Messaging Terms & Conditions

Effective Date: September 1, 2026

Father Bob Allen Charitable Clinic ("Father Bob Allen Clinic," "the Clinic," "we," "us," or "our") uses electronic messaging, including text messaging through services such as CareMessage and Google Voice, to communicate with patients about healthcare services and other Clinic-related matters.

These Patient Text Messaging Terms & Conditions explain how text messaging may be used, what you can expect, and your rights and responsibilities when you choose to receive text messages from the Clinic.

1. Types of Messages

If you provide your mobile telephone number and consent to receive text messages, the Clinic may use text messaging to communicate with you regarding:

- Appointment scheduling, confirmations, reminders, changes, cancellations, and follow-up;
- Requests to contact the Clinic;
- Questions or information needed to assist with your care;
- Care coordination and follow-up;
- Referrals and coordination with other healthcare providers or services;
- Patient education and health information;
- Information about Clinic programs and services related to your care;
- Follow-up after a visit or healthcare service;
- Assistance with accessing healthcare resources;
- Information regarding forms, documents, or other information needed by the Clinic; and
- Other communications related to your healthcare or your relationship with the Clinic.

The Clinic may use automated messages, staff-generated messages, or two-way text messaging depending on the purpose of the communication and the messaging platform being used.

2. Your Consent

By providing your mobile telephone number and affirmatively consenting to receive text messages, you authorize Father Bob Allen Charitable Clinic to contact you by text message at that number for healthcare-related and Clinic-related communications.

Your consent to receive text messages is voluntary.

You do not have to agree to receive text messages in order to receive care from Father Bob Allen Charitable Clinic.

If you do not wish to receive text messages, you may request another reasonable method of communication, such as telephone, mail, or another method available through the Clinic.

3. Message Frequency

The number of text messages you receive will vary depending on your healthcare needs, appointments, communications with the Clinic, and other circumstances.

You may receive multiple messages during periods when communication with the Clinic is necessary.

The Clinic will make reasonable efforts to avoid unnecessary or excessive messaging.

4. Message and Data Rates

Your mobile telephone provider may charge you for text messages, data, or other services.

Message and data rates may apply.

The Clinic is not responsible for charges imposed by your mobile telephone provider.

5. Privacy of Text Messages

The Clinic takes reasonable steps to protect the privacy and security of your health information.

However, text messaging is not completely private. A text message may be visible on your phone's lock screen, notification screen, or messaging application. Someone who has access to your phone, mobile account, connected device, or messaging application may potentially see the message.

For this reason, the Clinic may limit the amount of sensitive health information included in a text message when appropriate.

You should consider the privacy of your surroundings and your device before responding to a Clinic text message.

6. Protecting Your Phone and Information

You are responsible for protecting access to your mobile phone and text messages.

We recommend that you:

- Use a password, PIN, fingerprint, facial recognition, or other security feature on your phone;
- Keep your phone and operating system reasonably secure;
- Do not share your phone's password with others;
- Review notification settings if you are concerned about health information appearing on your lock screen;
- Notify the Clinic if someone else regularly has access to your phone;
- Notify the Clinic if your phone is lost or stolen; and
- Notify the Clinic promptly if your telephone number changes.

7. Keeping Your Telephone Number Current

You are responsible for providing the Clinic with an accurate and current mobile telephone number.

Please notify the Clinic immediately if:

- Your mobile telephone number changes;
- Your phone is lost or stolen;
- The number is disconnected;
- The number is no longer assigned to you; or
- Another person becomes the primary user of the number.

The Clinic is not responsible for information sent to a telephone number that you have provided to us if you have not notified us that the number has changed.

8. Identity Verification

For your protection, the Clinic may verify your identity before discussing certain health information by text message.

Depending on the circumstances, the Clinic may ask you to provide identifying information or may ask you to call the Clinic before discussing sensitive information.

The Clinic may choose not to provide certain health information by text message and may instead communicate with you by telephone, in person, or through another appropriate method.

9. Text Messaging Is Not an Emergency Service

DO NOT USE TEXT MESSAGING TO REPORT A MEDICAL EMERGENCY.

Text messages may not be monitored continuously and should not be relied upon for urgent medical attention.

If you believe you are experiencing a medical emergency, **call 911 or go to the nearest emergency department.**

For urgent healthcare concerns that are not emergencies, please contact the Clinic by telephone.

10. Response Times

The Clinic will make reasonable efforts to respond to patient messages during the Clinic's normal operating hours.

However, text messages may not be reviewed immediately.

Sending a text message to the Clinic does not guarantee an immediate response, appointment, medical advice, or treatment.

If you have not received a response and your concern requires prompt attention, please contact the Clinic by telephone.

11. Two-Way Messaging

When two-way messaging is available, you may be able to reply to messages sent by the Clinic.

Please understand that replying to a text message does not guarantee that a staff member will immediately see or respond to your message.

The Clinic may ask you to call or visit the Clinic when a matter is too complex, urgent, or sensitive to handle by text message.

12. Opting Out

You may stop receiving text messages from the Clinic at any time.

When available, you may reply:

STOP

You may also contact the Clinic directly and request that text messaging be discontinued.

Other commonly recognized opt-out words, including **CANCEL, END, QUIT, UNSUBSCRIBE, or OPT OUT**, may also be used where supported by the messaging system.

After you opt out, the Clinic will honor your request for future messages covered by the opt-out, subject to applicable law and the technical operation of the messaging system.

If you opt out of text messaging, the Clinic may use another reasonable method to communicate with you about your healthcare.

13. Help

For assistance with text messaging, reply:

HELP

when supported by the messaging system, or contact Father Bob Allen Charitable Clinic directly at:

Clinic Telephone: 870-864-8010

14. CareMessage Communications

The Clinic may use CareMessage to send SMS, MMS, and other communications to patients.

CareMessage requires organizations using its platform to obtain and maintain appropriate patient contact information and consent and to provide patients with information about the organization and how to opt out of messaging.

Patients should only respond to messages they recognize as being from Father Bob Allen Charitable Clinic or an authorized Clinic messaging service.

If you are unsure whether a message is genuinely from the Clinic, contact the Clinic using a telephone number or other contact information you already know to be valid.

15. Google Voice Communications

The Clinic may also use Google Voice through its organizational Google Workspace account for telephone calls and text communications.

The Clinic will use its organizational policies and security safeguards when using Google Voice for patient communications.

Patients should not assume that every message appearing to come from a Clinic telephone number is necessarily legitimate. If you have concerns about a message, contact the Clinic using a known Clinic telephone number.

16. Patient Education and Health Information

The Clinic may occasionally send educational information, health reminders, resources, or information about programs and services that may be relevant to your healthcare.

These communications are intended to support your care and do not replace individualized medical evaluation or advice.

17. No Guarantee of Delivery

The Clinic cannot guarantee that every text message will be delivered, received, or read.

Delivery may be affected by cellular service, internet connectivity, mobile carrier policies, device settings, technical problems, incorrect telephone numbers, or other circumstances outside the Clinic's control.

18. Communication Preferences

You may ask the Clinic to modify your communication preferences at any time.

You may request:

- Text messaging;
- Telephone communication;
- Another available communication method;
- Communication at a different telephone number; or
- Changes to the types of communications you receive.

The Clinic will make reasonable efforts to honor your communication preferences.

19. No Condition of Treatment

Choosing not to receive text messages will not, by itself, prevent you from receiving healthcare services from Father Bob Allen Charitable Clinic.

The Clinic may, however, need another reliable method of communication to provide certain services, coordinate appointments, or follow up regarding your care.

20. Changes to These Terms

The Clinic may update these Patient Text Messaging Terms & Conditions from time to time to reflect changes in technology, services, laws, regulations, or Clinic policies.

The most current version will be made available through the Clinic or by another appropriate method.

21. Acknowledgment and Consent

By signing below or affirmatively consenting through an electronic registration process, I acknowledge that:

- I have read and understand these Patient Text Messaging Terms & Conditions;
- I voluntarily agree to receive text messages from Father Bob Allen Charitable Clinic;
- I understand that text messages may relate to my healthcare;
- I understand that text messages may be viewed by someone who has access to my phone or messaging account;
- I understand that I should protect my phone and messaging account;
- I understand that text messaging is not appropriate for emergencies;
- I understand that message and data rates may apply;
- I understand that I may opt out of text messages at any time;
- I understand that I may request another reasonable method of communication; and
- I understand that the Clinic may use CareMessage and/or Google Voice to communicate with me.

Patient Name: _____

Date of Birth: _____

Mobile Telephone Number: _____

Patient Signature: _____

Date: _____

Parent/Guardian Name (if applicable): _____

Parent/Guardian Signature: _____

Date: _____

TEXT MESSAGE CONSENT

☐ **YES, I agree** to receive text messages from Father Bob Allen Charitable Clinic regarding my healthcare, including appointments, care coordination, follow-up, patient education, referrals, healthcare resources, and other Clinic-related communications.

I understand that:

- Message and data rates may apply.
- Text messages may be seen by anyone with access to my phone or messaging account.
- Text messaging should not be used for emergencies.
- I may opt out at any time by replying **STOP** when available or by contacting the Clinic.
- I may request another reasonable method of communication.
- I do not have to agree to receive text messages in order to receive care from the Clinic.

Mobile Phone Number: _____

Patient Name: _____

Signature: _____

Date: _____

Preferred Language: _____

Preferred Communication Method: ☐ Text ☐ Phone ☐ Other: _____
