



## Text Messaging (SMS) Privacy Policy & Terms of Use

### 1. Introduction

This Text Messaging (SMS) Privacy Policy and Terms of Use outlines how Family First Wellness Center collects, uses, and protects the information provided by patients when they opt-in to receive text message notifications. By subscribing to our SMS services, you agree to the terms outlined in this policy.

### 2. Information We Collect

When you enroll in our SMS service, we collect the following:

- Your phone number
- Your name (if provided)
- Any responses you send to our text messages
- We do not collect any sensitive or personal health information through SMS.

### 3. Purpose of SMS Communications

We use text messages for the following purposes:

- Appointment reminders
- Notifications about prescription refills or medication availability
- Important healthcare-related updates
- Patient satisfaction surveys
- Non-promotional health education related to patient care

Text messages will not include confidential health information unless explicitly authorized by the patient.

### 4. Consent and Opt-In

You may opt in by completing a paper or electronic consent form or by checking an opt-in box on our website or patient portal.

By checking the opt-in box and providing your phone number, you provide express consent to receive SMS messages from Family First Wellness Center. These messages may include appointment reminders, prescription notifications, healthcare-related updates, and other communications related to patient care.

Message frequency varies based on patient needs and services. Message and data rates may apply.

SMS messaging is optional and **not required to receive medical care or services.**

### 5. How to Opt-Out

You can opt out of receiving SMS communications at any time by replying **"STOP"** to any message. For assistance, reply **"HELP"** or visit our website at [www.familyfirstdoctors.com](http://www.familyfirstdoctors.com).

After opting out, you may still receive non-SMS communications (e.g., phone calls or emails) if you have authorized other forms of contact.

#### **6. Data Protection and Security**

We are committed to protecting your personal information. All SMS communications are transmitted securely using industry-standard encryption methods. However, please note that SMS is not a secure form of communication, and confidentiality cannot be guaranteed.

We recommend not sharing sensitive health information via text messages. For secure communication, please use our patient portal or contact our office directly.

#### **7. Sharing of Information**

We do not sell, trade, or rent your phone number or any information provided through our SMS service to third parties. Your data is only shared with service providers who assist in delivering our text messages and who comply with data protection regulations.

#### **8. Costs**

Family First Wellness Center does not charge for SMS messages. However, standard text messaging and data rates may apply depending on your mobile carrier and plan.

#### **9. Limitation of Liability**

Family First Wellness Center is not responsible for any unauthorized access to your messages, delayed or undelivered messages, or any costs incurred as a result of receiving our SMS communications.

#### **10. Changes to This Policy**

We may update this policy from time to time. Any changes will be posted on our website or communicated via text message. By continuing to use our SMS services, you agree to the updated terms.

#### **11. Contact Us**

If you have questions about this policy, please contact us at: 248-554-1313

#### **Acknowledgment**

By opting in to receive SMS messages from FFWC, you acknowledge that you have read and understood this policy and agree to its terms.