

CommUnityCare™ Health Centers and Central Health Electronic Health Record-Based SMS

(SMS Text Messaging) Terms and Conditions

When you sign up for text messages from CommUnityCare Health Centers and Central Health you are signing up to receive text messages related to your relationship with CommUnityCare Health Centers and Central Health including updates related to your visits, your MyChart account, one-time passcode, billing notifications, prescription reminders, health center announcements, event notifications, and care management. If you receive or have received care at one but not both organizations, you will only receive SMS messages from the organization from which you receive or have received care.

By signing up for SMS text messages, I agree and understand that communication by SMS text messages carries risks. The main risk is because cellular phones are not encrypted. This means that SMS messages could be intercepted or viewed by an unintended recipient or by your phone carrier. Message and Data Rates may apply for any messages sent to you from us and to us from you. Message frequency may vary. Carriers are not liable for delayed or undelivered messages.

I understand that signing up for SMS messages from CommUnityCare Health Centers and Central Health is not a condition of receiving healthcare services from CommUnityCare Health Centers or Central Health.

You can opt-out of SMS messages by texting STOP to the message. Your opt-out request will generate one final message confirming that you have been unsubscribed. You will no longer receive SMS messages from the short code (short phone number) you opted out from. Please note that the opt-out functionality is shared between CommUnityCare Health Centers and Central Health. If you opt-out of SMS messaging you will be unsubscribed from SMS messages from both CommUnityCare Health Centers and Central Health. If you want to join again, sign up using MyChart or text HELP to the message for instructions.

If you previously consented to CommUnityCare Health Centers or Central Health sending SMS messages outside of this platform, during new patient registration for example, you may keep getting SMS messages about the same topic until you choose to stop receiving them separately.

If you are experiencing issues with the SMS messages you can reply with the keyword HELP for more assistance, or you can get help directly at the contact links below.

Contact us at:

CommUnityCare Health Centers: 512-978-9000 or via email at communityrelations@communitycaretx.org

Central Health: 512-978-8000 or via webform at <https://www.centralhealth.net/contact/>

You can access the CommUnityCare Privacy policy at: [Privacy Notice - Community Care \(communitycaretx.org\)](https://www.communitycaretx.org/privacy-notice).

You can access the Central Health Privacy policy at: [Privacy Policy \(centralhealth.net\)](https://www.centralhealth.net/privacy-policy)