RMCHCS PRIVACY POLICY AND TEXT MESSAGING TERMS

RMCHCS
Rehoboth McKinley
Christian Health Care Services

Privacy Policy

Collection and Use of Mobile Numbers
RMCHCS may collect mobile phone numbers from patients and users through intake forms, scheduling workflows, online forms, patient communication systems, or other approved healthcare communication channels. Mobile phone numbers may be used to communicate appointment reminders, care coordination information, billing notifications, follow-up communications, prescription-related updates, and other healthcare-related information.

Protection of Mobile Information
RMCHCS does not sell mobile phone numbers or SMS consent information to third parties for marketing purposes. Mobile phone numbers may only be shared with authorized service providers or vendors who assist RMCHCS in delivering communications and who are required to protect patient information in accordance with applicable privacy and security requirements.

SMS and RCS Communications
RMCHCS may communicate with patients through SMS and/or RCS messaging services. Patients acknowledge that text messaging channels are not always fully secure or encrypted. While RMCHCS takes reasonable precautions to protect patient information, there may be risks associated with electronic communications.

Consent to Receive Messages
Patients may provide consent to receive text communications through written forms, website forms, verbal consent processes, intake paperwork, patient portal workflows, or other approved consent mechanisms. Consent is not required for treatment and may be revoked at any time.

Opt-Out Rights
Patients may opt out of receiving text messages at any time by replying STOP to any message. Patients may also contact RMCHCS directly to update communication preferences. A final confirmation message may be sent to confirm the opt-out request.

Help and Support
Patients may reply HELP for assistance or contact RMCHCS directly using approved patient support channels for additional information regarding text communications.

Text Messaging Terms & Conditions

Purpose of Text Messaging
RMCHCS uses text messaging to communicate with patients regarding appointment reminders, care coordination, billing notices, follow-up communications, and other healthcare-related communications.

Message Frequency
Message frequency may vary depending on patient interactions, appointments, healthcare needs, and communication preferences.

Message and Data Rates
Message and data rates may apply depending on the patient's wireless carrier and mobile service plan.

Carrier Disclaimer
Carriers are not liable for delayed or undelivered messages.

Security Notice
Messages sent through SMS and RCS channels may not be fully secure or encrypted. Patients should avoid sending highly sensitive or urgent medical information through text messaging.

Opt-Out Instructions
Patients may opt out of text communications at any time by replying STOP to any message. After opting out, patients may receive a final confirmation message confirming their removal from future text communications.

Help Instructions
Patients may reply HELP for additional support or contact RMCHCS directly using the designated patient support contact information.

Consent Language Example
By providing your mobile number and agreeing to receive messages from RMCHCS, you consent to receive healthcare-related text communications. Message and data rates may apply. Message frequency may vary. Reply STOP to opt out and HELP for help.