

SMS Terms and Conditions

Effective Date: [7.31.2023] [Revised 2.7.2025]

By subscribing to or using our SMS service, you agree to these SMS Terms and Conditions. Please read them carefully.

1. Service Description

You agree to receive SMS messages from Open Minded Health Care, LLC for the purposes of appointment reminders, scheduling future appointments, and answering any patient-related questions or concerns. Standard message and data rates may apply, depending on your mobile plan.

2. Opt-In and Opt-Out

- **Opt-In:** By subscribing to our SMS service, you consent to receive automated and/or marketing text messages. Patients can opt-In for SMS messaging from Open Minded Health Care, LLC verbally as you engage in a call by getting our contact info from our website. During the call, we will ask you: "Do you agree to receive texts from Open Minded Health Care, LLC?" Message Frequency varies. Message and data rates may apply. Text HELP for help. This consent agreement will not be shared with third parties and affiliates for marketing purposes. No SMS communication will be initiated unless consented by the customer.

Opt-Out: Patients will be able to opt out of SMS messaging from Open Minded Health Care, LLC. To stop receiving SMS messages at any time, reply with the word "STOP" to any message you receive from us. You will receive a confirmation message that you have been unsubscribed from further SMS communication. Once opted-out you will receive no further SMS communication. You can opt back in at any time by replying START.

For assistance or questions, reply with "HELP" or contact our office at 667-910-8540.

3. Frequency of Messages

You will receive up to 2 messages per week, depending on the nature of the service, if you have an appointment that week. You may receive an additional 2 messages per month regarding your balance and future scheduling. We send appointment reminders two days in advance, and the morning of. This is to give ample time if you need to cancel or reschedule your appointment with us. If you would like to engage in conversation back and forth, please note potential fees for SMS messaging may apply. Many carriers charge a fee for each message sent or received. This can vary depending on the carrier's pricing structure and whether the message is sent domestically or internationally.

4. Privacy and Data Use

We respect your privacy. Your phone number, SMS consent, and other information will be used solely for the purpose of delivering SMS messages related to our services. We will never share this information with third parties or affiliates under any circumstances or for marketing purposes, except as required by law or as described in our privacy policy.

For more information, please review our full Privacy Policy at www.openmindedhc.com.

5. Message Content

SMS messages may contain:

- Your first name and appointment date
- The doctor you are seeing
- Appointment reminders and balance notifications

Message content may vary based on the service you have subscribed to.

6. Message and Data Rates

By opting into our SMS service, you acknowledge that standard message and data rates may apply. You are responsible for any fees or charges your mobile carrier may apply for receiving text messages. Please check with your carrier for details.

7. Eligibility

This service is available only to individuals with a U.S. phone number or country-specific limitation. By providing your phone number and consenting, you confirm that you are the owner of the phone number and authorized to receive text messages.

8. Limitations of Liability

We are not responsible for any delays, errors, or failures in delivering SMS messages. We are also not responsible for any issues related to your phone service provider or device, including but not limited to network failures, coverage issues, or device compatibility.

9. Changes to Terms

We reserve the right to modify these Terms at any time. Any changes to these Terms will be effective upon posting the revised version on our website. We encourage you to review the Terms periodically for updates. By continuing to receive SMS messages after changes have been posted, you agree to the updated Terms.

10. Termination of Service

We reserve the right to suspend or terminate your participation in our SMS service at any time, with or without cause. You may also stop receiving SMS messages by following the opt-out instructions above.

11. Standard Messaging Disclosures

Message and data rates may apply.

Message Frequency May Vary

You can opt out at any time by texting 'STOP'

For any questions or concerns regarding our SMS service assistance, text 'HELP' or call our office at 667-910-8540, visit our website at www.openmindedhc.com, or fill out a web service inquiry/contact form located on our website.

12. To Contact Us

You may text us at 667-910-8540 for information regarding our services. By texting Open Minded Health Care at 667-910-8540, you agree to receive conversational messages from our company, Open Minded Health Care. Reply STOP to opt-out; Reply HELP for support. Message & data rates may apply. Messaging frequency may vary. Visit this website to see our privacy policy and Terms of Service. We look forward to speaking with you soon!

By subscribing to our SMS service, you acknowledge that you have read, understood, and agree to these Terms and Conditions.
