

## Wendell Family Medicine

### SMS Privacy and Compliance with The Campaign Registry (TCR)

#### **SMS Terms of Service**

By opting into SMS from a web form or other medium, you are agreeing to receive SMS messages from Wendell Family Medicine.

#### **SMS Consent Communication and Data Sharing**

The information we collect, obtained as part of the SMS consent process will not be shared with third parties for marketing purposes.

#### **Information We Collect**

We collect information from you when you visit our site, register on our site, make an appointment, or interact with us in other ways. This information may include

- Personal identification information (name, email address, phone number, etc.)
- Health-related information
- Payment information

#### **How We Use Your Information**

We may use the information we collect to provide, manage and improve our services, to process your transactions, communicate with you regarding your appointments and inquiries, to send periodic emails with updates, promotions and also to improve our customer services.

#### **Types of SMS Communications**

If you have consented to receive text messages from Wendell Family Medicine, you may receive messages related to the following:

- Appointment reminders
- Follow-up messages
- Billing inquiries
- Promotions or offers (if applicable)

Example:

*Hello, this is a friendly reminder of your upcoming appointment with Dr.*

*Bledsoe at 2839 Wendell Blvd, Suite 100 on [Date] at [Time]. Reply STOP to opt out of SMS messaging at any time.*

**Message Frequency:**

Message frequency may vary depending on the type of communication. For example, you may typically receive up to three (3) SMS messages per week related to your appointments/billing, etc.

**Potential Fees for SMS Messaging:**

Standard message and data rates may apply, depending on your carrier's pricing plan. These fees may vary if the message is sent domestically or internationally.

**Opt-In Method**

You may opt-in to receive SMS messages from Wendell Family Medicine in one or more of the following ways:

- Verbally, during a conversation
- By submitting an online form
- By filling out a paper form

**Opt-Out Method**

You can opt out of receiving SMS messages at any time. To do so, simply reply "STOP" to any SMS message you receive. Alternatively, you can contact us directly to request removal from our messaging list.

**Help**

If you are experiencing any issues, you can reply with the keyword HELP, or you can email [info@wendellfamily.net](mailto:info@wendellfamily.net), or phone (919) 365-7272.

**Additional Options**

If you do not wish to receive SMS messages, you can choose not to check the SMS consent box on our forms and decline this option when asked at check-in.

**Standard Messaging Disclosures**

Message and data rates may apply.

You can opt-out at any time by texting "STOP."

For assistance, text "HELP," call or email the clinic

Message frequency may vary