



## SMS TERMS AND CONDITIONS

**If you opt in to receiving text, you agree to the following:**

1. **Type of SMS Communications-** University Head and Neck Associates, S. C. DBA The Midwest Sinus Center may send you text messages to confirm upcoming appointments, inform you of missed appointments or other appointment-related information. Here is an example of a message you may receive:  
*Bob Smith has an appt at Midwest Sinus Center on Wed, 11/20 at 10:00 am. Please call 630-574-8222 to change or cancel. Reply "STOP" to opt out to Midwest Sinus Center.*
2. **Consent to Opt In for SMS Communications-** We obtain your consent to opt in to receiving text messages on our paper HIPAA and Communications form, available in our office or on our website at [www.midwestsinuscenter.com](http://www.midwestsinuscenter.com) under the Patient Resources> New Patient Forms tab, which you can complete and print out to provide to us at the time of your appointment. If you do not opt in, you will not receive text messages from our office.
3. **Frequency** – Frequency of text messages will vary with frequency of appointments and whether or not you have confirmed any upcoming appointments. You may receive up to 2 SMS messages reminding you of your appointment. Message and data rates may apply.
4. **Opting Out** - You may choose to opt out of receiving texts at any time by texting STOP in response to a text received from us. After you send the SMS message STOP, we will send you an SMS message to confirm that you have been unsubscribed. After this, you will no longer receive SMS messages from us. If you want to join again, you can reply START to the previous message and messages will restart. You can also contact our office at 630-574-8222 to ask to have your ability to receive text messages stopped or reinstated. Here is an example of the message you would receive if you were to reply HELP:  
*Thank you for contacting The Midwest Sinus Center. You can find help online at <https://www.midwestsinuscenter.com/>.*

5. **Help** – If you are experiencing issues with the messaging program you can reply with the keyword HELP for more assistance or you can get help directly by calling our office at 630-574-8222.
6. **Interruption**- Carriers are not liable for delayed or undelivered messages.
7. **Cost**- As always, message and data rates may apply for any messages sent to you from us and to us from you. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.
8. **Privacy** - We will never share your phone numbers or your choice to opt into SMS messages with any third party or affiliate companies for marketing purposes. If you have any questions regarding privacy, please read our privacy policy at [www.midwestsinuscenter.com/wp-content/uploads/2024/11/PATIENT-PRIVACY-NOTICE-112124.pdf](http://www.midwestsinuscenter.com/wp-content/uploads/2024/11/PATIENT-PRIVACY-NOTICE-112124.pdf) which can also be accessed from our website.

**By agreeing to receive SMS messages from us, you accept all of the above terms and conditions.**