

## **SMS Messaging Terms and Conditions**

**Effective Date: 07/25/2025**

By opting in to receive SMS messages from SG Pediatrics of Lake Orion, you agree to these Terms and Conditions.

### **SMS Messaging Service**

By providing your mobile phone number and opting in, you consent to receive SMS (text) messages from SG Pediatrics of Lake Orion related to your child's healthcare. Message frequency may vary. These messages may include appointment reminders, follow-ups, care instructions, and other practice-related communications.

**Important: SMS is not a secure form of communication under HIPAA. While we take precautions to limit the sharing of Protected Health Information (PHI) via text, by opting in, you acknowledge and accept the risks associated with receiving unencrypted messages. For sensitive or detailed health information, we recommend using our secure patient portal or contacting our office directly.**

### **Message Frequency**

You may receive multiple messages per month. On average, 1-2 messages per month. Message frequency will vary depending on your child's care and our communication needs. SG Pediatrics of Lake Orion reserves the right to adjust the frequency of messages as necessary. Carriers are not liable for delayed or undelivered messages.

### **Message and Data Rates**

Standard message and data rates may apply based on your wireless service plan. Please contact your carrier for more information about your specific rates and plan coverage.

### **Privacy and HIPAA Compliance**

We value your privacy and comply with the Health Insurance Portability and Accountability Act (HIPAA). Any personal or health information we collect and transmit is handled in accordance with our Privacy Policy. Please review the policy for full details on how we protect your information.

### **Cancellation / Opt-Out**

You may opt out of receiving SMS messages at any time by replying STOP to any message. After opting out, you will receive one confirmation message, and no further messages will be sent unless you re-enroll.

### **Help / Customer Support**

For help, reply HELP to any message, or contact our office at:

 (248) 683-3385

### **Limitation of Liability**

SG Pediatrics of Lake Orion is not responsible for any SMS charges, delays, delivery failures, or errors caused by mobile carriers or third-party service providers.