

TEXT MESSAGING PRIVACY POLICY

Riverwood Healthcare Center, in partnership with OCHIN, may offer text messaging (SMS and/or RCS) as a communication option for patients and authorized users. This policy outlines how text messaging is used, associated risks, individual rights regarding participation, and compliance with CTIA (Cellular Telecommunications Industry Association) guidelines.

When you sign up for text messages you expressly authorize OCHIN and Affiliate Clinics to text you at any mobile device number associated with your account(s) for those communications you have elected to receive via text message. You may update your communications preferences (including opting-out) at any time on the “Communication Preferences” page under “Account Settings” within your OCHIN MyChart account. You understand that such texts may result in charges to you from your mobile device provider. Message and data rates may apply for any messages sent to you from us and to us from you. Message frequency may vary. Your privacy is a priority. Your mobile number will not be sold or shared with third parties or affiliates for marketing or promotional purposes. We will not use your number for unrelated marketing without your consent. You agree that methods of contact may include use of auto-generated messages or an automatic dialing system. You understand that Carriers are not liable for delayed or undelivered messages. You understand that the text contents may include your protected health information concerning your treatment or payment for your health care or any of the other categories listed on the “Communications Preferences” page, including updates related to your visits, MyChart account, one-time passcode, billing notifications, prescription reminders, and care management depending on your communication preference elections. Text messages related to your relationship with OCHIN and Affiliate Clinics, including updates related to your visits, MyChart account, one-time passcode, billing notifications, prescription reminders, and care management will be sent to phone number above. You understand that a text message is unencrypted and may be intercepted or visible to be read by third parties. You understand that this request to receive text messages will apply to all future text messages unless you request a change in writing. You understand that there is no assurance of confidentiality of information when communicated via texts. Text messages sent via SMS and RCS channels are not fully secure and may not be HIPAA-compliant; however, we take reasonable precautions to safeguard your privacy by restricting the content of these messages to non-sensitive notifications. Any messages containing Protected Health Information (PHI) will be sent via a separate, secure messaging channel. You understand that you are not required to agree to receive text messages to set up or access your OCHIN MyChart account. For help text HELP, or you can get help directly at contact@ochin.org. Text STOP to opt out of notifications from a specific short code. Your opt-out request will generate one final message confirming that you have been unsubscribed. You will no longer receive SMS messages from the short code you opted out from. Please review terms and conditions and privacy policy below.