



SMS Terms & Conditions

SMS Communication Consent

Upon consenting to receive text messages from WEcare Family Practice, you may receive communications related to the following below. Please note that standard messaging rates/disclosures apply. **Your SMS consent and phone number will not be shared with any third parties for marketing purposes.**

If you decide to opt in to receive text messages, WEcare Family Practice will send text message notifications for the following:

- You have a future scheduled appointment
- Your FMLA/other requested paperwork is ready for pick-up
- Your medications have been e-scribed to the pharmacy
- You have not been compliant with prescribed medications
- Your labs results are ready to be reviewed in your patient portal
- You have an overdue patient balance

Your appointment needs to be rescheduled due to unforeseen circumstances

Message Frequency

Our SMS message frequency is estimated to vary daily across all users.

Potential Fees for SMS Messaging

By agreeing to receive text messages, you acknowledge that standard text messaging rates from your wireless carrier may apply. Any costs related to receiving text messages are the responsibility of the individual receiving the messages. Check with your cellphone provider for details on receiving text messages.

Opt-In

Customers may opt-in for SMS messaging from WEcare Family Practice by signing an electronic paper consent form. During the call, customers will be asked: "Do you agree to receive texts from WEcare Family Practice. Message frequency varies. Message and data rates may apply. Text HELP for help, text STOP to opt-out. [Click here for our Privacy Policy.](#)" This consent agreement will not be shared with third parties and affiliates for marketing purposes. No SMS communication will be initiated without customer consent.

Opt-out

Contact WEcare Family Practice Clinic to remove the phone number given for text message notifications. After receiving a message, text STOP to stop receiving messages. You will receive a confirmation text. For additional assistance, contact us @ wecarefamilypractice1@gmail.com

Help

For any issues, reply with the keyword HELP. Alternatively, help can be obtained directly from us by texting 205-764-5162. If SMS messages are not desired, the SMS consent box on forms can be left unchecked.

Standard Messaging Disclosures

Message and data rates may apply.

Opt out at any time by texting "STOP."

For assistance, text "HELP" or visit our [Privacy Policy](#) and [SMS Terms and Conditions](#)

Message frequency may vary

PRIVACY POLICY

WEcare Family Practice is committed to protecting your privacy. This Privacy Policy governs how we treat the Personal Information that we collect and receive from you in connection with your use of the SMS Service, which we make available to you through a third-party service provider. This Policy is incorporated into the Terms of Service.

By using the Service, you agree to the terms of this Policy. WEcare Family Practice reserves the right, in its sole discretion, to modify or change this Policy at any time with or without prior notice to you. This Policy, and any changes, are effective as soon as posted. Your continued use of the Service following the posting of any changes to the Policy constitutes your full acceptance of those changes.

“Personal Information” is information that individually identifies you, such as your mobile phone number or user/screen name, as well as the any Personal Information that you choose to include in messages you send through the Service.

What Personal Information is collected about you

When you sign up for SMS/texting services, we may collect the following information

- Your Phone number which is required to send you SMS/text messages
- Your Name is optional but allows us to personalize our messages
- Your Consent records to document your opt-in to our SMS/texting services

How WEcare uses Personal Information about you

SMS consent for communication will be obtained. The information such as phone numbers obtained as part of the SMS consent process will not be shared with third parties for marketing purposes. If you have consented to receive text messages from WEcare Family Practice you may receive messages related to the following:

- Appointment reminders
- Follow-up messages
- Medication Refills
- FMLA paperwork
- Medication Compliance
- Patient balances

Disclosure of your information

We do not sell, trade or otherwise transfer your personal information to third party affiliates for marketing purposes. We may only share your information with Service providers: Third-party vendors who assist us in operating our SMS/texting services at our agency.

Security

WEcare takes precautions to ensure the security of your Personal Information, including ensuring that our third-party service providers protect the security of your Personal Information. However, we cannot guarantee that hackers or unauthorized personnel will not gain access to your Personal Information

despite our efforts. You should note that in using the Service, your information will travel through third party infrastructures which are not under our control (such as a third-party SMS delivery platform or your carrier network). We cannot protect, nor does this Policy apply to, any information that you transmit to other users. You should never transmit personal or identifying information to other users.