

Terms of use, SMS

Medical Disclaimer: In the event of a medical emergency, please call 911. Our Digital Service is not designed to facilitate medical emergencies. No information on this Digital Service should be used as personal medical advice, diagnosis or treatment. Because each person's health needs are different, a health care provider should be consulted before acting on any information provided in this Digital Service.

1. General

Summit Health provides SMS communications targeted at Summit Health patients.

SMS messages sent through our Summit Health dedicated short or long code are sent by employees and automated systems to our customers for notification of either service events and/or maintenance windows regarding the services provided.

Communications through our short or long codes services are on an Opt-In basis. Call To Action phrases such as 'OPTOUT', 'HELP', 'STOP' etc., will be advertised on the web to Summit Health patients and users only. The Long and Short Code will not be used for marketing purposes.

2. Opt-In/Opt-Out

User will opt-in to patient experience-related messaging via the Summit Health patient experience (Summit Health's website, in-office interactions, and mobile app). By providing your mobile phone number to Summit Health, you understand that communication by text may be in an unsecure and unencrypted form of communication, and you expressly consent and authorize Summit Health or identifiable information about your condition, diagnosis or treatment, payment-related messages, quality improvement communications, and patient portal-related messages. Message and data rates may apply. Msg freq. varies per user. Text "HELP" in response to the message for help. Text "STOP" to cancel.

You can cancel this service at any time. Just text "STOP" in response to the message. After you send the message "STOP" to us, we will send you a reply message to confirm that you have been unsubscribed.

3. Help

If at any time you forget what keywords are supported, just text "HELP" in response to the message. After you send the message "HELP" to us, we will respond with instructions on how to use our service as well as how to unsubscribe.

4. Participating carriers

AT&T, Verizon Wireless, Sprint, T-Mobile, U.S. Cellular, Boost Mobile, MetroPCS, Virgin Mobile and Cricket. T-Mobile is not liable for delayed or undelivered messages.

5. Rates

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.

6. Support

For support, please email us at compliance@summithealth.com.

7. Privacy Policy

If you have any additional questions regarding the SMS services or privacy, please read our Terms of Use, [Privacy Policy](#) and [Notice of Privacy Practices](#).