



TEXT MESSAGING AND PRIVACY NOTICE

We collect and use mobile phone numbers to communicate with patients by SMS and/or RCS text message for limited healthcare-related purposes, such as appointment reminders, unexpected appointment cancellations, patient experience surveys, health reminders, care coordination, and other service-related notifications.

Your privacy is important to us. We do not sell, rent, or share your mobile number with third parties or affiliates for marketing or promotional purposes. We will not use your mobile number for unrelated marketing unless you provide separate express written consent.

Text messaging is voluntary. You are not required to opt in to text messages as a condition of receiving care, treatment, payment, or benefits. If you choose not to receive text messages, or if you opt out later, we may need to contact you by another method, and you may not receive certain updates as quickly.

Message frequency varies based on your care, appointments, and communication preferences.

Message and data rates may apply. Mobile carriers are not liable for delayed or undelivered messages.

Standard SMS and RCS text messages may not be fully secure. To help protect your privacy, we limit text message content to brief, non-sensitive notifications whenever possible. Messages that contain detailed Protected Health Information (PHI) or sensitive clinical information should be sent through a separate secure messaging channel or handled through another appropriate communication method.

You may opt out of text messages at any time by replying STOP. After you opt out, we will stop sending non-emergency text messages to that mobile number unless you choose to opt back in. To rejoin, reply START or contact us to update your communication preferences.

For help with text messaging, reply HELP or contact Salish Cancer Center at (253) 382-6300 or info@salishcancercenter.com.