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Heritage Pediatrics – Terms and Conditions for SMS Communications

By voluntarily providing your mobile number and explicitly opting in, you consent to receive SMS communications from Heritage Pediatrics related to appointment reminders, account and portal notifications or important practice updates. SMS messaging is not intended for emergencies, urgent medical concerns, diagnosis, treatment advice, or detailed clinical communication. For urgent or emergency concerns, call 911 or contact the office directly as appropriate. Message frequency may vary based on your interactions with us.

Message and Data Rates

Standard message and data rates may apply depending on your mobile carrier and plan. You are responsible for any charges incurred for receiving SMS messages.

Opting Out

You may opt out of receiving SMS messages at any time by replying with "STOP" to any SMS message you receive from us. After opting out, you will receive a confirmation message, and we will cease sending SMS messages to your number. Please note that opting out may affect your ability to receive certain types of communications.

Help and Support

If you need assistance or have questions about our SMS service, reply with "HELP" to any SMS message you receive, or contact our customer support team at 210-804-2301.

Privacy

Your mobile phone number and other personal information will be handled in accordance with our Privacy Policy, available at www.heritagepediatrics.com. We do not sell your mobile information or share it with third parties for marketing or promotional purposes. We may use service providers or business associates to help deliver SMS messages or operate our patient portal, and they may only use the information as necessary to provide those services. **Changes to Terms**

We may update these terms and conditions from time to time. Any changes will be effective when we send a new SMS message or update our terms on our website. Your continued use of the SMS service constitutes acceptance of the revised terms.

Termination

We reserve the right to terminate or modify the SMS service at any time without prior notice.

Liability

Heritage Pediatrics is not responsible for any delays or failures in the delivery of SMS messages due to issues with your mobile carrier or other technical problems.

By opting in, you acknowledge that you have read, understood, and agree to these terms and conditions.