

## RHM Text Messaging Terms and Conditions

This agreement is between you and Reproductive Health Medicine and Gynecology (“**RHM**”). All references to “RHM,” “we,” “our,” or “us” refer to Reproductive Health Medicine and Gynecology, with the registered office address: 3965 Holcomb Bridge Rd, Suite 100, Peachtree Corners, GA 30092.

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### DEFINITIONS

- **"Opting In," "Opt In," and "Opt-In"** refer to requesting, joining, agreeing to, enrolling in, signing up for, acknowledging, responding to, or otherwise consenting to receive one or more text messages.
  - **"Text Message Service"** includes any arrangement or situation in which we send one or more messages addressed to your mobile phone number, including text messages (such as SMS, MMS, and successor protocols or technologies).
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### 1. Consent to Receive Text Messages

By providing your mobile number or texting RHM at **770-450-8677**, you confirm you are opting in to our Text Message Service and that you consent to receive healthcare-related text messages, including but not limited to appointment reminders, notifications about test results and/or prescriptions, billing notices, and practice updates, as outlined in the [RHM Text Messaging Privacy Policy](#)

RHM uses [Beetexting](#) for two-way communication, allowing patients to reach out directly and receive responses. These Terms and Conditions apply exclusively to messages sent via **Beetexting**, as integrated with [RingCentral](#).

These Terms and Conditions do not apply to [AthenaHealth](#), which is the electronic medical records system utilized by RHM for patient care and communication. Messages from AthenaHealth may include appointment reminders and confirmations, pre-visit check-in and telehealth visit links, notifications about test results, and/or other practice-related alerts. AthenaHealth messages are governed by their own terms and conditions and privacy policies, which are beyond our control. We encourage you to review AthenaHealth’s policies for more details on how they manage text message communications.

By agreeing to receive text messages, you consent to the use of electronic records for documenting your agreement. You may withdraw consent by replying **STOP**.

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### 2. Frequency of Messages

Message frequency may vary depending on your appointment schedule, health needs, and/or engagement with RHM services.

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### 3. Message & Data Rates

Standard message and data rates may apply based on your mobile carrier's plan. RHM is not responsible for any charges incurred from receiving text messages.

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### 4. Opt-Out Option

You may opt out of receiving text messages at any time by replying **STOP** to any message. Once you opt out, you will no longer receive text messages from RHM, except for messages required by law or essential for your healthcare.

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### 5. Help & Support

For assistance, reply **HELP** or contact our office at **770-450-8677** or email us at [info@rhmgyn.com](mailto:info@rhmgyn.com).

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### 6. No Guarantee of Delivery

RHM does not guarantee that text messages will be received or delivered. Factors such as carrier restrictions, network issues, or incorrect phone numbers may affect message delivery.

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### 7. Privacy & Security

RHM values your privacy. We only use the information you provide through this service to transmit your mobile messages and respond to you. While we take measures to protect your information, text messages are **not encrypted** and may be intercepted by third parties. **We strongly recommend that sensitive health information be communicated exclusively through our secure patient portal and/or during in-person visits, and not via this Text Message Service.**

**We don't sell, rent, loan, trade, lease, or otherwise transfer for profit any phone numbers or customer information collected through the service to any third party.** Nonetheless, we reserve the right to disclose any information as necessary to satisfy any law, regulation, or governmental request, to avoid liability, or to protect our rights or property.

These **RHM Text Messaging Terms and Conditions** apply to your use of the Text Message Service and are not intended to modify our general **RHM Text Messaging Privacy Policy**, incorporated by reference above, which may govern the relationship between you and us in other contexts.

**Please note:** The RHM Text Messaging Privacy Policy operates separately from our HIPAA Privacy Policy, which governs the handling and protection of health information within our practice.

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### 8. Changes to Terms

RHM reserves the right to update these **Text Messaging Terms and Conditions** at any time. Any changes will be posted on our website at [www.rhmgyn.com](http://www.rhmgyn.com). Your continued use of text messaging services constitutes acceptance of the updated terms.

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## 9. Contact Information

For any questions regarding these terms, please contact RHM at:

 **770-450-8677**

 [info@rhmgyn.com](mailto:info@rhmgyn.com)

 [www.rhmgyn.com](http://www.rhmgyn.com)

By continuing to use the Text Message Service, you acknowledge and agree to these terms.