



**Matthews-Vu**  
*Healthcare for Children and Adults*

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## Consent for Patient Reminders and Notifications

You are consenting to receive messages from Matthews-Vu Medical Group, your healthcare provider, which utilizes an automatic telephone dialing system to deliver a text, voice or pre-recorded message that may contain health related information or healthcare management advice at the telephone number(s) that you have provided. You understand that you are not required to provide consent in order to receive such information or advice from your healthcare provider.

### **Terms & Conditions**

Your request to receive automated voice and text message from Matthews-Vu Medical Group, your healthcare provider, constitutes your agreement to these terms and conditions. You agree that we may send you automated voice and text messages through your wireless provider to the valid mobile or landline number that you have provided us. You agree to indemnify, defend and hold us, our technology service vendor – healow LLC, our electronic medical record vendor – eClinicalWorks LLC and its affiliated companies harmless from any third-party claims, liability, damages or costs arising from your request to receive automated voice or text messages or from providing Matthews-Vu Medical Group with a phone number that is not your own. You agree that we and our technology solutions vendors will not be liable for failed, delayed or misdirected delivery of any information sent to you or from you, including opt-out requests. You must be 18 years or older in order to participate. This is a standard-rate messaging program where message and date rates may apply. Frequency of messages may vary depending on the number of messages that you are due to be sent by your healthcare provider.

Supported carriers include AT&T, Verizon Wireless, T-Mobile®, Metro PCS®, Sprint, Boost, Virgin Mobile, U.S. Cellular® and others. Additional carriers may be added at any time. Carriers are not liable for delayed or undelivered messages.

### **Frequently asked questions:**

#### **What sort of messages can we send you?**

As your healthcare provider, our goal is to stay in touch with you even when you're not in their office. To keep the lines of communication open and based on need, we can send you messages via voice SMS/text, email and secure messages on the Patient Portal and using healow. Example of communication from our practice can include: appointment reminders, prescription refill messages and health/wellness notifications for test or other procedures. We respect your need for privacy and will not send you telemarketing related messages or share your contact details with anyone.

#### **What does it mean when you opt-in or activate?**

By choosing to opt-in for voice and or text messages from Matthews-Vu Medical Group, you are consenting to receive phone, text and/or other electronic messages to the number we have on file for you. We have chosen to use this automated service reminders offered by healow and eClinicalWorks. Please direct all your communication directly with us and not our technology vendor companies.

**Please note:** Phone, emails and text messages are considered unsecure methods of contact and may result in disclosure of sensitive information to unauthorized individuals. You are assuming the risk involved by activating these services and will not hold the practice responsible.

**Can you turn off these services later?**

Yes, simply contact Matthews-Vu Medical Group and ask to adjust your communication preferences. You can also text **STOP** on reply to a text message that you receive from us. **On texting STOP**, your phone number will be unsubscribed from this service and you will not receive any further health and wellness messaging notifications via text.

**What if you need further help?**

Please note that these services are either simply to remind you of important or necessary steps that you need to take for living a better, healthier lifestyle or for offering you convenient ways to connect with Matthews-Vu Medical Group outside the walls of our clinic. If there is ever an emergency, or if you need help, please call 911.

**Did you know simple steps you take can protect your health information online?**

Password protect any device from which you review or download your health information, both on your mobile phone and home computer. Make sure your password meets the criteria for a strong, secure password which means it consists of at least six characters and uses a combination of letters, numbers and symbols. Also, if you are using a public computer to access your health information, be sure to log out.

OPT IN I wish to receive notification/reminder messages from Matthews-Vu Medical Group

OPT OUT I do **not** wish to receiving notification/reminder messages from Matthews-Vu Medical Group

\_\_\_\_\_  
Patient/Guardian Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name