

## SMS Terms and Conditions

Effective Date: November 25, 2024

*Note: This Policy is for SMS communication only – it does not supersede our general Notice of Privacy Practices.*

Norman B Gaylis MD PA dba Arthritis & Rheumatic Disease Specialties/AARDSII Physical Therapy/ Musculoskeletal Medicine South Florida/ Infusion & Immunotherapy of South Florida (“we”, “us”, “our”) is committed to protecting the privacy of our customers.

### **Consent for SMS Communication**

The phone numbers obtained through the SMS consent process will not be shared with third parties for marketing purposes.

### **Types of SMS Communications**

If you have consented to receive text messages from us, you may receive messages related to appointment reminders, follow up messages, billing inquiries, updates, customer service and support.

For example: Your appt with Dr X at AARDS (2801 NE 213<sup>th</sup> St, Ste 801, Aventura) is on Apr 25<sup>th</sup>, 4:15pm. Please arrive 15min early. Reply YES to confirm or NO to cancel. Reply ‘STOP’ to OptOut. StdMsg&DataRateMayApply. For assistance, text HELP or visit our [Privacy Policy](#) and [Terms & Conditions](#) .

### **Message Frequency**

Our SMS message frequency will vary depending on the type of communication. It may range from 1 to 2 text messages daily across all users.

### **Potential Fees for SMS Messaging**

Many carriers charge a fee for each message sent or received. This can vary depending on the carrier's pricing structure and whether the message is sent domestically or internationally.

### **Opt-In Method**

Customers can opt-in for SMS messaging from us through contact form on our website located at [Contact Us](#), verbally during a conversation, or by filling out a paper form. If you opt to receive text messages from us, we will store your consent information. SMS opt-in or phone numbers for the purpose of SMS are not being shared with any third parties or affiliate company for marketing purposes.

### **Opt-Out**

You can opt out of receiving SMS messages from us at any time. To do so, simply reply “OPT-OUT” or “STOP” to any SMS message you receive. Alternatively, you can contact us directly to request removal from our messaging list. Once you opt out, you will no longer receive messages from us. You can opt back in at any time by replying START.

**Standard Messaging Disclosures**

Message and data rates may apply. Message frequency may vary. You can opt-out at any time by texting ‘STOP’. For assistance, text 'HELP' or visit our [Privacy Policy](#) and Terms & Conditions.