

## Texting Terms of Use

This Texting Terms of Use applies when you give prior express consent to get text messages from the Lake County Health Department. Text messaging frequency varies and will be related to the following programs:

- **Appointment Scheduling and Reminders.** Messages may include confirmations, reminders, or cancellations.
- **Appointment Availability.** Messages may include notification that an appointment time is available with your provider.
- **Healthcare Reminders.** Messages may include reminders such as preventive health screenings, flu shots, mammograms, blood pressure, diabetes, wellness, etc.

### **IF YOU NO LONGER WANT TEXT MESSAGES FROM US, YOU MUST REPLY “STOP”.**

- The only way to end text messages for a specific texting program is to reply “STOP”.
- You understand and approve that replying “STOP” to one texting program will not opt you out of all texting programs.
- You must reply “STOP” to each texting program that you no longer want to be a part of.
- Text messages may be sent to your mobile number using an automatic dialing system. Message and Data rates may apply. Text messaging may not be available from all carriers.
- After you send "STOP" to us, we may send you a message to make sure that you no longer want to get text messages from that program. After this, you will no longer get text messages from us from that texting program. If you want to join again, just sign up as you did the first time, and we will start sending text messages to you for the programs you have signed up for.

### **We do not guarantee the successful delivery of text messages by your wireless provider.**

Messages sent by text may not be delivered if the mobile device is not in range of a transmission site, or if the network is down. Other factors beyond the power of wireless carriers may get in the way of message delivery. This may include the terrain, how close you are to buildings, foliage, weather, and your equipment. We and your wireless provider will not be liable for losses or damages that come from:

- a message not delivered, a message delivered late; or
- a message that goes to the wrong number; or
- inaccurate or incomplete content in a text message.

We are not liable for your use or reliance on the content of any text message.

We can deliver messages to the following mobile phone carriers such as AT&T, Verizon Wireless, Sprint, T-Mobile, U.S. Cellular, Alltel, Boost Mobile, Metro PCS, Nextel, and Virgin Mobile as well as some minor carriers. Carriers are not liable for delayed or undelivered messages. If you have any questions about your text plan or data plan, please contact your wireless provider.

## **Privacy & Security**

Please update your account on the [Lake County AllVax Portal](#) or call (847) 377-8130 if your mobile number changes. We rely on you to provide a correct mobile number and update us with any changes. Once we receive an update, we will immediately stop sending text messages to the previous number on file and begin sending them to the updated number you provide. Should we receive an undeliverable notice from your carrier, we will immediately remove your number from receiving further text messages.

We recommend you use a password to open your mobile device. Text messages may include protected health information (PHI). Since text messaging is unencrypted, there is a risk that this PHI could be intercepted or viewed by third parties, including others who look at your device. When you choose to get text messages from us, you do so at your own risk. The use and disclosure of PHI in text messaging may be governed by other privacy notices, including applicable [HIPAA Notice of Privacy Practices](#).

Text messages from the Lake County Health Department and Community Health Center will come from **20108**. Any text messages coming from this number are verified and secure.

## **Frequently Asked Questions**

- **What type of text message will I get?**  
Text messaging frequency varies. These messages may include information about your scheduling, appointment availability, or healthcare reminders.
- **Can I choose the type of text messages I get?**  
Yes. You can choose the type of text messages you want.
- **I want to stop receiving text message, what do I do?**  
To stop receiving text messages for a specific program, reply “STOP” to the text. If you no longer want any text messages, you must reply “STOP” to each texting program you want to end.
- **If I reply “STOP” for one texting program, can I stay in another program?**  
Yes. When you reply “STOP” to one texting program, you will still get text messages from your other programs.
- **What if my mobile number changes?**  
Please update your account on the Lake County AllVax Portal or call (847) 377-8130 if your mobile number changes. It is your responsibility to give a correct mobile number

and to update any changes. If you don't give us your new mobile number, we are not responsible for any text message sent to the wrong number.

- **I signed up for text, but I did not get one. Why not?**

Text messaging may not be available from all wireless providers. You may not get a message if your wireless network is down, or if you are not within a service range. We are not responsible for losses or damages because a text is not delivered, or it's delayed.

- **How do I know the text message I received can be trusted?**

Text messages from the Lake County Health Department and Community Health Center will come from **20108**. Any text messages coming from this number are verified and secure.

**If you experience difficulty, please reach out to our community care team at [support@lakecohealth.org](mailto:support@lakecohealth.org).**