Neuroscience Group Mobile texting (SMS/MMS): Terms and conditions

Neuroscience Group (NSG) uses text messages (SMS) to provide important and timely messages to patients, customers and guests of NSG, as well as to patients, device reps, customers and guests of entities that have an electronic health record system operated and maintained by NSG.

Consent to receive text messages is not required as a condition of purchasing any goods or services from NSG.

When you sign up for text messages from NSG, you are signing up to receive text messages that relate to your relationship with NSG. Neuroscience Group will not share your SMS consent with third parties or affiliates. These messages may include:

- Appointment reminders and other updates related to your visits
- Information related to your MyChart account
- One-time passcodes
- Billing notifications
- Prescription reminders
- Care management and coordination

When you opt-in to receive texts from us, we will send you a message to confirm your signup.

Security notice

Text messages are not secure. This means that other people could read them. You understand that we are not responsible for the release of personal information once you agree to receive text messages from us.

Opt-out information

You may opt-out of text messages at any time by texting **STOP** in response to a text message from us. This will opt you out of any future text messages for that particular service or program number. Sending a **STOP** request must be separately completed for each service or program number for which you desire to opt-out. Sending one **STOP** request will not create an opt-out for all services or program numbers. This allows you to selectively decide what information you would like to receive through text messages.

After you send the message **STOP** to us, we will send you a reply message to confirm that you have been unsubscribed. After this, you will no longer receive messages from us for that service or program number.

Customer service support

Experiencing texting issues or have questions? You may text **HELP** to any of our text messages to request additional information, or you may call (920)-725-9373

For privacy policy questions, you may call (920)-725-9373 or visit Contact Us (neurosciencegroup.com).

Text message scams and fraud

We understand that receiving text messages from an organization can sometimes raise concerns about their legitimacy. We urge you to independently verify the authenticity of any text message that you receive. If you ever receive a text message from us that seems suspicious or if you have any doubts about its authenticity, we encourage you to contact us immediately.

You hereby agree to release and hold harmless Neuroscience Group and the Affiliates involved in your services from and against any claims concerning any texting.

Undelivered, delayed, or misdirected messages

NSG, and mobile carriers are not liable for losses or damages arising due to delayed, misdirected or undelivered messages. Please note that the supporting mobile carriers may change without notice, and the text messaging you subscribe to may be limited to specific carriers. Text messages may be delayed or not received during periods of high messaging traffic. Texts from us will be presented on your mobile device in the same manner as any other SMS text messages. There may be occasions where the full contents of the text message may not be delivered to your phone. Supported mobile carriers may change from time to time, but our text messages are currently supported on only certain limited U.S. carriers.

Message frequency may vary. Message and data rates may apply to messages we send to you, or you send to us. You are encouraged to check with your mobile carrier to learn more about their coverage, plans and costs.