



SMS Terms and Conditions

When you agree to receive text messages from Mercy Health Services, Inc. and its subsidiaries, partners, and affiliates (“Mercy Medical”), you are agreeing to receive text messages related to your relationship with Mercy Medical, including updates related to your visits, MyChart account, one-time passcode, billing notifications, prescription reminders, and care management.

Mercy Medical partners with Epic’s Hello World application to offer its Short Messaging Service (“SMS”) text messaging program (the “SMS Program”). These messages will come from a short code, which is a 5- or 6- digit phone number that is used by organizations to send SMS messages. By agreeing to participate in the SMS Program, you understand and agree to the risks associated with sending and receiving information related to your health and relationship with Mercy Medical via SMS messages, and that such electronic communications may not be secure.

Participation in this SMS Program is not a condition of receiving treatment or services from Mercy Medical, and you can opt-out of SMS messages by texting STOP to the respective short code. Your opt-out request will generate one final message confirming that you have been unsubscribed. After opting-out, you will no longer receive SMS messages from the short code you opted out from. If after opting-out you want to sign up for text messages from Mercy Medical, you can sign up using MyChart or text HELP to the short code for instructions.

If you are experiencing issues with the SMS Program or need assistance, you can reply to the short code with the keyword HELP, or call 410-332-9000.

Mercy Medical and wireless carriers are not liable for delayed or undelivered messages. Message and data rates may apply for any messages sent to you from Mercy Medical and to Mercy Medical from you. Message frequency may vary. Please consult with your wireless carrier for further information and applicable rates and fees.

Please see our [Notice of Privacy Practices](#) for more information on our privacy practices related to your health information.