

HMC

Hopedale Medical Complex

PATIENT SMS COMMUNICATIONS

Enrollment and Consent Form

Effective May 6, 2026

Program Overview

The HMC Patient Communications program lets HMC clinicians and clinical support staff send 1-to-1 text messages to you about your care from their assigned Microsoft Teams phone numbers. Messages are typed by an HMC staff member during the course of caring for you. By providing your mobile phone number and indicating your consent below, you authorize Hopedale Medical Complex ("HMC") to send you SMS messages at the number you provide.

What You Are Consenting To

By providing your mobile phone number and checking the consent box below, you consent to:

- Receipt of text messages from HMC at the mobile phone number you provide.
- Storage of your name and mobile number in HMC's electronic health record alongside your existing patient record.
- Processing of program messages through Microsoft Corporation, HMC's SMS service provider for this program. HMC has executed a HIPAA Business Associate Agreement with Microsoft.
- Continued enrollment until you opt out by replying STOP to any program message.

Providing your mobile number and checking the consent box is optional. You may submit information to HMC and continue receiving care without opting in to SMS messaging, and you may opt out at any time after enrolling.

Types of Messages You Will Receive

The HMC Patient Communications program is for non-urgent, care-driven communication between you and your HMC care team. Messages may include:

- Appointment confirmations and reminders for visits, procedures, and follow-ups.
- Prescription pickup notices when a medication is ready at the Hopedale pharmacy.
- Care coordination messages related to your treatment plan, referrals, lab results follow-up, or scheduling.
- Non-urgent callback requests from an HMC clinician or clinical support staff member.
- Other non-urgent informational messages from your HMC care team.

This program does not send marketing, promotional, or broadcast messages. It does not deliver 2FA, MFA, or one-time-passcode messages. It is not a channel for medical emergencies.

Sample messages:

- *"Hi Mary, this is Sarah from Dr. Patel's office at HMC. Confirming your appointment Thursday at 2:00 PM. Reply C to confirm or call 309-449-3321 to reschedule."*
- *"Hello, this is the HMC clinic team. Your prescription is ready for pickup at the Hopedale pharmacy."*
- *"Hi from HMC — please call our office at 309-449-3321 when you have a moment. Thank you."*
- *"Hi John, this is Tracy at HMC following up after your visit. Let us know if you have any questions before your next appointment. Reply STOP to opt out."*

Frequency and Rates

- Message frequency varies — care-driven, not scheduled. You may receive several messages in a week of active care or none for long stretches between visits.
- Message and data rates may apply. Your wireless carrier's standard text-message and data charges apply. HMC does not charge patients for program messages.

Help and Opt-Out

- Reply HELP to any program message at any time to receive a help response with HMC's contact information.
- Reply STOP to any program message at any time to opt out. After processing, you will receive a single confirmation message and no further messages from that HMC number.
- To re-enroll after opting out, reply START to the same number, or contact HMC at (309) 449-3321.

Privacy

Mobile opt-in data will not be shared with third parties. Your mobile phone number, the consent you provide on this form, and the messages you exchange with your HMC care team are handled in accordance with the HMC SMS Privacy Policy and HMC's Notice of Privacy Practices. HMC does not sell your information and does not share your phone number, consent, or message content with any third party for marketing or advertising purposes.

By signing or submitting this form, you confirm you have reviewed:

- HMC SMS Terms and Conditions: https://hopedalemc.com/media-library/documents/Footer_Information/HMC-Patient-SMS-Terms.pdf
- HMC SMS Privacy Policy: https://hopedalemc.com/media-library/documents/Footer_Information/HMC-Patient-SMS-Privacy.pdf

Patient Information

To be completed by the patient.

FULL LEGAL NAME

DATE OF BIRTH

MOBILE PHONE NUMBER (###-###-####)

BEST ALTERNATE CONTACT (OPTIONAL)

Consent

- I consent to receive SMS text messages from Hopedale Medical Complex at the mobile phone number I provided above, including appointment reminders, prescription pickup notices, care coordination messages, and other non-urgent informational messages from my HMC care team. Msg frequency varies. Msg & data rates may apply. Reply HELP for help or STOP to unsubscribe at any time. HMC does not share my phone number with third parties. I have read the HMC SMS Terms and Conditions and the HMC SMS Privacy Policy linked above.

Checking this box is optional. You may submit this form without checking the box. If you do not check the box, HMC will not send you SMS messages under this program.

Patient signature

Printed name

Date

HMC Use Only

DATE FORM RECEIVED

LOADED INTO EHR BY

MOBILE NUMBER RECORDED IN EHR (Y / N)

Retention. This signed form is retained as part of the patient's medical record in accordance with HMC's standard medical-records retention schedule.

Questions about this form or the HMC Patient SMS Communications program?

Call Hopedale Medical Complex at (309) 449-3321.

For privacy questions, contact the HMC HIPAA Privacy Officer at (309) 449-4011 or HIPAAOfficer@hopedalemc.com.