



Hopedale Medical Complex
TERMS AND CONDITIONS
HMC Patient Communications

Last Updated May 5, 2026

HMC Patient Communications is a 1-to-1 text-message communication tool provided to you by Hopedale Medical Complex ("HMC") that uses your data to assist HMC clinicians and clinical support staff in reaching you about your care, including appointment confirmations, care coordination, prescription pickup notices, and non-urgent follow-up. Information that you provide through HMC Patient Communications is shared with HMC clinical and support staff. Your use of HMC Patient Communications is subject to the HMC SMS Privacy Policy and HMC's Notice of Privacy Practices that you can obtain from HMC. HMC Patient Communications uses software provided by Microsoft so use is also subject to the Microsoft Services Agreement.

1. You may expect to receive care-related messages from HMC clinicians and clinical support staff, including but not limited to appointment confirmations and reminders, care coordination, prescription pickup notices, follow-up after a visit, and non-urgent questions or callback requests from your care team.
2. You can cancel the SMS service at any time. Just text "STOP" to the number that messaged you. After you send the SMS message "STOP" to us, we will send you an SMS message to confirm that you have been unsubscribed. After this, you will no longer receive SMS messages from us. If you want to join again, reply START to the SMS messages.
3. If you are experiencing issues with the messaging program you can get help by texting "HELP" to the number that messaged you for instructions, or by calling Hopedale Medical Complex at (309) 449-3321.
4. Carriers are not liable for delayed or undelivered messages.
5. As always, message and data rates may apply for any messages sent to you from us and to us from you. Message frequency is variable and care-driven, based on when an HMC clinician or support staff member needs to reach you about your care. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.

Important. SMS messages travel over public wireless carrier networks and are not encrypted end-to-end. HMC clinicians limit the clinical detail in SMS messages and avoid including sensitive protected health information by text. **You should not include sensitive medical information in your SMS replies. Do not use SMS for medical emergencies. If you are experiencing a medical emergency, call 911 or go to the nearest emergency**

department.

LIMITATION OF LIABILITY

To the maximum extent permitted by applicable law, HMC and its SMS service provider shall not be liable for any indirect, incidental, special, consequential, or punitive damages arising from or related to the program, including but not limited to damages arising from delayed, missed, or undelivered messages, or from any act or omission in connection with the program. This section does not limit any liability that cannot be excluded under applicable law.

CHANGES TO THESE TERMS

HMC may modify, suspend, or discontinue the program at any time. Material changes affecting participants will be communicated through HMC's normal channels. Continued receipt of messages after a change constitutes acceptance of the modified Terms.

CONTACT

Hopedale Medical Complex

107 Tremont Street, Hopedale, IL 61747

Main: (309) 449-3321

For privacy questions, contact HMC's HIPAA Privacy Officer at (309) 449-4011 or HIPAAOfficer@hopedalemc.com. For all other questions, please call the main hospital line above.

*Related: HMC SMS Privacy Policy (Patient Communications) (<https://hopedalemc.com/sms-privacy-patient>)
| HMC Notice of Privacy Practices (<https://www.hopedalemc.com>)*