



ATTACHMENT A

SMS TERMS AND CONDITIONS

Claremedica uses text messaging to communicate with patients on topics relevant to their relationship with Claremedica. For example, you may receive updates related to your visits, account, one-time passcode, billing notifications, prescription reminders, and care management. Patient information used for text messaging will not be shared for marketing purposes.

By agreeing to participate in the Claremedica text messaging program, I agree and understand the risks associated with sending and receiving my protected health information (PHI) via SMS/MMS text messages and that such electronic communications may not be secure. I understand that consent is not a condition of any treatment, that I can opt out at any time by replying to the SMS message STOP, and that use of my information for the Claremedica text messaging program is subject to the Claremedica HIPAA authorization (when applicable), terms, and conditions and privacy policies.

Your wireless carrier's message and data rates may apply to SMS correspondence. Claremedica does not charge for any content; however, downloadable content may incur additional charges from your wireless carrier. You are solely responsible for any fees, including web access and/or data or text message charges that may be billed by your wireless carrier based on your individual plan. Please contact your wireless carrier for information about your messaging plan. Your carrier may impose message or charge limitations on your account that are outside of our control. All charges are billed by and payable to your wireless carrier.

You represent that you are the owner, or authorized user of the wireless device you use to receive the service, and that you are authorized to approve the applicable charges.

Message frequency may vary.

Claremedica will not be liable for any delays or failures in your receipt of any SMS messages as delivery is subject to effective transmission from your network operator and processing by your mobile device. SMS message services are provided on an as is, as available basis.

Data obtained from you in connection with this SMS service may include your mobile phone number, your carrier's name, and the date, time, and content of your messages and other information that you may provide. We may use this information to contact you and provide information about healthcare services, transportation, patient safety, or surveys about how we could improve our offerings. Your wireless carrier and other service providers may also collect data from your SMS usage, and their practices are governed by their own policies. We reserve the right at all times to disclose any information necessary to satisfy any law, regulation, or governmental request, to avoid liability, or to protect our rights or property. When you complete forms online or otherwise provide us with information in connection with the service, you agree to provide accurate, complete, and true information.

Carriers are not liable for delayed or undelivered messages. Message and data rates may apply for any messages sent to you from us and to us from you. Message frequency may vary.

For assistance, please visit our website at www.Claremedica.com and view our SMS Privacy Policy and Notice of Privacy Practices.