# SMS Messaging
# **Terms and Conditions**

When you sign up for text messages from Licking Memorial Health Systems (LMHS), you are signing up to receive text messages related to your relationship with Licking Memorial Hospital (LMH) and Licking Memorial Health Professionals (LMHP), including updates related to your visits, MyChart account, one-time passcode, billing notifications, prescription reminders, and care management.

At any time, you can opt-out of short message service (SMS) messages by texting STOP to the respective text message that you received. Your opt-out request will generate one final text message confirming that you have been unsubscribed, and you will no longer receive text messages from LMHS. If you wish to join again, you can sign up using your MyChart account, or text HELP to the text message for instructions.

If you are experiencing issues with the messaging program, you can reply with the keyword HELP for more assistance, or you can get direct assistance by emailing patientportalquestions@lmhealth.org or calling (220) 564-4030.

LMHS does not charge for this program; however, message and data rates may apply from your mobile carrier. When you opt-in to receive text messages, you are responsible for any carrier fees such as data plan charges, tolls, out-of-area roaming, and other charges. Message frequency may vary. Please note that SMS communications from LMHS may not be available through all mobile carriers. Carriers are not liable for delayed or undelivered messages.

Our Notice of Privacy Practices is viewable at this link. To contact us, please email patientportalquestions@lmhealth.org or call (220) 564-4030.

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