Text Messaging Terms and Conditions

Effective Date: 10/27/2026

Tyler Family Circle of Care ("FCC," "we," "us," or "our") operates a Patient Text Messaging Program for appointment reminders, care coordination, preventive care outreach, health education, service updates, and authorized marketing or promotional communications. Messages may be delivered through FCC's electronic health record, patient engagement platforms, or other authorized messaging services. These Terms apply regardless of the platform used.

Definition of Text Messaging

For purposes of these Terms and Conditions, "text messaging" means messages sent to or received from your mobile phone number through Short Message Service (SMS) or, if supported by our platform, Multimedia Messaging Service (MMS). SMS messages contain text, while MMS messages may include images, audio, video, or other multimedia content. Text messaging includes automated messages and individual messages exchanged with our staff through our Patient Text Messaging Program.

These Terms apply to FCC's Patient Text Messaging Program. By opting in to receive text messages from FCC, you agree to these Terms.

Consent to Receive Messages

When you register as a patient with Tyler Family Circle of Care (FCC) and provide a mobile phone number, you will be automatically enrolled to receive routine healthcare-related text messages, such as appointment reminders, scheduling updates, preventive care reminders, and other communications related to your healthcare, to the extent permitted by applicable law.

FCC may also offer marketing and promotional text messages about our services, programs, and events. These messages require a separate affirmative opt-in when required by applicable law. Providing your mobile phone number or registering as a patient does not, by itself, constitute consent to receive marketing or promotional text messages.

You are responsible for providing and maintaining an accurate phone number, including notifying FCC when your number changes or you no longer use it. You represent that you are the subscriber or authorized user of the number provided and are authorized to enroll it in the program.

Message Types and Frequency

You may receive one or more of the following message types:

- Appointment Reminders – Sent when you have upcoming appointments.
- Personalized 1-to-1 Messaging – Sent in response to individual requests (e.g., rescheduling) or as follow-up from a care team member. Message volume varies based on your interaction.
- Healthcare Reminders and Outreach – Personalized reminders for overdue preventive care (e.g., annual wellness visits and screenings). Frequency varies according to care needs and program activity.
- Marketing and Promotional Messages – Information about FCC services, programs, events, and promotional offerings, sent only with applicable consent and any required authorization.

Message frequency may vary. Recurring messages may be sent based on your care needs, appointments, and engagement.

Message and Data Rates

FCC does not charge you to send or receive messages through this program. Your mobile carrier's message and data rates may apply. You are responsible for charges imposed by your carrier. Contact your carrier for details about your messaging plan.

Opt-Out Instructions

You may revoke consent to receive text messages at any time by replying STOP to a message or contacting FCC directly. FCC will honor revocation requests in accordance with applicable law and coordinate preferences across its messaging systems. A confirmation text may be sent where permitted. To resume messages, contact FCC or follow the valid opt-in instructions for the applicable platform.

Opting out will stop applicable messages as required by law and will not affect the clinical care you receive. Because FCC uses multiple messaging systems, a STOP reply may not immediately update every system; FCC will coordinate your preferences.

Help and Customer Support

For help, reply HELP to the number from which you received our message, or contact FCC at 903-535-9041.

Text messages are not monitored continuously, and an immediate response is not guaranteed. Some automated messages do not accept free-text replies. For requests requiring staff attention, contact FCC by phone or through MyChart.

Do not use text messaging for emergencies, urgent symptoms, or other time-sensitive matters. If you are experiencing a medical emergency, call 911 or go to the nearest emergency room. For an urgent concern that is not an emergency, call FCC at 903-535-9041 or send your provider a message via MyChart.

Privacy

FCC uses personal information, including phone numbers, message content, and consent records, to administer its Patient Text Messaging Program, including authorized healthcare and promotional communications, and as otherwise permitted or required by law.

FCC does not share mobile information or text messaging opt-in information with third parties or affiliates for their own marketing or promotional purposes. See the Patient Text Messaging Privacy Policy at: [insert verified policy URL].

Standard SMS may not be secure. Messages may be visible to anyone with access to your phone or mobile account. Do not text sensitive medical details.

Carrier Disclaimer

Message delivery is not guaranteed. FCC uses authorized messaging service providers and mobile carriers to transmit messages. Delivery may be delayed or interrupted for reasons beyond FCC's control.

Carriers are not liable for any delayed or undelivered messages.

Changes to These Terms

We may update these Terms periodically to reflect changes in practices, technology, or legal requirements. Updated Terms will be posted on our website with a revised effective date. Any new consent or authorization required by law will be obtained as applicable.

Governing Law

These Patient Text Messaging Terms and Conditions are governed by the laws of the State of Texas, consistent with applicable federal law.

Contact Us

If you have any questions or concerns about these Patient Text Messaging Terms and Conditions, please contact us at the following:

Tyler Family Circle of Care

- Address: 523 S. Fannin Avenue
  Tyler, Texas 75702
- Phone: 903-535-9041
- Email: compliance@txfcc.org
- Website: TylerFamilyCircleofCare.org