

UNC Health SMS Terms and Conditions

When you sign up for text messages from UNC Health, you are signing up to receive text messages related to your relationship with entities that are owned or managed by the University of North Carolina Health Care System, including its facilities, practices, departments, and other sites of service (collectively, "UNCHCS"), as well as with independent providers and healthcare organizations that UNCHCS partners with and that use UNCHCS's medical records system. These messages may include updates related to your visits, including scheduling and confirmation communications; your My UNC Chart account; one-time passcodes; prescription reminders; care management; billing notifications; payment options, estimates, and financial assistance; and new service offerings. These messages will come from a short code. A short code is 5- or 6-digit phone number that is used by organizations to send text messages. The short codes used will vary depending on the type of message:

Billing Short Code - 81516

- Billing Notifications

General Short Code - 82309

- Updates related to your visits
- My UNC Chart Account
- One-time passcode
- Prescription reminders

Campaign Outreach Short Code - 81782

- New Service Offering
- Care Management

By agreeing to participate in the UNC Health text messaging program, you understand and agree to the risks associated with sending and receiving information related to your protected health information via SMS text messages, and that such electronic communications may not be secure and could be subject to unauthorized access. Participation in this program is not a condition of any treatment.

You can opt out of SMS messages by texting STOP to the respective short code from which the messages are sent. Your opt-out request will generate one final message confirming that you have been unsubscribed from messages from that short code. You will no longer receive SMS messages from the short code you opted out from. If you want to opt back in to receiving messages from that short code, you can do so using your My UNC Chart account or by texting HELP to the short code for instructions.

If you are experiencing issues with the text messaging program, you can reply with the keyword HELP in response to the SMS messages you receive for more assistance or call 1-888-996-2767.

UNC Health and wireless carriers are not liable for delayed or undelivered messages. Messages and data rates may apply to any messages that UNC Health sends to you and that you send to UNC Health. Message frequency may vary.

To view UNCHCS's Notice of Privacy Practices, which explains how UNCHCS uses and discloses your protected health information, please visit <https://www.unchealthcare.org/app/files/public/de5cc2bb-4fe8-4218-9648-75a9889abedd/Notice-of-Privacy-Practice.pdf>. To view the Notice of Privacy Practices of any independent providers or healthcare organizations that UNCHCS partners with and that participate in the UNC Health text messaging program, please contact the provider or healthcare organization directly. If you have questions about the UNC Health text messaging program or need additional assistance, call 1-888-996-2767.