



**Canvas Health Inc.**

7066 Stillwater Boulevard North

Oakdale, MN 55128-3937

**TEXT MESSAGES (SMS) Terms of Service**

You may request that we communicate you with via text message regarding your health. We want to inform you of the risks of communicating with your mental health or substance use provider via text messages.

Risk of using text messages to send protected health information include, but are not limited to:

- **Risk of Unauthorized Access by a 3<sup>rd</sup> Party:** Do you share a mobile device or your password/passcode with your family? Is your mobile device unlocked (no password/passcode)? Is your mobile device provided through an employer? Text messages may be accessed by someone you do not wish to know about your health information. Text messages may be accidentally sent to the wrong address by either party.
- **Unique Difficulty in Verifying the Sender:** Text messages may be easier to forge than handwritten or signed papers. Canvas Health will only send text messages to the phone number you provide, but we cannot verify who responds to our text messages.

**Conditions**

- Messaging frequency may vary.
- Message and data rates may apply.
- Text messages may be incorporated into the health record.
- Text messages are not checked outside of normal business hours – this includes overnight, on weekends or holidays. Although we try to read and respond to text messages promptly, we cannot guarantee that we will read and respond within a certain time frame. Please call us if you have a time sensitive concern.
- If you haven't received a response from us in a reasonable time, please call us to make sure we received your text message. If you need help, please call or reply HELP to a text message from Canvas Health.
- We will not share, sell, or disclose the Text Messages (SMS) Consent or phone numbers with third parties or affiliates, unless you ask us to, or we are otherwise required or allowed to do so by law. Phone numbers collected for the Text Messages (SMS) Consent will not be shared with third parties or affiliates for marketing purposes. Phone numbers collected for Text Message (SMS) Consent may be shared with third parties or affiliates to help us communicate with you.
- If you change your phone number or no longer want to receive text messages, please call us to make the change, or send a request in writing to: Canvas Health, 7066 Stillwater Blvd N, Oakdale, MN 55128. You can also opt out at any time by replying STOP to a text message from Canvas Health.
- Visit <https://www.canvashealth.org/disclaimer/> for privacy policy and terms of service