

## **Patient Text Messaging (SMS) Terms & Privacy**

### *Anchor Family Healthcare*

Anchor Family Healthcare offers text message (SMS) communication to established patients as a convenience for care-related communication. By providing your mobile phone number and consenting to text messaging, you agree to the following terms.

**What we send.** We send transactional, non-marketing messages related to your care, including appointment reminders, notifications that lab or test results are available, care follow-up, and responses to inquiries you send us. We do not send marketing or promotional text messages.

**How you opt in.** You consent to receive text messages by providing your mobile number and agreeing to SMS communication on our patient intake/registration form, or by giving verbal consent during a visit or phone call, which we document in your record. **Consent to receive text messages is not a condition of receiving treatment.**

**Message frequency.** Message frequency varies depending on your care and your interactions with the practice.

**Cost.** Message and data rates may apply, depending on your mobile carrier and plan.

**How to opt out.** You can opt out of text messages at any time by replying **STOP** to any message. After you reply STOP, you will receive a confirmation and no further texts. You may reply **START** to resubscribe.

**How to get help.** Reply **HELP** to any message, call us at **609-200-0377**, or email [info@anchorfhc.com](mailto:info@anchorfhc.com) for assistance.

**Protected health information.** To protect your privacy, our text messages are intentionally limited and will not contain detailed clinical information or test results. When follow-up about your care is needed, we will ask you to call the office or use the patient portal. Standard SMS is not an encrypted or fully secure channel; by consenting to text messaging you acknowledge that messages are sent over your mobile carrier's network. Our use and disclosure of your protected health information is governed by our Notice of Privacy Practices.

**No sharing or sale of mobile information.** No mobile information will be shared with or sold to third parties or affiliates for marketing or promotional purposes. Information may be shared with subcontractors providing the messaging service (for example, our messaging carrier) solely to deliver these communications, and not for their own marketing.

**Contact.** Anchor Family Healthcare, 960 Radio Road, Little Egg Harbor, NJ 08087 · 609-200-0377 · [info@anchorfhc.com](mailto:info@anchorfhc.com)

*Last updated: June 2026*