

Terms of Use – SMS

Medical Disclaimer: In the event of a medical emergency, please call 911. Our Digital Service is not designed to facilitate medical emergencies. No information on this Digital Service should be used as personal medical advice, diagnosis or treatment. Because each person's health needs are different, a healthcare provider should be consulted before acting on any information provided in this Digital Service.

1. General

CityMD provides SMS communications targeted at CityMD patients.

SMS messages sent through our CityMD dedicated short code are sent by employees and automated systems to our customers for notification of either service events and/or maintenance windows regarding the services provided.

Communications through our short codes services are on an Opt In basis. CTA will be advertised on the web to CityMD patients and users only; the SC will not be marketed.

2. Opt-In/Opt-Out

User will opt-in to patient experience-related messaging via the CityMD patient experience (CityMD in-office interactions, and mobile app). Message and data rates may apply. Msg freq. varies per user. Text "HELP" in response to the message for help. Text "STOP" to cancel.

You can cancel this service at any time. Just text "STOP" to 41407. After you send the message "STOP" to us, we will send you a reply message to confirm that you have been unsubscribed.

3. Help

If at any time you forget what keywords are supported, just text "HELP" to 41407. After you send the message "HELP" to us, we will respond with instructions on how to use our service as well as how to unsubscribe.

4. Participating carriers

AT&T, Verizon Wireless, Sprint, T-Mobile, U.S. Cellular, Boost Mobile, MetroPCS, Virgin Mobile and Cricket.

T-Mobile is not liable for delayed or undelivered messages.

5. Rates

As always, message and data rates may apply for any messages sent to you from us and to us from you. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.

6. Support

For support, please email us at info@citymd.net.

7. Privacy Policy

If you have any questions regarding privacy, please read our Privacy Policy (<https://www.citymd.com/privacy>).