

Honolulu Neuroscience Clinic

Terms and Conditions of SMS Text Messaging

Program description: When opted-in, you will receive text messages (SMS/MMS) to the mobile number you provided. These messages may include a response to an inquiry, real-time texts to answer questions about your upcoming appointment, and confirmation of an appointment. The following is an example of a message you may receive:

Aloha,

This is the Honolulu Neuroscience Clinic on our text-only line. Our office phone is 808-294-3332. You have an appointment with Dr Russo on MAY 21, 2025 . Cancellations within 24hrs and No-Shows will accrue a \$50 fee. YES to confirm, NO to cancel, STOP to opt-out of future texts, or HELP to receive a call from phone 808-294-3332. Carrier fees may apply.

Michael B Russo, MD

- 2. Program frequency:** Honolulu Neuroscience Clinic would normally send you up to 2 messages per appointment. The total number of messages, and message frequency would vary depending on the number of appointments and type of appointment.
- 3. Opt-in:** You may opt-in to receiving SMS / text messages from us by filling out our *Contact Preference Form* provided prior to your initial appointment. This is the link to our: [Contact Preference Form](#). You may also opt-in to receiving SMS / Text messages by texting "START" to 808-294-3332 from the mobile phone number to which you choose to receive messages.
- 4. Opt-out:** You can opt-out of text messaging services at any time. Just text "STOP" to our 808-294-3332 office phone number. After you text "STOP" to us, we will not send you any further text messages. If you want to again receive text messages, just sign up as you did the first time or text "START" to 808-294-3332 and we will start sending SMS messages to you again.
- 5. Help:** If you are experiencing any issues, you can reply with the keyword HELP. Alternatively, you can get help directly from us by phoning 808-294-3332 during our business hours (8am to 5pm Monday through Fridays). We are closed on some holidays, such as July 4th, Christmas, and New Year's Day.
- 6. Interruption:** Carriers, such as AT&T and Verizon, are not liable for delayed or undelivered messages.
- 7. Costs:** 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, please contact your wireless provider.
- 8. Privacy:** If you have any questions regarding privacy, please click to read our full [Privacy Policy](#)