

Honolulu Neuroscience Clinic

Terms and Conditions of SMS Text Messaging

Program description: If you have consented to receive text messages from Honolulu Neuroscience Clinic, 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. We will limit the number of messages you receive to no more than 2 per appointment. Below we describe how to opt-in, how to opt-out, and how to request help regarding messaging. We also have a Privacy Policy linked below. Carrier fees may apply.

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. You may also visit our **Privacy Policy** or **Terms and Conditions** pages at www.HawaiiSleepNeurologist.com.*

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 per year, 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. The link to our contact preference form is (Contact Preference Form). You may also opt-in to receiving SMS / Text messages by texting "START" to Honolulu Neuroscience Clinic at 808-294-3332 from the mobile phone number to which you choose to receive messages. Carrier fees may apply. You may opt-out at any time by texting STOP to Honolulu Neuroscience Clinic at 808-294-3332 and you will be removed from our texting list. We will not share your information with any third party. You may also text HELP to 808-294-3332 for assistance. More information below on Opt-out and Help options.

4. **Opt-out:** You can opt-out of text messaging services at any time. Just text "STOP" to our Honolulu Neuroscience Clinic 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. Carrier fees may apply for messages.

5. **Help:** If you are experiencing any issues, you can text us or reply with the keyword HELP to Honolulu Neuroscience Clinic @808-294-3332. Alternatively, you can get help directly from us by phoning Honolulu Neuroscience Clinic at 808-294-3332 during our business hours (8am to 5pm Monday through Fridays Hawaii time). We are closed on some holidays, such as July 4th, Christmas, and New Year's Day. Carrier fees may apply for messaging.

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:** Information obtained as a part of the SMS Consent will not be shared with third parties. If you have any questions regarding privacy, please read our privacy policy (link to Privacy Policy).

9. All communications with Michael B Russo, MD, Inc are considered private and confidential. By selecting cell phone texting, you are agreeing to receive SMS messages from

808-294-3332 regarding your upcoming appointments. Opt-in consent is not shared with any third party. You may opt-out of receiving SMS messages by replying STOP to any of our messages. You may text HELP to 808-294-3332 for assistance. SMS messaging is provided to improve and facilitate communication between you and our staff regarding upcoming appointments, and is not used for any other reason. You may receive 2-3 messages per year, according to the frequency of your scheduled appointments. Data rates may apply according to your cell phone carrier service. Go to see <https://hawaiiisleepneurologist.com/wp-content/uploads/2024/12/Privacy-Policy-HNC-REV.12.10.pdf> to see our full Privacy Policy. Information obtained as part of the SMS consent process will not be shared with third parties.

10. Types of SMS Communications

11. If you have consented to receive text messages, you may receive SMS communications related to the following:

12. Customers and Guests: Updates regarding relevant information.

13. Job Applicants: Information about your application status, onboarding materials, or other employment-related updates.

14. Standard Messaging Disclosures

15. Message and data rates may apply.

16. Standard messaging rates will be charged by your mobile service provider.

17. You can opt-out of receiving SMS messages at any time by texting "STOP" to the number from which you received the message.

18. For assistance, text "HELP" or visit our [<https://hawaiiisleepneurologist.com/wp-content/uploads/2024/12/Privacy-Policy-HNC-REV.12.10.pdf>] or terms and conditions <https://hawaiiisleepneurologist.com/terms-conditions-of-sms-text-messaging/>

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Honolulu Neuroscience Clinic