

TERMS AND CONDITIONS
ARTIFICIAL INTELLIGENCE (AI)-ASSISTED PATIENT COMMUNICATION

Effective Date: 07/27/2026
Hospital: Medical Center Health System (MCHS)

1. Scope & Acceptance

By providing your phone number, you are consenting to Short Message Service (SMS) communication, you agree to these Terms governing the use of an AI-assisted messaging tool that generates and sends summaries of your communication. If you do not agree, you should OPT OUT of receiving these messages using the opt out feature provided on the initial message.

2. Description of Services

MCHS uses an AI-enabled system to:

- Summarize the reason for your phone call to the clinic
- Send a brief follow-up SMS message for communication support
- Facilitate coordination of care, scheduling, and clarification of requests

These messages are supplemental and do not replace clinical documentation or direct communication with your care team.

3. Patient Responsibilities

You agree to:

- Provide accurate contact information
- Notify MCHS of any changes to your phone number

4. HIPAA Compliance & Privacy

- All communications are handled in accordance with the Health Insurance Portability and Accountability Act (HIPAA) and the MCHS’s Notice of Privacy Practices (NPP).
- The AI system is designed to use the minimum necessary information required for communication. The AI processing framework utilizes a dedicated, secure telecommunications pipeline. The underlying AI service provider operates strictly as a bound HIPAA Business Associate, and patient data is completely isolated from public AI training models.
- SMS messaging across commercial cellular networks is not a fully secure medium. While safeguards are in place, there is a residual risk of unauthorized access.
- No mobile numbers, consumer data, or SMS opt-in consent metrics will be shared, sold, or rented to external third parties, vendors, or affiliates for marketing or promotional initiatives. For full details on how your information is used and protected, please refer to the MCHS’s Notice of Privacy Practices.

5. Consent to Use AI Technology

By participating, you acknowledge:

- Messages may be generated using artificial intelligence
- AI-generated summaries may not be perfect or complete
- You should contact the clinic directly for clarification, corrections, or urgent needs

6. SMS Communication Terms

- Message frequency varies based on your interactions (typically one message per call or request).
- Standard message and data rates applied by your wireless mobile carrier may apply.
- Messages are informational and may include call summaries, follow-up requests, or coordination details.
- Messages will NOT include specific diagnostic disclosures, prescription medication names, lab results, or sensitive health histories.

7. Opt-Out and Support

- You may opt out at any time by replying STOP.
- **For technical assistance, programmatic information, or operational help, you may reply with the keyword HELP.**
- After opting out, you may receive one final confirmation message.

8. Limitations & Disclaimer

- Services are provided “as is” without guarantees of accuracy or completeness
- MCHS is not responsible for delays or delivery failures by mobile carriers
- SMS summaries should not be used for medical decision-making

9. Modifications

MCHS may update these Terms. Continued participation indicates acceptance of updated Terms.

