

Terms of Service

Mobile Messaging Terms (SMS/MMS)

These Mobile Messaging Terms apply to SMS/MMS messages sent through the **Patient**

Messaging Platform (“Program”) to our patients.

Messages may be delivered using **10DLC long codes and/or toll-free numbers**.

Program Description

The Program is used to send **non-marketing healthcare-related communications** including:

- Appointment reminders
- Billing notifications
- Account alerts
- Care coordination
- System notifications
- Schedule changes
- Lab-related notifications
- Prescription (Rx) related notifications

To maintain HIPAA compliance and patient privacy, SMS messages are designed to avoid including detailed clinical content. Messages may notify patients of activity and direct them to log in to their secure **Patient Portal** or contact our office for full clinical information.

Consent to Receive Messages

You will receive messages only if you have provided consent directly to our practice or through an authorized opt-in method related to your care relationship.

Consent to receive messages is not a condition of treatment or purchase.

Message Frequency

Message frequency varies depending on appointments, care activity, and account status.

Message and Data Rates

Message and data rates may apply based on your mobile carrier plan.

Opt-Out Instructions

You may opt out of receiving SMS messages at any time by texting **STOP**.

For assistance, text **HELP**.

After you text **STOP**, you may receive one final confirmation message confirming that you have been unsubscribed. If you wish to resume messaging, you must re-enroll through our office.

Customer Support

For assistance regarding the Patient Messaging Platform:

Phone: (877) 728-7070

Email: techsupport@glenwoodsystems.com

You may also contact our office directly by calling **(443) 946-1963**.

Carrier Disclaimer

Participating mobile carriers are not liable for delayed or undelivered messages.

Privacy

Your privacy is important to us. For details on how we collect, use, and protect information, please review our Privacy Policy:

<https://mdprimarycareclinic.com/wp-content/uploads/2026/01/Privacy-policy-3.pdf>

Mobile information will not be shared with third parties for marketing or promotional purposes. We do not sell, rent, trade, or otherwise disclose mobile phone numbers, SMS consent data, patient information, or personal data to third parties or partners for marketing, advertising, or promotional purposes.

Information may be shared only with trusted service providers solely for operational purposes (such as secure messaging delivery or system infrastructure support). These providers are contractually required to safeguard the information and are prohibited from using it for their own marketing.

Changes to the Program

We reserve the right to modify or discontinue the Program at any time. We may also update these Mobile Messaging Terms. Updates will be posted on this page, and continued participation in the Program constitutes acceptance of those updates.

Our Contact Information

Maryland Primary Care Clinic LLC

8114 Sandpiper Cir Suite 202

Nottingham, MD, 21236

Phone Number: (443) 946-1963

Fax Number: (443) 946- 1977

Privacy Policy

Information We Collect

We may collect the following types of information:

- **Personal Information:** Name, phone number, email address, mailing address, and other contact details provided voluntarily.
- **Health-Related Information:** When applicable, information related to healthcare services, patient communications, or healthcare operations is handled in accordance with applicable laws.
- **Technical Information:** IP address, browser type, device information, pages visited, and usage data collected through standard web technologies.
- **Communication Data:** Information related to emails, SMS messages, voice calls, or other communications you consent to receive.

How We Use Information

We use information we collect to:

- Provide and support healthcare technology and related services
- Facilitate patient and client communications
- Send appointment reminders, care-related notifications, billing alerts, and account-related messages
- Improve our services, systems, and user experience
- Maintain security, compliance, and operational integrity
- Comply with legal, regulatory, and contractual obligations

Communications With You

We may communicate with patients, clients, and users via email, text message (SMS), voice calls, or other electronic means for healthcare-related, operational, or account-related purposes, in accordance with user consent and applicable laws.

Message frequency may vary. Message and data rates may apply. You may opt out of SMS communications at any time by replying **STOP**.

SMS and Mobile Communications

Mobile information will not be shared with third parties for marketing or promotional purposes. We do **not** sell, rent, trade, or otherwise disclose mobile phone numbers, SMS consent data, or patient or user personal information to third parties or partners for marketing, advertising, or promotional purposes.

We may share limited information with trusted service providers solely to deliver messages, maintain system operations, or support our services (such as secure messaging platforms or infrastructure providers). These service providers are contractually required to protect the confidentiality and security of the information and are strictly prohibited from using it for their own marketing or promotional purposes.

Information Sharing and Disclosure

We do **not** sell patient or user information to third parties, partners, advertisers, or data brokers under any circumstances.

We may disclose information only when:

- Required to provide services you have requested
- Necessary to comply with applicable laws, regulations, or legal processes
- Needed to protect the rights, safety, or security of our users, or others
- Shared with trusted vendors or service providers solely for operational, technical, or service delivery purposes under strict confidentiality obligations

HIPAA and Healthcare Information

Where applicable, we handle protected health information (PHI) in accordance with the Health Insurance Portability and Accountability Act (HIPAA) and other applicable healthcare privacy laws. Access to healthcare information is limited to authorized personnel and partners with a legitimate need to know.

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