

Text Messaging Terms and Conditions

Effective Date: July 29, 2026

PLEASE READ THESE TERMS CAREFULLY. They govern your participation in the text messaging program offered by The Pharmacy at Mt Graham. Text messaging is optional and is not a condition of purchasing goods, filling prescriptions, or receiving pharmacy services.

1. Agreement to These Terms

By affirmatively enrolling in our text messaging program—for example, by checking a consent box, signing a consent form, providing verbal consent, or completing another enrollment process—you agree to these Text Messaging Terms and Conditions. These terms apply to text messages sent by or on behalf of The Pharmacy at Mt Graham to the mobile telephone number you provide.

These terms are separate from our Privacy Policy and our HIPAA Notice of Privacy Practices. Our Notice of Privacy Practices explains how we may use and disclose protected health information.

2. Program Description

Depending on the services you request and the permissions you provide, text messages may include:

- Prescription-ready and pickup notifications.
- Refill reminders and refill-status updates.
- Prescription transfer updates.
- Insurance, payment, prior-authorization, or prescription problem notifications.
- Medication-related information, pharmacy announcements, and responses to your questions.
- Promotional or marketing messages only when you have provided any separate consent required by law.

The program may include automated or prerecorded technology. Message content and availability may vary based on the pharmacy services you use and the capabilities of our messaging provider and your wireless carrier.

3. Consent to Receive Text Messages

By enrolling, you authorize The Pharmacy at Mt Graham and service providers acting on our behalf to send text messages to the mobile number you supplied. Your consent applies only to the number and message categories covered by your enrollment.

Consent to receive text messages is voluntary. You may receive pharmacy services even if you do not consent to text messaging. Consent to receive promotional or marketing text messages is not a condition of purchasing goods or services and, when required, will be obtained separately from consent for prescription-related or service communications.

4. Message Frequency and Charges

Message frequency varies based on your prescriptions, refill activity, requests, selected services, and communication preferences. Message and data rates may apply under your wireless service plan. The Pharmacy at Mt Graham does not charge a separate fee for receiving its text messages, but your wireless carrier may impose charges.

5. How to Opt Out

You may withdraw your consent and stop recurring text messages at any time by replying to a pharmacy text with STOP.

You may also opt out by calling 928-348-3900, visiting the pharmacy, or using another reasonable method that clearly communicates your request to stop text messages.

We will process valid opt-out requests promptly and within the time required by applicable law. You may receive one final non-promotional text confirming that your request was processed. Unless your request clearly identifies

a particular message category, we may treat it as a request to stop all recurring text messages sent from the applicable pharmacy texting number.

After opting out, you may continue to receive communications by telephone, email, mail, or another method when permitted by law and necessary to provide pharmacy services. You may later enroll in text messaging again by providing new consent.

6. Help and Customer Support

For help with the text messaging program call 928-348-3900. You may also contact us using the information listed at the end of these terms.

7. Mobile Number Responsibilities

By providing a mobile number, you represent that:

- You are the subscriber, customary user, or otherwise authorized to provide consent for that number.
- The information you provide is accurate and current.
- You will notify the pharmacy promptly if your mobile number changes, is disconnected, or is reassigned to another person.
- You understand that anyone with access to your telephone, mobile account, shared device, or lock-screen notifications may be able to view pharmacy messages.

8. Privacy and Mobile Information

When you provide us with a mobile phone number, we may use it to contact you regarding pharmacy services and other communications for which you have provided consent.

We do not sell or rent mobile phone numbers.

Mobile phone numbers, text messaging opt-in information, and text messaging consent records will not be sold or shared with third parties or affiliates for their own marketing or promotional purposes. We may provide information to service providers that help us deliver, maintain, secure, or support the text messaging program, subject to appropriate privacy and security requirements.

9. Privacy and Security Risks

Text messaging is not completely secure or private. Messages may be delayed, intercepted, misdirected, accessed on a shared device, displayed on a lock screen, or viewed by someone other than the intended recipient. Text messages may contain limited information related to your prescriptions or pharmacy services.

Do not send urgent medical questions, emergency information, payment-card information, Social Security numbers, or other highly sensitive information by text. Contact the pharmacy by telephone or in person when a more secure communication method is appropriate.

10. No Emergency or Medical Advice Service

Text messaging is not monitored continuously and is not an emergency service. Do not use text messaging for a medical emergency or urgent medical concern. Call 911 or seek immediate medical attention for an emergency.

Text messages and website content are provided for communication and general informational purposes. They do not replace professional medical advice, diagnosis, treatment, counseling from a pharmacist, or instructions from your prescriber.

11. Delivery and Availability

Text message delivery is not guaranteed. Messages may be delayed or undelivered because of wireless carrier limitations, network outages, filtering, device settings, technical problems, or other circumstances outside our control. Wireless carriers are not responsible for delayed or undelivered messages.

You remain responsible for managing your prescriptions, refill timing, medication supply, appointments, and communications with the pharmacy even if a reminder or notification is delayed or not received.

12. Acceptable Use

You may not use the text messaging program to:

- Impersonate another person or submit false or misleading information.
- Attempt to obtain information about another patient without authorization.
- Transmit unlawful, threatening, abusive, fraudulent, or malicious content.
- Interfere with the program, its security, or its technical operation.
- Use automated tools to send excessive or disruptive replies.

13. Suspension or Termination

We may suspend, modify, or discontinue the text messaging program, or restrict a participant's access, when reasonably necessary for security, legal compliance, technical operation, prevention of misuse, or changes in pharmacy services. We may also stop sending messages to a number that appears invalid, disconnected, reassigned, or associated with repeated delivery failures.

14. Changes to These Terms

We may update these Text Messaging Terms and Conditions to reflect changes in our services, technology, vendors, legal obligations, or business practices. The updated terms will be posted with a revised effective date. When required by law, we will obtain new consent before making a material change to the messages covered by your existing consent.

15. Governing Law

These terms are governed by applicable federal law and the laws of the State of Arizona, without limiting any rights or protections that cannot lawfully be waived. Nothing in these terms changes your rights under HIPAA, the Telephone Consumer Protection Act, or other applicable laws.

16. Contact Information

Pharmacy	The Pharmacy at Mt Graham
Address	2007 W 16 th St Safford AZ, 85546
Telephone	928-348-3900
Website	https://www.mtgraham.org/pharmacy/

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