

# SMS Terms and Conditions

When you sign up for text messages from LCMC Health, you are signing up to receive text messages related to your relationship with LCMC Health and LSU Healthcare Network, its Connect partner. You will only receive text messages from a Connect partner if your health care provider participates in Community Connect, which is a horizontal electronic medical record (EHR) system administered by LCMC Health that hosts health, financial, and billing information for your healthcare provider.

The text messages you receive may include updates related to your visits, MyChart account, one-time passcode, billing notifications, prescription reminders, and care management.

We will text you using a “short code,” which is a short telephone number used to quickly send text messages. You can opt-out of SMS messages by texting STOP to the short code. Your opt-out request will generate one final message confirming that you have been unsubscribed. You will no longer receive SMS messages from the short code you opted out from.

If you are experiencing issues with the messaging program you can reply with the keyword HELP for more assistance, or you can get help directly at [1-866-662-6161](tel:1-866-662-6161) or [patientportal@lcmchealth.org](mailto:patientportal@lcmchealth.org).

Carriers are not liable for delayed or undelivered messages.

Message and data rates may apply for any messages sent to you from us and to us from you. Message frequency may vary.

The LSU Healthcare Network Privacy Policy is available at <https://www.lsuhealth.com/patient-information/>.