

# CONSENT FOR USE OF TEXT MESSAGING

## 1. TEXTING SERVICE

Penn Medicine's Specialty Pharmacy is offering an automated text messaging program to assist in coordinating your refills. The text message will include your name, the abbreviated name of your medication(s), your shipping address, the copay amount, and the date of medication delivery. This program is designed to make the refill process more convenient for you. This service is not a continuously monitored texting line. Please continue to call the office if you have any clinical questions or concerns. Message and data rates may apply.

In the case of urgent issues or emergencies, call your doctor, call 911 or go to the nearest Emergency Department. Participation is completely optional and if you decide you would not like to participate, it will have no impact on your current or future care at Penn Medicine. To stop participating, text 'BYE' to the service at any point.

## 2. KNOWING THE RISKS OF TEXT MESSAGING

Text messaging is not 100% private and secure, which means that other people might be able to see text messages that are intended to be private. We will use reasonable means to protect the privacy and security of text messages sent and received. However, we cannot guarantee the privacy and security of text messaging. By participating in this program, you are agreeing to text communications of your health information, recognizing the following:

- The intended recipient may not be the only one with access to the device receiving the text message.
- Senders can misaddress a text message, sending it to the wrong person.
- Text messages can be shared, stored, and forwarded in electronic files. Text messages can be intercepted, altered, or lost in transmission.
- Backup copies may exist after sender and/or recipient has deleted their copies.
- Text messages may become part of the medical record and can be used as evidence in court.

### DO:

- Protect your information by setting a password on your phone. Protect your password. We are not liable for breaches of confidentiality caused by you or other third parties.
- If your text message requires a response from us and you have not heard back within a reasonable time period, it is your responsibility to follow-up with us. We will try to read and respond to a text message promptly, but we cannot promise that your text message will be read and responded to within a certain time.
- Inform us in writing of any information you do not want sent via text message.
- Inform us in writing of changes in phone number.
- Contact your carrier for pricing. The Department does not charge for this service, but standard text messaging rates may apply.

### DON'T:

- Don't use text messaging for urgent issues or emergencies. In the case of emergencies, call 911 or go to the Emergency Department.
- Don't use text messaging for sensitive materials, including mental health diagnoses, AIDS/HIV, sexually transmitted diseases, and substance abuse.

## 3. AGREEMENT

I have read and understood this form. I consent to the program contacting me about my health care by text. I understand that Penn Medicine is not responsible for any data or messaging charges resulting from my participation in this program. I also voluntarily authorize my physicians, the hospitals of the University of Pennsylvania Health System, its agents, employees, and students or other health care providers providing health care services to me to use and/or disclose my protected health information to the extent necessary to participate in these services. I understand that I may revoke this authorization at any time. I understand that the revocation will not apply to information that has already been shared or released.