

TERMS OF SERVICE

Effective Date: January 1st, 2026

These Terms of Service govern the use of text messaging services provided by Neptune Adult Medicine.

Consent to Receive Messages

By providing your mobile phone number and opting in to receive text messages, you consent to receive SMS communications from Neptune Adult Medicine.

Types of Messages

Messages may include:

- Appointment reminders
- Appointment confirmations
- Billing notifications
- Payment requests and confirmations
- Account-related communications
- General administrative messages

Message Frequency

Message frequency varies based on your interactions with the Practice.

Message and Data Rates

Message and data rates may apply according to your wireless carrier plan.

Opt-Out

You may opt out of SMS communications at any time by replying STOP to any text message. After opting out, you will no longer receive SMS messages unless you provide new consent.

Help

For assistance, reply HELP to any message or contact our office directly.

No Emergency Communications

Text messaging should not be used for medical emergencies.

If you are experiencing a medical emergency, call 911 or go to the nearest emergency department immediately.

Privacy

Your use of our SMS service is subject to our Privacy Policy.

Service Availability

SMS message delivery is subject to effective transmission by your wireless carrier and is not guaranteed.

Changes to Service

Neptune Adult Medicine reserves the right to modify or discontinue SMS communications at any time without prior notice.

Limitation of Liability

To the fullest extent permitted by law, Neptune Adult Medicine shall not be liable for delayed, failed, or misdirected text messages or for any damages arising from the use of SMS communications.

Contact Information:

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