



SMS / TEXT MESSAGING TERMS & CONDITIONS

EFFECTIVE JULY 2026

Program Description

Volusia Medical Center offers an optional SMS text-messaging program for established patients. Messages may include appointment reminders, account and billing notifications (such as notices that a statement is ready, balances due, and payment options), and secure payment or patient-portal links. Messages are sent by Volusia Medical Center or by a service provider acting on our behalf, including our voice and messaging platform providers. Text STOP to opt out at any time. Text HELP for assistance.

How to Opt In (Optional - Not Required for Care)

SMS messaging is entirely optional. Providing your mobile telephone number during registration or on a patient intake form, by itself, does not constitute consent to receive text messages.

You opt in to receive SMS messages only when you take a separate, affirmative step, such as:

1. Checking an optional SMS consent box on the Volusia Medical Center patient registration/intake form. The box is unchecked by default; and/or
2. Verbally agreeing during an automated or staff billing call when asked whether you would like to receive a text, such as a secure statement or payment link. The call discloses that message and data rates may apply, that you may reply STOP to opt out, and that opting in is optional and not required for care or to settle your account.

Consent to SMS is not required to receive care at Volusia Medical Center, complete registration, or complete billing or account transactions. You may decline SMS and still receive care and account communications by other means, including phone call, mail, email, or patient portal.

After you opt in, you may receive a one-time confirmation text when applicable.

Message Types

- Appointment reminders
- Account and billing notifications, including statement-ready notices and payment options
- Secure payment or patient-portal links

Message Frequency

Message frequency varies based on your account activity, billing cycles, and scheduled appointments.

Message and Data Rates

Standard message and data rates may apply, depending on your mobile carrier and plan.

How to Opt Out

Reply STOP to any text message at any time. We will send a confirmation that you have been unsubscribed. After that, you will no longer receive SMS messages from Volusia Medical Center. Opting out of text messages does not affect your treatment or care; we may still communicate by other means, such as voice calls, mail, email, or patient portal, as needed.

How to Get Help

Reply HELP to any text message, or call (386) 424-1584. We will reply with information about Volusia Medical Center and how to reach us.

Privacy Policy & Data Sharing

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes at any time. Text-messaging originator opt-in data and consent are excluded from any sharing with third parties or affiliates for marketing or promotional purposes. Telephone numbers, mobile information, and text-messaging opt-in status are shared only with service providers who send these communications on our behalf under written agreements that require them to protect it.

For full details, see our Notice of Privacy Practices (Privacy Policy):

https://www.volusiamedicalcenter.net/files/ugd/d6f2f5_86530365afdc443b824fe46be4f5a902.pdf

Contact

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