

Highlands Oncology Terms of Service for Messaging Services

Effective Date: 8/1/2025

These Terms of Service (“Terms”) govern your use of Highlands Oncology’s messaging services, including Rich Communication Services (“RCS”) and SMS text messaging.

- 1. Use of Messaging Services** Messaging services are intended solely for healthcare-related communication between you and Highlands Oncology. This may include appointment reminders, care coordination, and healthcare updates.
- 2. Consent** By participating in messaging services, you consent to receive text messages from Highlands Oncology related to your healthcare. You may opt out at any time by following the opt-out instructions provided in any message.
- 3. Not Medical Advice** Messaging services do not replace in-person medical care or professional advice. If you have an urgent medical issue, please contact your healthcare provider directly or seek emergency care.
- 4. Eligibility** You must be at least 18 years old or have appropriate authorization to participate in these services.
- 5. Limitation of Liability** Highlands Oncology is not liable for any delays, message failures, or data charges incurred from your mobile carrier. Messaging may not always be secure; you accept the associated risks.
- 6. Governing Law** These Terms shall be governed by the laws of the State of Arkansas.
- 7. Changes to Terms** We may update these Terms from time to time. Continued use of the messaging services constitutes acceptance of any updates.

If you have questions regarding these Terms, please contact our office.