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This Website is designed for general patient information purposes only. This Website is not a substitute for professional health care and is not designed nor is it intended to replace the relationship you have with your health care provider. IF YOU HAVE A MEDICAL EMERGENCY, PLEASE CALL 911.

### **Age Limitation**

This Website is intended to be used only by persons 13 years of age or older. If you are younger than 13, please ask your parent or legal guardian to assist you in using this Website.

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### Waiver of Liability

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### Privacy

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### External Links

This Website may offer links to third party websites, which have different terms and conditions of use and privacy policies. Owensboro Health is not responsible for the content or privacy practices of these third party sites. Owensboro Health encourages you to be aware when you are leaving our Website and to read the privacy statements of each website you visit before providing any personally identifiable information.

### Governing Law

Any claim or dispute relating to this Website or your use of or reliance on this Website shall be construed in accordance with the laws of the Commonwealth of Kentucky without regard to its conflict of law provisions. You agree to be bound by and subject to the exclusive jurisdiction of the local, state or federal courts located in Daviess County, Kentucky.

### Questions and Contacts

If you have any questions or concerns about the policies, practices or terms in the Terms and Conditions of Use, you may contact us at 270-417-4819, by sending an email message to [Ward.Begley@OwensboroHealth.org](mailto:Ward.Begley@OwensboroHealth.org), or by contacting us through U.S. mail at P.O. Box 20007 Owensboro, KY 42304.

This Terms and Conditions of Use is effective as of September 22, 2022.

## Mobile Messaging Terms and Conditions

Last updated: 1/2/2025

When you sign up for text messages from Owensboro Health, you're signing up to receive text messages related to your relationship with Owensboro Health, including:

- Updates related to your visits
- Owensboro Health MyChart account
- One-time passcode
- Billing notifications
- Prescription reminders
- Care management

This program will support text-2-pay functionality.

## Security

Text messages aren't secure because they are not encrypted. They may be seen by people who have access to your phone. You should not use text messages to communicate directly with your care team about specific medical questions. For specific treatment questions, call your clinic, make an appointment, or use MyChart to communicate [<https://mychart.omhs.org/mychart>] with your care team.

## Opt In

By providing your mobile phone number to us, you are voluntarily opting in and agree to receive recurring mobile messages from us at the mobile phone number associated with your opt-in, even if such number is registered on any state or federal "Do Not Call" list. You agree that any mobile phone number you provide to us is a valid mobile phone number of which you are the owner or authorized user. If you change your mobile phone number or are no longer the owner or authorized user of the mobile phone number, you agree to promptly notify us at 270-691-8700. Your participation in mobile messaging is not required to make any purchase from us and is completely voluntary.

## Opting Out

You can opt out of SMS messages by texting STOP to the respective 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 want to join again, sign up using Owensboro Health MyChart or text HELP to the short code for instructions.

## Having Issues?

If you're experiencing issues with the messaging program, you can reply with the keyword HELP for more assistance or get help directly from the Owensboro Health MyChart helpdesk by calling 270-691-8700.

Neither Owensboro Health nor carriers are 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.

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