



YoloCares SMS Terms of Service

YoloCares may use short message service (SMS/text messaging) to communicate with patients, caregivers, and their families as part of our commitment to compassionate, responsive care.

1. Consent to Receive SMS/text messages

SMS/text messages are only sent after we obtain your written consent. By opting in, you agree to receive conversational SMS/text messages from YoloCares related to:

- Appointment reminders
- Care coordination
- Emotional and logistical support
- General information or follow-up related to your services with YoloCares

These messages are sent in a conversational, person-to-person manner.

2. Message Frequency

Message frequency may vary depending on your individual care needs and ongoing communication with YoloCares staff.

3. Messaging Costs

Standard message and data rates may apply. Please check with your mobile carrier for any charges related to text messaging. YoloCares is not responsible for fees billed by your carrier.

4. Opt-In/Opt-Out Instructions

To opt-In, please complete your "Request for Electronic Communications/Telemedicine" form included in your admission packet.

You may opt-out of receiving SMS/text messages from YoloCares at any time. To stop receiving messages, notify a YoloCares staff member in person or by calling our main office.

Once you opt out, you will no longer receive text messages unless you opt in again.

No mobile opt-in or text message consent will be shared with third parties or affiliates.



5. Help Information

If you need help with YoloCares text messaging services, reply "HELP" to any SMS or contact our team directly at (530) 758-5566.

6. Privacy and Security

YoloCares complies with all applicable HIPAA privacy and security regulations. We take care to protect your health information. Text messages will contain only limited or requested personal information and are intended to support your care safely and respectfully.

7. Supported Carriers

Our SMS/text messaging service is supported by most major U.S. wireless carriers. However, message delivery is not guaranteed by all carriers.

8. Updates to SMS Terms

YoloCares reserves the right to modify these SMS Terms of Service at any time. Updated terms will be made available on our website and will take effect immediately upon posting.

For any further questions regarding SMS communications or our privacy practices, please contact YoloCares at (530) 758-5566 or refer to our full Privacy Policy located on our website: www.yolocares.org.