



City and County of San Francisco
London N. Breed
Mayor

SMS Program Instructions

August 14, 2023

TERMS AND CONDITIONS FOR THE SFDPH SHORT MESSAGING SERVICE (SMS) PROGRAM

A. SMS Program Consent: Please take notice that when you sign up for text messages from the San Francisco Department of Public Health ("SFDPH"), you are signing for the SFDPH Short Messaging Service ("SMS") Program. This means that you are providing consent to receive SMS short code text messages from SFDPH, including messages related to your visits, MyChart account, one-time passcode, billing notifications, prescription reminders, and care management.

B. SMS Program Control: Please take further notice that you are in control of the SMS Program messages that you receive. You have the option to **opt-out** of the SMS Program at any time. The SMS Program accepts multiple opt-out mechanisms, including by calling the MyChart Help Desk at 628-206-2200; or by replying to an SMS Program text. The SMS Program also accepts multiple opt-out text reply terms, including "stop," "end," "unsubscribe," "cancel," or "quit." The standard opt-out option is to type "**STOP**" in response to an SMS Program text.

C. SMS Program Opt-Out Confirmation: SFDPH will acknowledge and honor all opt-out requests by sending one final opt-out confirmation message to notify you that you have opted-out successfully. No further messages will be sent following the confirmation message.

D. SMS Program Customer Care - HELP: If you have questions about the SMS Program or need assistance, you may type HELP in response to any message. The SMS Program will reply with additional contact information in response to your HELP request. You may also get help by calling the MyChart Help Desk at: 628-206-2200.

E. SMS Program Privacy Policy: Please visit [SFDPH](#) to review the SMS Program Privacy Policy.

F. Message and Data Rates: Message and data rates from your wireless carrier may apply for any messages sent to you from us and to us from you. Message frequency may vary.

G. Messages: The City and cellular carriers are not liable for delayed or undelivered messages.