

## **SMS Terms of Service**

By opting in to receive SMS messages from Medex Diagnostic Services Inc. (“Medex,” “we,” or “us”) via a web form, electronic agreement, or any other method, you consent to receive text messages from us. These messages may include but are not limited to:

- Appointment scheduling and reminders
- Post-visit instructions
- Lab and diagnostic notifications
- Billing and payment updates

## **Message Frequency**

The frequency of messages may vary depending on your interaction with our services

## **Charges and Fees**

Message and data rates may apply depending on your mobile carrier plan. Medex is not responsible for any charges incurred from SMS communications.

## **Opt-Out Option**

You can opt out of receiving messages at any time by replying “STOP” to any SMS received from us. After opting out, you will no longer receive messages unless you re-enroll.

## **Support/Help**

If you require assistance, reply “HELP” to any message or contact us directly through our support page.

## **Privacy**

Your privacy is important to us. Please refer to our Privacy Policy to understand how we collect, use, and protect your personal information:

<https://medexdiagnosticservices.com/wp-content/uploads/2025/05/Medex-Privacy-Policy.pdf>

## **Modifications**

Medex reserves the right to revise or update these SMS Terms of Service at any time. Continued use of our SMS services after such changes constitutes your acceptance of the new terms.