



SMS Terms and Conditions

Effective Date: July 30, 2026

These SMS Terms and Conditions (“Terms”) apply to the MiiHealth AI text messaging program used to send appointment-related, one-way SMS messages and secure intake links on behalf of your health care provider. By opting in to receive messages from MiiHealth AI through your provider, you agree to these Terms.

Program Description

MiiHealth AI sends appointment-related text messages that may include a secure link to begin a pre-visit intake or virtual care assistant call. Messages are sent on behalf of your provider for care coordination purposes only and are not intended for marketing, promotional, or unrelated communications.

Message Frequency

Message frequency varies based on your appointment and provider workflow. You may receive one or more messages related to a scheduled visit, rescheduling, or other care coordination needs.

Cost and Charges

Message and data rates may apply. Charges are determined by your mobile carrier and plan, and MiiHealth AI is not responsible for any such charges.

Opt-In Consent

You will receive messages only if your provider has enrolled you through its scheduling, registration, or related consent workflow and you have provided your mobile number and consent to receive these communications. By enrolling, you confirm that you are the authorized user of the phone number provided.

Opt-Out Instructions

You may opt out at any time by replying **STOP** to a text message, where supported, or by contacting your provider to remove you from the messaging workflow. After you opt out, you will no longer receive appointment-related SMS messages from MiiHealth AI for that enrollment.

Help Instructions

For help, reply **HELP** or contact us at support@miihealth.ai. You may also visit **[insert privacy policy link]** for more information about how we handle your information.

Privacy

Your information will be handled in accordance with our Privacy Policy, including any applicable HIPAA-related privacy and security obligations. MiiHealth AI does not sell your personal information and does not use text messages for marketing purposes.

Carrier Disclaimer

Mobile carriers are not liable for delayed or undelivered messages. Delivery may depend on your mobile carrier, device settings, and network conditions.

Supported Use

This messaging program is one-directional and is intended only for appointment-related communications and secure intake access. It is not monitored for emergencies, and you should not use it to send urgent or clinical messages.

Changes to These Terms

We may update these Terms from time to time to reflect changes in the service, applicable law, or carrier requirements. Any updated Terms will be posted with a revised effective date.