



Policies and Procedures

Policy Number: 2000.25	Policy Name: SMS Terms and Conditions
Status <input checked="" type="checkbox"/> New <input type="checkbox"/> Revised <input type="checkbox"/> Reviewed	Date: 03/2026
Submitted By: IT Department	

Purpose:

The purpose of this policy is to explain how Betty Jean Kerr People’s Health Centers (BJKPHC) collects, uses, and manages SMS consent and communications, including the types of messages sent, message frequency, potential carrier fees, and how individuals can opt in, opt out, or request help with SMS messaging.

Procedure:

1. SMS consent communication:

The information (Phone Numbers) obtained as part of the SMS consent process will not be shared with third parties for marketing purposes.

2. Types of SMS Communications:

If you have consented to receiving text messages from BJKPHC, you may receive messages related to the following:

- Job opportunities
- Interviews requests
- Follow-up messages
- Hiring events
- Job referrals

Example: “Hello, this is a friendly reminder of your upcoming interview scheduled with [NAME] at [Location] on [Date] at [Time]. You can reply STOP to opt out of SMS messaging from Betty Jean Kerr People’s Health Centers at any time.”

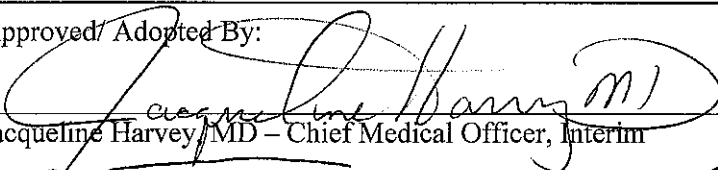
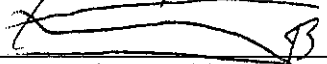
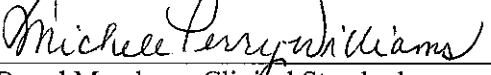
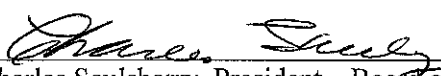
3. Message Frequency:

Message frequency may vary depending on the type of communication.

Example: “Message frequency may vary. You may receive up to 5 SMS messages per week regarding your interview request or follow up messages.”

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4. Potential Fees for SMS Messaging:
Standard message and data rates may apply depending on your carrier's pricing plan.
5. Opt-In Method:
You may Opt-In to receive SMS messages from BJKPHC in the following way: verbally, during a conversation.
6. Opt-Out Method:
You can opt out at any time by replying "STOP" to any SMS message. You may also contact us directly to request removal from our messaging list.
7. Help:
If you are experiencing issues, reply with the keyword HELP or visit our support link.
8. Standard Messaging Disclosures:
 - Message and data rates may apply.
 - You can opt out at any time by texting "STOP."
 - For assistance, text "HELP" or visit our Privacy Policy and Terms & Conditions pages.
 - Message frequency may vary.

Approved/ Adopted By:	
 Jacqueline Harvey, MD – Chief Medical Officer, Interim	03/18/2026 Date
 Dwayne Butler, President – Chief Executive Officer	3/18/2026 Date
 Michelle Perry Williams Board Member – Clinical Standards	3/18/2026 Date
 Charles Saulsberry, President – Board of Directors	3-18-26 Date