

SMS Terms & Conditions

RDL Therapeutic Outpatient Therapy Health & Wellness

3591 Murchison Road, Fayetteville, NC 28311 | (910) 868-2002 | connect@rdlphysicaltherapy.com

Effective Date: August 8, 2026 | Last Updated: August 8, 2026

These SMS Terms & Conditions ("Terms") govern the text messaging program operated by RDL Therapeutic Outpatient Therapy Health & Wellness ("RDL," "we," "us," or "our"). By providing your mobile number and consenting to receive text messages from us, you agree to these Terms. They should be read together with our Privacy Policy at <https://www.rdlphysicaltherapy.com/privacy-policy>.

1. Program Description

Our text messaging program is a service for our established patients and their authorized representatives. We use it to coordinate care logistics — appointments, questions, and account matters. It is not a marketing program, and it is not a substitute for clinical care.

Text messaging is not for emergencies. If you are experiencing a medical emergency, call 911 or go to the nearest emergency department. We do not monitor incoming text messages after business hours, and we cannot guarantee a timely response to any message.

2. Types of Messages You May Receive

After you opt in, the messages you may receive from us include:

- **Appointment reminders and scheduling.** Confirmations of newly scheduled visits, reminders before an upcoming visit, notice of a cancellation or a schedule change, and requests to reschedule.
- **Customer care and two-way support.** Replies from our staff to questions you send us about your visits, intake and consent paperwork, arrival instructions, insurance verification, and general clinic logistics.
- **Account notifications.** Notice that a billing statement is available, balance and payment reminders, payment confirmations, and updates on the status of an insurance authorization or referral.

We do not send marketing, advertising, or promotional text messages.

3. Message Frequency

Messaging frequency may vary. The number of messages you receive depends on how often you have appointments, whether you write to us, and the status of your account. A patient in an active plan of care typically receives a small number of messages each week.

4. Cost

Message and data rates may apply. We do not charge you for participating in this program, but your mobile carrier may charge you for each message sent or received under your rate plan, and roaming charges may apply. Contact your carrier for details about your plan.

5. How to Opt In

You may join the program by checking the SMS consent box on our Patient Communication Consent form — included in the new-patient intake packet, available on paper at our front desk and electronically before your first visit — or by texting START to our business number. Consent to receive text messages is not a condition of receiving treatment or of any purchase.

You represent that you are the account holder or authorized user of the mobile number you provide, that you are at least 18 years of age, or that you are the parent or legal guardian consenting on behalf of a minor patient. After you opt in you will receive a confirmation message:

Opt-in confirmation message

Thank you for opting into SMS messaging from RDL Therapeutic Outpatient Therapy. Message frequency varies. To opt out, text STOP. For assistance, text HELP or visit <https://www.rdlphysicaltherapy.com>. Message & data rates may apply.

6. How to Opt Out

To opt out at any time, text STOP to any message you receive from us. You may also reply with CANCEL, END, QUIT, UNSUBSCRIBE, or REVOKE. You will receive one final message confirming that you have been unsubscribed, and after that we will not send you further text messages:

Opt-out confirmation message

You will no longer receive messages from RDL Therapeutic Outpatient Therapy. To opt back in at any time reply START.

You may also opt out by calling us at (910) 868-2002, by emailing connect@rdlphysicaltherapy.com, or by telling any member of our staff. Opting out of text messages does not affect your care, and we will continue to reach you by phone, mail, or the patient portal. To rejoin later, reply START or ask our front desk.

7. How to Get Help

For assistance, text HELP to any message, or visit our website at <https://www.rdlphysicaltherapy.com>. You will receive:

HELP response message

Thank you for contacting RDL Therapeutic Outpatient Therapy. For assistance: call us at (910) 868-2002, email us at connect@rdlphysicaltherapy.com, or visit our support page at <https://www.rdlphysicaltherapy.com/contact-us>. Msg & data rates may apply. Reply STOP to opt out.

You can also reach us directly by phone at (910) 868-2002, by email at connect@rdlphysicaltherapy.com, or in person at 3591 Murchison Road, Fayetteville, NC 28311.

8. Supported Carriers and Message Delivery

The program may not be available on all U.S. mobile carriers, and it is not available outside the United States. Text messages are delivered by third-party mobile network providers, so we cannot control every aspect of delivery.

We are not liable for delayed, undelivered, or misdirected messages, and your carrier is not liable for them either. Message delivery is subject to effective transmission from your network operator.

You are responsible for telling us promptly if your mobile number changes or is reassigned, so that messages intended for you are not sent to someone else.

9. Privacy and Your Mobile Information

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. All categories of information sharing described in our Privacy Policy exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties. SMS consent is not shared with third parties or affiliates.

We do not sell, rent, trade, or lease mobile telephone numbers or SMS opt-in data. Data collected in connection with this program may include your telephone number, your carrier's name, and the date, time, and content of messages. We use that information only to communicate with you as described in these Terms and to keep records required by law. For full details, see our Privacy Policy at <https://www.rdlphysicaltherapy.com/privacy-policy>.

10. Confidentiality and Security of Text Messages

Standard SMS and MMS messages are not encrypted and travel over networks we do not control. They can be intercepted, misdirected, or viewed by anyone with access to your device, and they may remain stored on your device and your carrier's systems. We limit our messages to the minimum information necessary and avoid clinical detail, but you should understand and accept these risks before opting in. If you would prefer that we not send health-related information by text, tell us and we will use another method of contact.

11. Your Responsibilities

- Provide a mobile number for which you are the account holder or an authorized user.
- Notify us immediately if your mobile number changes or you no longer have access to it.
- Keep your device secured if you do not want others to see messages from us.
- Do not send us clinical emergencies, urgent symptom reports, or time-critical requests by text.

12. Age Requirement

You must be at least 18 years old to consent to receive text messages from us on your own behalf. For a patient under 18, a parent or legal guardian must provide consent and must be the account holder for the number provided.

13. Changes to These Terms

We may modify or discontinue the text messaging program, or update these Terms, at any time. Updated Terms will be posted at this address with a new effective date. Your continued participation after an update constitutes acceptance of the revised Terms.

14. Contact Us

RDL Therapeutic Outpatient Therapy Health & Wellness

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