

RETINA VITREOUS CENTER – Research Department

SMS Terms & Conditions

Conversational, informational, and transactional text messaging

Effective Date: [August 7th, 2026] Last Updated: [August 7th, 2026]

Important: By opting in, you agree to these SMS Terms & Conditions. Please read them carefully and keep a copy for your records.

Agreement and Consent

By providing your mobile telephone number and affirmatively opting in to the Retina Vitreous Center SMS messaging program, you consent to receive recurring conversational, informational, and transactional text messages from Retina Vitreous Center ("RVC," "we," "us," or "our") at the number you provided. Messages may be sent by RVC staff and may also be delivered using an automated system or other messaging technology.

Messages may include responses to your inquiries; appointment scheduling, confirmations, reminders, changes, or cancellations; service-related instructions and follow-up; billing, insurance, or administrative notices where applicable; and communications regarding clinical research recruitment, screening, enrollment, study visits, participation logistics, and related administrative updates. This SMS program is intended for conversational, informational, and transactional communications, not unrelated marketing messages.

Your consent to receive SMS messages is voluntary and is not a condition of purchasing any service, receiving medical care or treatment, accessing RVC services, or participating in a clinical research study. Choosing not to enroll, or later opting out, will not by itself affect your eligibility for care or research participation.

Your Mobile Number

By opting in, you represent that you are the subscriber or customary user of the mobile number provided, or that you otherwise have authority to consent to receive messages at that number. Please notify us promptly if the number is reassigned, disconnected, or no longer belongs to you.

Message Frequency

Message frequency varies based on your interactions with RVC, the services or information you request, and, when applicable, your research-study schedule. Some conversations may involve a single message, while others may involve recurring messages until the communication is complete or you opt out.

Message and Data Rates

RVC does not charge a separate fee for this SMS program. Standard message and data rates may apply according to your mobile carrier plan. You are responsible for any carrier charges associated with sending or receiving messages. Contact your mobile carrier for details about your plan.

How to Opt Out

You may withdraw your consent and stop SMS communications at any time by replying STOP to any RVC text message. We will also honor other reasonable opt-out requests, including replies such as END, CANCEL, UNSUBSCRIBE, or QUIT, as well as requests made by contacting us using the email address or telephone number below.

After your request is processed, you may receive one final confirmation. We will send no further SMS messages under this program unless you opt in again. Opting out of SMS does not prevent RVC from contacting you by telephone, email, postal mail, patient portal, in person, or another permitted method.

Help and Customer Support

Reply HELP to any RVC text message for assistance. You may also contact us at research@rvcretina.com or 405-607-6699.

Privacy and Use of Mobile Information

Your information will be handled in accordance with the RVC [Privacy Policy](#). Please review that policy for information about how RVC collects, uses, protects, and discloses information.

RVC does not sell or rent mobile numbers, SMS opt-in information, or SMS consent. We do not share SMS opt-in consent with third parties for their own marketing purposes. We may disclose information to service providers, mobile carriers, or other parties as reasonably necessary to operate the messaging program, provide requested services, protect rights or safety, or comply with applicable law.

SMS Security and Sensitive Information

Standard SMS messaging may not be encrypted and cannot be guaranteed to be private or secure. Messages may be viewed by anyone with access to your mobile device or account. Please avoid sending highly sensitive medical, financial, or identifying information by text unless an RVC representative specifically requests it and confirms that SMS is appropriate. When needed, we may direct you to a more secure communication method.

No Emergency or Urgent Medical Use

Do not use SMS for emergencies: RVC text messages are not monitored continuously and are not a substitute for medical advice, diagnosis, or treatment. If you are experiencing a medical emergency, call 911 or go to the nearest emergency department. For urgent eye or medical concerns, contact your treating healthcare provider using the appropriate clinical telephone number.

Delivery and Carrier Disclaimer

Message delivery is subject to effective transmission by your mobile carrier and is not guaranteed. Messages may be delayed, blocked, duplicated, or undelivered because of network availability, carrier filtering, device settings, technical problems, or other circumstances outside RVC's control. Mobile carriers are not liable for delayed or undelivered messages. Participation may not be supported by all carriers or devices.

Program Changes or Termination

RVC may modify, suspend, or discontinue the SMS program or these Terms & Conditions at any time. Material updates will be posted with a revised "Last Updated" date and, when required, additional notice or renewed consent will be provided. Your continued participation after an update becomes effective constitutes acceptance of the updated terms to the extent permitted by law.

Contact Us

Retina Vitreous Center

Email: research@rvcretina.com

Phone: 405-607-6699