LAFENE HEALTH CENTER
Kansas State University
SMS/Text Messaging Terms of Service
Effective Date: 10/27/2026

1. **Program Description**
   Lafene Health Center at Kansas State University ("Lafene") offers an SMS/Text Messaging program to provide patients with appointment reminders and appointment scheduling notifications.

   By opting in to receive text messages from Lafene, you agree to these SMS/Text Messaging Terms of Service.

2. **Consent To Receive Text Messages**
   By voluntarily providing your mobile phone number and affirmatively consenting to receive text messages, you authorize Lafene to send text messages to that number for appointment reminders and scheduling notifications.

   Consent to receive text messages is not a condition of receiving medical care or treatment from Lafene. You may decline to receive text messages and may withdraw your consent at any time without affecting your ability to receive services from Lafene.

3. **Message Frequency**
   Message frequency varies depending on your appointment schedule and applicable scheduling notifications.

4. **Message and Data Rates**
   Message and data rates may apply to text messages sent to or received from Lafene, depending on your mobile carrier and service plan. You are responsible for any applicable charges imposed by your mobile carrier.

5. **Opt-Out Instructions**
   You may opt out of receiving text messages at any time by replying STOP to a text message from Lafene.

   After you send STOP, you will receive a confirmation message acknowledging your request to unsubscribe. After your opt-out request is processed, you will no longer receive text messages through the applicable messaging program.

   If you wish to receive text messages again, you may need to complete the opt-in process again.

6. **Help and Support**
   For assistance with the text messaging program, reply HELP to a text message from Lafene or contact Lafene using the information below.

- Phone: (785) 532-6544
- Email: lafene@ksu.edu

7. **Privacy and Protection of Mobile Information**
   Lafene respects your privacy. Mobile phone numbers, text messaging opt-in data, and consent information will not be shared with third parties for marketing or promotional purposes. Text messaging opt-in data and consent will not be shared with third parties.

   For additional information about how Lafene collects, uses, and protects your information, please review the Lafene Health Center SMS Privacy Policy and Notice of Privacy Practices.

8. **Message Delivery**
   Message delivery is subject to effective transmission by your mobile carrier and other factors outside Lafene's control. Carriers are not liable for delayed or undelivered messages.

   You are responsible for providing an accurate, up-to-date mobile phone number and for updating Lafene if your number changes.

9. **Limitations of Text Messaging**
   Lafene's text messaging program is intended for appointment reminders and scheduling notifications. Text messages are not monitored for urgent medical concerns and must not be used to request emergency assistance or as a substitute for direct communication with a healthcare professional.

   For a medical emergency, call 911.

   Please be aware that text messages and message notifications may be visible to anyone with access to your mobile device. Consider your device's privacy settings when deciding whether to receive text messages.

10. **Changes to These Terms**
    Lafene may update these Terms of Service when necessary to reflect changes to the messaging program, applicable requirements, or university policies. The current version will be made available at the designated public URL.

11. **Contact Information**
    For questions about these Terms of Service or Lafene's text messaging program, please contact:

    Lafene Health Center
    Kansas State University
    Phone: (785) 532-6544
    Email: lafene@ksu.edu