



## **Text Message Appointment Reminder Informed Consent**

**Introduction:** Northwest Human Services (NWHHS) can now send text messages to remind you about your appointments.

**Text Messaging Risks:** Text messaging is not a safe way to communicate as anyone who has access to your phone can read them. Phones are easy to hack and easy to steal information from. For example, people can send you a text saying they're from your bank and if you respond they can steal your private personal information.

**Privacy and Security:** NWHHS takes the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and your privacy seriously and we believe we have put in place security rules to protect you. However, all technology is at risk so we encourage you to consider carefully if you want us to send you messages via text. If you are willing to take the risk, please sign at the bottom of this form.

**What will NWHHS send through text?** NWHHS may send you a note reminding you of a scheduled appointment or a reminder to make an appointment. We offer text messages as a courtesy; however, standard text messaging charges may apply, and you will be responsible to pay for those. You will not be able to reply via text message however, and you will still need to use the patient portal or call the clinic at 503.378.7526.

**Patient Informed Consent and Agreement:** I understand Personal Health Information (PHI) may be shared via text and consent to the use of my individually identifiable health information being used in this manner.

Printed Name of Patient: \_\_\_\_\_

Patient's Date of Birth: \_\_\_\_\_

Signature of Parent or Legal Guardian: \_\_\_\_\_

Phone number to which text messages may be sent: \_\_\_\_\_

# NONDISCRIMINATION AND ACCESSIBILITY NOTICE

## Discrimination is Against the Law

NWHS complies with applicable federal civil rights laws and does not exclude, deny services to, or otherwise discriminate against any individual based upon ethnic group identification, race, national origin, religious creed, age, sex, sexual orientation, gender identity or expression, veteran's status, color, disability, housing status, educational level, economic status, social class, political beliefs, linguistic preference, or reprisal or retaliation for prior civil rights activity in any program or activity.

We provide aids and services, free of charge, in a timely manner, to people with disabilities to communicate effectively with us, such as:

- ✓ Qualified sign language interpreters
- ✓ Written information in other formats (large print, audio, accessible electronic formats, other formats)

We provide language services, free of charge, in a timely manner, to people whose primary language is not English, such as:

- ✓ Qualified interpreters
- ✓ Information written in other languages

**If you need these services, call (503) 378-7526**

If you believe that NWHS has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the NWHS Risk Officer located at 681 Center St. NW, Salem, OR 97301, Tel. (503) 588-5828, Fax (503) 588-5852. You can file a grievance in person or by mail, or fax. If you need help filing a grievance, the Risk Officer is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail: attn.: U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201, or phone 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

<p><b>Español (Spanish)</b>                  ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-503-378-7526.</p>	<p><b>Tiếng Việt (Vietnamese)</b>                  CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-503-378-7526.</p>
<p><b>繁體中文 (Chinese)</b>                  注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-503-378-7526</p>	<p><b>Русский (Russian)</b>                  ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-503-378-7526.</p>
<p><b>한국어 (Korean)</b>                  주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-503-378-7526번으로 전화해 주십시오.</p>	<p><b>Українська (Ukrainian)</b>                  УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-503-378-7526.</p>
<p><b>日本語 (Japanese)</b>                  注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-503-378-7526 まで、お電話にてご連絡ください。</p>	<p><b>العربية (Arabic)</b>                  ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-503-378-7526.</p>
<p><b>Română (Romanian)</b>                  ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-503-378-7526.</p>	<p><b>ខ្មែរ (Cambodian)</b>                  ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសាដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 1-503-378-7526 ។</p>
<p><b>Oroomiffa (Oromo)</b>                  XIYYEEFFANNA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-503-378-7526.</p>	<p><b>Deutsch (German)</b>                  ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-503-378-7526.</p>
<p><b>فارسی (Farsi)</b>                  شما برای رایگان بصورت زبانی تسهیلات، کنید می گفتگو فارسی زبان به اگر توجه بگیرد تماس 1-503-378-7526 با باشد می فراهم.</p>	<p><b>Français (French)</b>                  ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-503-378-7526.</p>
<p><b>ภาษาไทย (Thai)</b></p>	

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เรียน:

ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้  
ฟรี โทร 1-503-378-7526.