

CHOP SMS Terms and Conditions

When you receive care from CHOP, you may receive text communications from CHOP and our vendors related to your relationship with CHOP, including but not limited to updates related to your visits and MyCHOP name account, one-time passcode, billing notifications, prescription reminders, requests to complete surveys for improvement purposes, and care management.

You can opt-out of SMS messages by texting STOP to the respective short code. Your opt-out request will generate one final message confirming that you have been unsubscribed. You will no longer receive SMS messages from the short code you opted out from. If you want to join again, sign up using MyCHOP or text HELP to the short code for instructions. Alternatively, if you have a MyCHOP account, you can opt out of SMS messages by going to the “Communication Preferences” tab within MyCHOP. You can also inform CHOP staff during the registration process if your preference is to opt out of receiving text messages, and they will update your preferences in our systems.

If you are experiencing issues with the messaging program you can reply with the keyword HELP for more assistance, or you can get help directly at the CHOP Service Desk (215-590-HELP) or by going to <https://www.chop.edu/mychop/contact>.

Carriers are not liable for delayed or undelivered messages.

Message and data rates may apply for any messages sent to you from us and to us from you. Message frequency may vary.

Our Privacy Policy is <https://www.chop.edu/pages/privacy-policy-chop>. Contact us at **215-590-HELP** or <https://www.chop.edu/mychop/contact>.