



Patient Text Messaging Terms and Conditions

Effective Date: August 26, 2026

Phone: 1-800-MYOWENS (1-800-696-9367)

These terms apply to text messages Owens (“Owens,” “we,” “us,” “our”), sends to patients about their equipment, appointments, and account.

1. SMS MESSAGING SERVICE

By providing your mobile phone number to Owens and replying Y to our text invitation, you consent to receive SMS from Owens for appointment scheduling and reminders, equipment delivery and setup notifications, order status updates, insurance eligibility verification, annual authorization and documentation check-ins, and general assistance. Msg frequency varies. Msg & data rates may apply. Reply HELP for support. Reply STOP to opt out.

2. HOW YOU OPT IN

Owens collects text messaging consent by text. You may give Owens your mobile phone number during patient intake, equipment setup and delivery scheduling, or a patient service call, by phone at 1-800-MYOWENS (1-800-696-9367) or in person at any branch location listed at <https://myowens.com/locations>. Owens then sends you one text message inviting you to join the program. That invitation identifies Owens as the sender and states the message types listed above, that message frequency varies, that message and data rates may apply, that consent is not a condition of purchase, that you may reply STOP to opt out and HELP for help, and where to read these terms and our Privacy Notice.

You are enrolled only if you reply Y. If you do not reply, or you reply STOP or N, you are not enrolled and Owens sends you no further text messages. Your mobile number, your reply, and the date and time it was received are stored on your patient record. After you reply Y you receive a one-time confirmation text.

3. MESSAGE FREQUENCY

Message frequency varies based on your care needs. Typical frequency is 2 to 4 messages per month, with up to 1 to 5 messages per week during active intake, equipment setup, delivery, or insurance verification periods.

4. MESSAGE AND DATA RATES

We do not charge for text messages, but standard message and data rates may apply based on your mobile carrier's plan and terms.

5. PRIVACY POLICY

Your information is handled in accordance with our Privacy Notice at <https://myowens.com/privacy-notice>. Our HIPAA Notice of Privacy Practices, which governs how we use and disclose your protected health information, is linked in the footer of myowens.com. Mobile information and SMS consent will not be sold or shared with third parties or affiliates for marketing or promotional purposes.

6. OPT-OUT INSTRUCTIONS

You can opt out at any time by replying STOP to any text message. Reply HELP for support, or call us at 1-800-696-9367.

7. ELIGIBILITY

By opting in you confirm that you own or are authorized to use the phone number provided and that you are at least 18 years old.

8. LIABILITY

Owens is not responsible for any charges, errors, or delays in message delivery caused by your carrier or third-party service providers.

9. CONSENT IS NOT A CONDITION OF PURCHASE

You do not have to opt in to text messages in order to receive equipment, supplies, or services from Owens. Your consent is not a condition of any purchase or service.

10. DATA SHARING

Text messaging originator opt-in data and consent will not be shared with any third parties. We may share SMS opt-in or consent status with service providers (platform providers, phone companies, and vendors) solely to deliver the messaging service.