THE TIDES

Healthy Mothers Having Healthy Babies

Terms and Conditions

Effective Date: March 10, 2025

By opting in to receive SMS messages from Tides, Inc., you agree to these Terms and Conditions (Terms).

SMS Messaging Service

By providing my phone number, I consent to receive SMS text messages from Tides, Inc. for appointment reminders, marketing messages, and general two-way communication. Message and Data Rates may apply.

Message Frequency

You will get more than one message from us unless you opt out, and while messaging frequency varies, you will likely receive numerous messages a month depending on your situation with Tides, Inc. Current and potential clients correspond via SMS text messages with Tides, Inc. to set up appointments, discuss program and admission information. Tides, Inc. reserves the right to alter the frequency of messages at any time to increase or decrease the total number of messages. Tides, Inc. and carriers are not liable for delays or undelivered messages.

Message and Data Rates

Message and data rates may apply based on your mobile carrier's terms.

Privacy Policy

Your information will be handled in accordance with our Privacy Policy.

Cancellation/Opt-Out Instructions

You can opt out of receiving SMS messages at any time by replying STOP to any message we send you. After you opt out of text messaging, you will receive one additional message confirming your request has been processed.

Help/Customer Support

Text the word HELP for support. You may also contact us directly at info@tideswilmington.org.

Liability

We are not responsible for any charges, errors, or delays in SMS delivery or undelivered messages caused by your carrier or third-party service providers.

Healthcare Information & HIPAA Compliance

By opting into text messaging from [Provider Name], you acknowledge that text messages may include health-related information that is subject to the Health Insurance Portability and Accountability Act (HIPAA). While we take precautions to protect your privacy, text messaging is not a fully secure form of communication. By continuing, you accept the risks associated with sending and receiving health information via text.

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Messaging Guidelines

Text messaging should be used for non-urgent communication only.

- Response times may vary, and messages sent outside of business hours may not be reviewed until the next business day.
- If you need to update your contact preferences or opt out of text communications, reply with [STOP/UNSUBSCRIBE] at any time.

Medical Emergencies

Text messaging is not a substitute for emergency medical care. If you are experiencing a medical emergency, do not rely on text messaging to seek assistance. Instead, call 911 or go to the nearest emergency room immediately.