

Text Program Terms

We offer our patients who are 18 or older the ability to receive text messages from us.¹ By agreeing to receive text messages, our patients can stay more informed and involved in their health care. However, consent to receive text messages is not required as a condition of receiving treatment or services from us.

These Text Program Terms apply when you give your consent to receive text messages from us, along with our Online Terms of Use at <https://uhs.com/compliance-ethics-program/online-terms-of-use/> and Online Privacy Policy at <https://uhscorpcdn.eskycity.net/pdf/online-privacy-policy.pdf> which are both incorporated herein by reference. NOTE THAT OUR ONLINE TERMS OF USE AT SECTIONS 10-12 INCLUDE AN AGREEMENT TO SUBMIT ALL DISPUTES TO MANDATORY INDIVIDUAL ARBITRATION AND WAIVE YOUR RIGHT TO A JURY TRIAL OR ABILITY TO BRING ANY CLAIM UNDER A CLASS ACTION. Please also refer to our provided HIPAA Notice of Privacy Practices, available at <https://uhscorpcdn.eskycity.net/pdf/uhs-hipaa-notice-of-privacy-practices-eng-span.pdf>, which governs how we collect or use protected health information such as patient records and bill payment details.

Types of Information You May Receive by Text

- Appointment and Prescription Reminders
- Important Instructions Related to Upcoming Scheduled Procedures
- Follow-Up Communications After You Have Received Treatment or Services
- Care Management Communications
- Account Updates
- Billing Notifications
- Health Tips and Wellness Information
- Updates on New Services and Products
- Invitations to Special Events

Dial 911 For Emergencies and Urgent Matters

¹ Universal Health Services, Inc. (“UHS Inc.”) is a holding company that operates through its subsidiaries including its administrative services company and subsidiary, UHS of Delaware, Inc. All healthcare and management operations are conducted by subsidiaries of UHS Inc. Any references to “UHS” or “UHS facilities” (or “we,” “us,” “our” or “the company”) on our Sites and in our Materials that relate to healthcare or management operations are referring to UHS Inc. subsidiaries. In particular, these Sites are maintained by UHS of Delaware, Inc. to provide information about UHS facilities it supports and the services they provide. The Sites may also provide general health information from our staff or outside providers, and links to external websites that may be of interest to you.

You should never use a text message to inform us about a medical emergency or to tell us about urgent health matters. In an emergency, immediately dial 911 and/or go to the nearest emergency room. For non-emergency urgent matters, call your physician, go to an emergency room, or dial 911, as appropriate for your situation.

Terms and Conditions

By providing your mobile phone number and affirmatively consenting to receive text messages, you agree to receive automated marketing and informational text messages from us at the mobile number you provided, subject to the following terms and conditions:

Authority to Provide Consent: You are 18 or older and are legally able to enter into and agree to these Text Program Terms. If you have given consent on behalf of another individual (such as a child, parent, or partner), you represent that you have the necessary authority and authorization to consent on behalf of that individual.

Manner of Texting: Text messages may be sent to your device using an automatic dialing system.

Message Frequency: Text message frequency varies depending on your interaction with our services.

Data Usage and Rates: Message and data rates may apply. You should check with your mobile carrier for details on your service plan.

Opting Out: You can text “STOP” at any time to stop receiving text messages from us. After texting "STOP," you will receive one final confirmation message. You may also opt out by contacting us at the email or phone number listed below. No further messages will be sent unless you re-opt in to the texting program.

Requesting Help: You can text “HELP” for help. You will receive instructions on how to use the service and how to opt out. For customer support, you may also contact us at the email or phone number listed below. For help in a medical emergency, immediately call 911.

Supported Carriers: This service is available on major U.S. carriers including AT&T, T-Mobile, Verizon, Sprint, Boost, Cricket, MetroPCS, U.S. Cellular, Virgin Mobile, and others. Carriers are not liable for delayed or undelivered messages.

Undelivered, Delayed, or Incomplete Messages: We do not guarantee the successful delivery of text messages by your wireless provider. Text messaging services may not be available depending upon your wireless carrier. Messages sent by text may not be delivered, or the delivery may be

delayed, if your device is not in range of a transmission site, or if the network is down. Factors beyond the power of us and your wireless carrier may get in the way of message delivery. This may include, but is not limited to, the terrain, how close you are to buildings, foliage, weather, and your equipment. We and your wireless provider will not be liable for losses or damages that come from:

- A message not delivered, or delivered late;
- A message that goes to the wrong number;
- Inaccurate or incomplete content in a text message; or
- Your reliance on the content of any text message.

Privacy and Security

You must update us right away if your mobile number changes. It is your responsibility to give us a correct telephone number and to update us with any changes to that number.

We recommend you use a password to protect the information on your device and that you set your notification settings in a manner that best protects the privacy of the information on your device from others who may have access to your device or who may be in a position to see notifications on your device.

Text messages may include your protected health information (PHI). Since text messaging is unencrypted, there is a risk that this PHI could be intercepted or viewed by third parties while in transmission. When you choose to get text messages from us, you do so at your own risk.

We do not share your mobile phone number with third parties for their marketing purposes. Your information will only be used to provide you with the text messaging services described in these Text Program Terms.

Modifications to Terms

We reserve the right, in our sole discretion, to modify our Text Program Terms at any time. Your continued participation in the text messaging program after changes are posted on our website constitutes your acceptance of the modified terms.

Questions

Questions on Data Plan: If you have any questions about your text or data plan, it is best to contact your wireless provider.

Questions About a Text Message: If you have questions about a text you have received from us, please call your provider directly, or contact us at uhs.alertline.com or at [1-800-852-3449](tel:1-800-852-3449).

Effective

These Text Program Terms are effective as of April 9, 2026.