

Horizon Infusions
SMS Text Messaging Terms and Conditions
Effective Date: October 7, 2026

Horizon Infusions, LLC (“we,” “us,” or “our”) offers a patient text messaging program (“SMS Services”) to support patient onboarding and engagement and other services. Depending on your consent, messages may include onboarding instructions, appointment reminders, scheduling updates, operational notifications, billing communications, and other communications related to your care or services.

Consent and Participation. By affirmatively opting in to the SMS Services, you consent to receive text messages from us or our service providers acting on our behalf at the mobile phone number you provide, including messages sent using automated technology. We will send messages only within the scope of your consent. Participation is voluntary, and consent to receive text messages is not a condition of purchasing services or receiving care. Your consent to these messages does not constitute consent to receive marketing or promotional messages.

Message Frequency and Charges. Message frequency varies based on your appointments, services, and interactions with us. Message and data rates may apply. Please contact your mobile carrier for information about your messaging and data plan.

Opting Out and Getting Help. You may opt out at any time by replying STOP to a text message. You may also withdraw your consent by contacting us at privacy@horizoninfusions.com or otherwise clearly communicating your request to stop receiving text messages. We will honor your request promptly, subject to applicable law. You may receive a one-time message confirming your opt-out. Opting out will not affect your ability to receive care, and we may continue to communicate with you through other appropriate methods.

For help, reply HELP or contact us at privacy@horizoninfusions.com.

Your Mobile Phone Number. You confirm that the mobile phone number you provide belongs to you or that you are authorized to use it and consent to receive messages at that number. Please notify us promptly if your number changes or you no longer control it so that we can update our records and messaging preferences.

Privacy and Security. Our collection, use, and disclosure of information associated with the SMS Services are described in our SMS Text Messaging Privacy Policy. Our Notice of Privacy Practices describes our practices concerning protected health information and your rights under HIPAA.

Standard SMS messages are not end-to-end encrypted and may include limited information about your healthcare services. Others with access to your phone, connected devices, or messaging account may be able to view these messages. Please contact us if you prefer an alternative method of communication. Participation in the SMS Services does not waive your privacy rights under applicable law.

Availability, Changes, and Limitation of Liability. The SMS Services are offered on an “as is” basis and may not be available in all areas at all times. The SMS Services may stop working or be affected

by changes to your wireless carrier's products, software, coverage, or other services. We may change, suspend, or discontinue the SMS Services, or cease delivering text messages to any person, at any time in our sole discretion, without notice or liability, subject to applicable law.

To the fullest extent permitted by applicable law, we, our affiliates, and our respective officers, directors, and employees are not responsible or liable for any losses or injuries of any kind resulting, directly or indirectly, from the SMS Services or from technical failures, interruptions, or delays of any kind. Carriers are not liable for delayed or undelivered messages.

Urgent Communications. Do not rely on the SMS Services for emergencies or urgent medical needs, and do not assume that a text message you send has been received or reviewed. In an emergency, call 911.

Changes to These Terms. We may update these terms by posting revised terms on our website with an updated effective date. Changes will remain subject to applicable law and will not expand the scope of your messaging consent without obtaining any additional consent required.