

Terms of Service & Privacy Policy

Lone Star Neurology – HIPAA-Compliant Messaging Program

Last updated: 2/10/2026

1. Overview

Lone Star Neurology (“we,” “our,” or “the Practice”) provides healthcare services and related communications, including appointment reminders, care coordination, and health-related messaging through secure, HIPAA-compliant communication platforms, including SMS/text messaging.

By accessing our services or opting into our messaging programs, you agree to these Terms of Service and our Privacy Policy.

2. Program Name

Lone Star Neurology Patient Messaging Program

3. Product Description

The Lone Star Neurology Patient Messaging Program provides patients with healthcare-related communications, including but not limited to:

- Appointment reminders and confirmations
- Care coordination messages
- Test result notifications
- Prescription refill reminders
- Patient education materials
- Administrative communications

All messages are sent using HIPAA-compliant systems designed to protect your personal health information (PHI).

4. Customer Care Contact Information

If you have questions, need assistance, or wish to update your communication preferences, contact us:

 **Phone:** 325-218-4369

 **Office Address:** 1111 Medical Plaza Dr. Suite 200 Spring TX 77380

 **Website:** <https://lonestarneuro.com>

5. SMS / Messaging Terms (Required Section)

5.1 Consent to Receive Messages

By providing your mobile phone number and opting into our messaging services, you consent to receive text messages from Lonestar Neurology related to your care. Consent is not a condition of receiving treatment.

5.2 Message Frequency

Message frequency varies based on your care plan and interaction with our office. You may receive recurring messages, including appointment reminders, follow-ups, and care-related notifications.

5.3 Message and Data Rates

Message and data rates may apply. Your mobile carrier's standard messaging and data charges apply.

5.4 Opt-Out Instructions

You may opt out of receiving SMS messages at any time by replying:

STOP

After you send STOP, you will receive one final message confirming your opt-out. You may re-enroll at any time by contacting our office or replying:

START

5.5 Help Instructions

For assistance, reply:

HELP

Or contact our office directly using the customer care information above.

6. HIPAA Compliance & Protected Health Information (PHI)

We are committed to protecting your health information and comply with the Health Insurance Portability and Accountability Act (HIPAA).

- Messages are sent through secure, HIPAA-compliant platforms.
 - We limit message content to the minimum necessary.
 - We do not sell, rent, or share your PHI for marketing purposes.
 - We only share PHI with authorized healthcare providers, business associates, or as required by law.
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7. Privacy Policy

7.1 Information We Collect

We may collect:

- Name, phone number, email address
- Date of birth
- Medical and appointment-related information
- Communication preferences

7.2 How We Use Your Information

We use your information to:

- Provide healthcare services
- Communicate about your care
- Schedule appointments
- Improve patient experience
- Comply with legal obligations

7.3 How We Protect Your Information

We use administrative, technical, and physical safeguards to protect your information, including encryption, access controls, and secure messaging platforms.

7.4 Sharing of Information

We only share your information:

- With healthcare providers involved in your care
- With business associates under HIPAA-compliant agreements
- When required by law

We **do not** sell your personal or health information.

7.5 Your Rights

You have the right to:

- Access your medical records
 - Request corrections
 - Request restrictions on certain disclosures
 - Receive a copy of our Notice of Privacy Practices
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8. User Responsibilities

You agree to:

- Provide accurate contact information
 - Keep your phone secure
 - Notify us of any unauthorized use or incorrect messages
 - Use our messaging services only for lawful and appropriate purposes
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9. Limitation of Liability

We are not responsible for delays, failures, or errors in message delivery caused by mobile carriers, network outages, or circumstances beyond our control.

10. Changes to These Terms

We may update these Terms of Service and Privacy Policy at any time. Updates will be posted on our website and will become effective upon posting.

11. Public Accessibility

This policy is publicly accessible without login requirements and is intended to be posted on our website for patient review at any time.

12. Governing Law

These terms are governed by the laws of the State of Texas.