



SMS Privacy Policy

Elite Home Healthcare — Last Updated: January 12, 2026

Overview

This SMS Privacy Policy describes how Elite Home Healthcare collects, uses, and protects information when you opt in to receive text messages from us. We are committed to safeguarding your information and complying with applicable privacy laws, including the Health Insurance Portability and Accountability Act (HIPAA).

Information We Collect

- 1 • Mobile phone number
- 2 • SMS consent and opt-out records
- 3 • Message delivery and interaction data
- 4 • Limited health-related information strictly necessary for care coordination

How We Use SMS Messaging

- 1 • Scheduling related updates
- 2 • Care coordination and non-emergency care updates
- 3 • Administrative notifications
- 4 • Patient support communications

HIPAA and Protected Health Information (PHI)

Text messaging is not a fully secure communication method. Elite Home Healthcare limits the use of Protected Health Information (PHI) in SMS messages whenever possible. By opting in, you acknowledge and accept the risks associated with receiving healthcare-related communications via text message.

Consent and Opt-Out

By providing your mobile number, you consent to receive SMS messages from Elite Home Healthcare. Message and data rates may apply. You may opt out at any time by replying STOP. For assistance, reply HELP.



Third-Party Service Providers

Elite Home Healthcare uses RingCentral and other HIPAA-compliant service providers to deliver SMS communications. These providers are contractually required to protect your information and may only use it to provide messaging services on our behalf.

Data Security

We maintain administrative, technical, and physical safeguards designed to protect your information in accordance with HIPAA and other applicable laws.

Information Sharing

Elite Home Healthcare uses RingCentral and other HIPAA-compliant service providers to deliver SMS communications. These providers are contractually required to protect your information and may only use it to provide messaging services on our behalf.

No mobile information will be shared with third parties/affiliates for marketing/promotional purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

Contact Information

If you have questions about this SMS Privacy Policy, please contact Elite Home Healthcare at info@elitehomehealth.care or (812) 675-0523.