



Clinic
4590 Hāna Highway
tel 808.248.8294
fax 808.248.8917

Administration
P.O. Box 807
Hāna, Maui 96713
tel 808.248.7515
fax 808.248.7223

Hāna Health Patient Messaging Terms & Conditions

Last Updated: September 10, 2026

Patient Messaging Program

Hāna Health uses electronic messaging to communicate with patients about appointments, scheduling, preventive care, gaps in care, eligibility information, and other health care services.

Hāna Health uses more than one electronic messaging system. These systems may include Athena for appointment-related communications and Azara Patient Outreach/CareMessage for preventive care and population health outreach.

These Patient Messaging Terms & Conditions apply to text messages and other automated patient communications sent on behalf of Hāna Health.

Consent to Receive Messages

By providing Hāna Health with your mobile telephone number and agreeing to receive electronic communications during registration or through another Hāna Health-approved process, you consent to receive health care-related text messages at the number you provide.

When you are included in an Azara/CareMessage outreach campaign, you may receive an introductory or welcome message that provides information about the messaging program and how to opt out.

Consent to receive text messages is **not a condition of receiving care or services from Hāna Health**.

You are responsible for providing Hāna Health with an accurate mobile telephone number and for notifying us if your number changes. You should only provide a telephone number that you are authorized to use.

Types of Messages You May Receive

Messages from Hāna Health may include:

- Appointment and scheduling reminders.
- Preventive care and wellness reminders.
- Outreach related to gaps in care, including cancer screenings, diabetes/A1c monitoring, blood pressure, chronic kidney disease, hypertension, pediatric wellness visits, preventive visits, and influenza vaccination.
- Medicaid eligibility and other health coverage-related outreach.
- Other health care-related reminders or communications associated with your care.





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Messages are intended to support your care and help you stay informed about services that may be appropriate for you.

Message Frequency

Message frequency varies depending on your appointments, care needs, active outreach campaigns, and engagement.

Hāna Health generally sends:

- No more than **three appointment reminders per appointment**; and
- No more than **three messages per individual outreach topic**.

The number and timing of messages may vary depending on the communication program and your health care needs.

Message and Data Rates

Hāna Health does not charge you for receiving text messages from us. However, **message and data rates may apply** based on your mobile carrier and service plan.

You are responsible for any charges assessed by your mobile carrier. Please contact your carrier if you have questions about your messaging or data plan.

Opting Out of Text Messages

You may opt out of messages from a particular messaging system by replying **STOP** to the number from which you received the message.

Hāna Health uses more than one electronic messaging system. **Replying STOP to one messaging system or telephone number may not stop messages sent through another Hāna Health messaging system.** For example, opting out of Azara/CareMessage outreach does not automatically opt you out of appointment reminders sent through Athena.

Opting out of text messaging will not affect the health care services you receive from Hāna Health.

If you would like to review or change your overall electronic communication preferences, please contact Hāna Health at **808-248-8294**.

Opting Back In

Replying **START** may restore messages from the messaging system or telephone number from which you previously opted out.

Because Hāna Health uses more than one messaging system, we recommend contacting Hāna Health directly at **808-248-8294** if you wish to restore or change your overall electronic communication preferences.





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Help and Customer Support

For help with Hāna Health text messages, you may reply **HELP** to the number from which you received a message or contact us directly:

Hāna Health

PO Box 807

Hāna, HI 96713

Phone: **808-248-8294**

Email: admin@hanahealth.org

Website: hanahealth.org

Some Hāna Health automated messaging systems recognize only certain keywords, such as STOP and START. If a system does not support the response you send, you may receive an automated message directing you to contact Hāna Health.

Free-Text Messages and Clinical Questions

Some automated messaging systems, including Azara/CareMessage outreach, **do not route free-text responses to Hāna Health staff**. A free-text response may instead generate an automated message directing you to contact the clinic.

Do not use text messaging to request urgent medical care, report urgent symptoms, or send information that requires an immediate response.

If you are experiencing a medical emergency, **call 911 or go to the nearest emergency department**. For medical questions or concerns that are not emergencies, contact Hāna Health directly at **808-248-8294**.

Privacy

Hāna Health is committed to protecting the privacy and security of your health information. Information collected or used in connection with patient messaging is handled in accordance with applicable privacy laws and Hāna Health's privacy practices.

For more information about how Hāna Health uses and protects your health information, please review our **Notice of Privacy Practices**, available on the Hāna Health website.

Message Delivery and Carrier Disclaimer

Text message delivery depends on mobile carriers, telecommunications networks, and third-party messaging services. Hāna Health cannot guarantee that a message will be delivered or received within a particular time period.





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Mobile carriers are not responsible for delayed or undelivered messages. Hāna Health is not responsible for delays, transmission failures, or other delivery problems outside of its reasonable control.

Changes to These Terms

Hāna Health may update these Patient Messaging Terms & Conditions from time to time to reflect changes in our messaging practices, technology, services, or applicable requirements.

Updated Terms & Conditions will be posted on the Hāna Health website with a revised **Last Updated** date.

Governing Law

These Patient Messaging Terms & Conditions are governed by the laws of the State of Hawai'i, consistent with applicable federal law.

Contact Us

If you have questions about these Patient Messaging Terms & Conditions or Hāna Health's patient messaging program, please contact:

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