

Terms and Conditions

Last Updated: 4/23/2026

These Terms and Conditions govern your use of the website located at wchealth.org and the services provided by **West County Health Centers, Inc.** ("WCHC", "we", "us"). By accessing our site or enrolling in our programs, you agree to these terms.

1. Medical Disclaimer

The content on this website is for informational purposes only and is not intended as medical advice, diagnosis, or treatment. Always seek the advice of your physician or other qualified health provider with any questions regarding a medical condition. **If you are experiencing a medical emergency, call 911 immediately.**

2. Messaging Services (CTIA Compliance)

West County Health Centers uses text messaging to communicate with patients regarding appointments, health alerts, and clinical updates. By providing your mobile number and opting in, you agree to the following:

- **Program Description:** WCHC uses text messaging for appointment reminders, wellness notifications, and health center updates.
- **Message Frequency: Message frequency may vary** based on your interaction with our clinics and healthcare needs.
- **Costs: Message and data rates may apply.** Check with your mobile carrier for details regarding your specific plan.
- **Supported Carriers:** Messages are sent via SMS and RCS. **Carriers are not liable for delayed or undelivered messages.**
- **Opt-Out: You may opt out of receiving text messages** at any time. To stop receiving messages, reply **STOP** to any text message you receive from us.
- **Text messages sent via SMS and RCS** channels are not fully secure and may not be HIPAA-compliant; however, we take reasonable precautions to safeguard your privacy by restricting the content of these messages to non-sensitive notifications. Any messages containing detailed Protected Health Information (PHI) will be sent via a separate, secure messaging channel.
- **Help:** For help, reply **HELP** to any message or contact us at **(707) 824-3391**.

3. Privacy

Your use of our website and messaging services is also governed by our **Privacy Policy**, which discloses how we collect and use your personal information, including mobile numbers. We do not sell or share your mobile data for third-party marketing purposes.

4. Intellectual Property

All content on wchealth.org, including logos, text, and graphics, is the property of West County Health Centers, Inc. and is protected by copyright laws.

5. Limitation of Liability

West County Health Centers shall not be liable for any direct or indirect damages arising out of your use of this website or the information contained herein.

6. Governing Law

These terms are governed by the laws of the State of **California**, without regard to its conflict of law principles.

7. Contact Information

If you have questions about these Terms, please contact us:

West County Health Centers

652 Petaluma Ave

Sebastopol, CA 95472