USE OF THIS SERVICE CONSTITUTES YOUR CONSENT TO COMMUNICATION BY TEXT MESSAGE OR CHAT MESSAGING AND IS BOUND BY THESE TERMS AND CONDITIONS. Please read the following statement before using this service. By using Chat or SMS Texting, which is operated by Resolve Crisis Network you agree to the terms described below.

This service is managed by Resolve Crisis Network a subsidiary of UPMC Western Psychiatric Hospital for Allegheny County Department of Human Services. YOUR PARTICIPATION IN THIS CHAT OR SMS TEXTING DOES NOT CONSTITUTE MENTAL HEALTH CARE OR TREATMENT AND DOES NOT CONSTITUTE A THERAPIST-PATIENT RELATIONSHIP OR ANY OTHER SORT OF CONFIDENTIAL RELATIONSHIP. THIS SERVICE IS NOT A SUBSTITUTE FOR PROFESSIONAL HEALTH CARE. IF YOU BELIEVE YOU ARE EXPERIENCING A MEDICAL EMERGENCY, CALL YOUR DOCTOR OR 911 IMMEDIATELY.

Resolve Crisis Network and UPMC and any of their employees, volunteers or agents are not responsible for any decisions, or results of the decisions that you make while, as a result of, or after participating in this Chat or SMS texting. This includes whether you choose to seek or not seek professional care, or to modify or terminate specific treatment that you are currently receiving based on the information provided by this service. You assume all risk for use of this service. Resolve Crisis Network, UPMC and any of their employees, volunteers, or agents have no liability for actions taken by you or a third party, or not taken by you or a third party, and you agree to indemnify us and hold us harmless for damages arising out of information provided through this service. Without limiting the foregoing, in no event shall Resolve Crisis Network or UPMC be liable for any special, incidental, consequential, or indirect damages.

This service is provided on an "as is" basis and "as available" basis. Resolve Crisis Network and UPMC expressly disclaim all warranties of any kind, whether express or implied and make no warranty that Chat or SMS texting will a) meet your requirements; b) be uninterrupted, timely, confidential, secure, or error-free; or c) meet your expectations.

Your use of this services is also subject to the Terms of Service found at <u>Text Messages (SMS/MMS)</u> <u>Terms of Use | UPMC</u> and <u>Website Terms of Use | UPMC</u>."

For information as to how your information supplied during this interaction, please see Privacy Information | UPMC | Pittsburgh, PA