

Mitola Family Dentistry

Communication & Text Messaging Policy

Purpose

Mitola Family Dentistry uses text messaging (SMS) and other communication channels to help our patients stay informed and connected regarding their dental care. This policy explains the types of messages you may receive, how your consent is obtained, and how you can opt out.

1. Types of Messages You May Receive

By consenting to receive SMS/text messages from Mitola Family Dentistry, you may receive communications related to:

- Appointment reminders and confirmations
- Scheduling updates or changes
- Follow-up care instructions or treatment reminders
- Billing or insurance notifications
- Office closures, weather alerts, or emergency notifications
- Promotional messages or special offers
- Patient satisfaction surveys or feedback requests

2. Frequency of Messages

Message frequency varies depending on your appointment schedule, treatment plan, and participation in promotions or surveys. Standard messaging rates may apply according to your wireless carrier plan.

3. Consent to Receive SMS/Text Messages

By providing your mobile phone number and consenting to SMS communication, you agree to receive the types of messages described above from Mitola Family Dentistry. You acknowledge that consent to receive SMS/text messages is not required as a condition of receiving care or services. Message and data rates may apply depending on your carrier and plan. You are responsible for keeping your contact information up to date.

4. Opting Out of Text Messages

You may opt out of text messaging at any time by calling our office at **(518) 237-0700**, or replying "STOP" to any text message you receive from us. Once you opt out, you will no longer receive SMS communications, but you may still receive important information by phone or email.

5. Privacy and Security

We take your privacy seriously. Text messages may not be fully secure, so we avoid including sensitive personal health information (PHI) in text messages unless specifically authorized by you. All communications comply with HIPAA regulations to the best extent possible within SMS.

limitations.

6. Changes to This Policy

Mitola Family Dentistry may update this Communication Policy from time to time. Updates will be available upon request or posted in our office.

Consent Statement

By providing your mobile phone number and consenting to receive SMS/text messages from **Mitola Family Dentistry**, you agree to receive appointment reminders, scheduling updates, follow-ups, billing notices, office updates, limited promotions, and patient feedback requests. To opt out of text messaging at any time, please call the office at (518) 237-0700 or reply "STOP" to any message. N

No mobile opt-in message consent will be shared with third parties or affiliates for marketing purposes.