

## **Text Messaging (SMS) Terms and Conditions**

NE Portland Dental provides text messaging (SMS) services to communicate effectively with our patients. By opting into our SMS services, you agree to the following terms and conditions:

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### **1. Purpose of SMS Communication**

Our SMS services are intended to:

- Confirm, cancel, or reschedule appointments.
- Send appointment reminders.
- Provide post-appointment follow-up or care instructions.
- Share general office updates, promotions, or alerts.

SMS is not intended for dental emergencies or in-depth medical discussions. For urgent inquiries, contact our office directly at 503-284-2893

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### **2. Consent to Receive SMS Messages**

By providing your mobile phone number and opting into our SMS service:

- You consent to receive text messages from NE Portland Dental, including appointment-related, promotional, or informational content.
  - Message and data rates may apply as determined by your mobile carrier.
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### **3. Privacy and Confidentiality**

We take your privacy seriously and adhere to applicable data protection laws.

- SMS communications will not include Protected Health Information (PHI) unless explicitly authorized by you.
  - Avoid sharing sensitive personal or medical information in your text responses.
  - For confidential matters, please contact our office via phone or email.
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#### **4. Opting Out of SMS Communications**

You can opt out of SMS communications at any time by replying "STOP" to any message you receive from us.

- Once you opt out, you will no longer receive SMS messages but may still communicate with us by phone or email.
  - If you wish to re-enable SMS communications, reply "START" or contact our office directly.
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#### **5. Service Limitations**

- SMS delivery is subject to the capabilities of your mobile carrier and external service providers.
  - We are not liable for delays, failures, or technical issues in message delivery.
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#### **6. Use of Automated Systems**

Some SMS communications may be sent using automated systems for efficiency, including reminders and confirmations. By opting in, you consent to receive these automated messages.

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#### **7. Disclaimer**

SMS messages are for general communication purposes only and do not constitute professional dental or medical advice. Always contact our office or seek emergency services for urgent concerns.

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#### **8. Changes to Terms and Conditions**

We reserve the right to update these Terms and Conditions at any time. Updates will be communicated via SMS or posted on our website.

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## **9. Contact Us**

If you have questions about these Terms and Conditions or wish to manage your SMS preferences, please contact us:

### **NE Portland Dental**

2100 NE Broadway Suite 205, Portland, OR 97232

503-284-2893

[office@nepdxdental.com](mailto:office@nepdxdental.com)