

# **Jennifer Neuwalder, M.D.**

## **Adult, Adolescent, and Child Psychiatry & Psychotherapy**

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## **Texting Policy**

### **Use of Information**

Your information is used to provide medical services, process payments, communicate with you, and improve our services. No mobile information will be shared with third parties/affiliates for marketing/promotional purposes. Dr. Neuwalder may use 10DLC compliant SMS text messaging services for secure text-based communication.

### **Data Security**

Dr. Neuwalder implements security measures to ensure the protection of your personal information against unauthorized access, alteration, disclosure, or destruction, prioritizes the security and confidentiality of your personal information, and complies with relevant data protection laws. Dr. Neuwalder's SMS text messaging service is 10DLC-compliant.

### **Consent for 10DLC Messaging**

By providing your mobile phone number, you consent to receive text messages from Dr. Neuwalder for appointment reminders, treatment follow-up, and other healthcare-related communications. Standard message and data rates may apply.

### **Texting is not HIPAA compliant**

Dr. Neuwalder will do her utmost to ensure the confidentiality of these and all other of her communications with you. By consenting to sending and receiving texts, you do so in acknowledgement that texting is not HIPAA compliant.

### **Message Content and Frequency:**

You can register to have automated text message appointment reminders through the patient portal. Dr. Neuwalder may use text messaging to alert you as to any unexpected scheduling changes and to respond to your text messages regarding scheduling. Please limit the information you text to non-clinical matters such as scheduling. Clinical matters are better handled through voicemail, HIPAA secure email, or the patient portal.

### **Opt-Out Policy**

You have the right to opt-out of 10DLC messaging services at any time. To opt-out, you can reply with "STOP" or contact Dr. Neuwalder directly.