

# SMS/Text Message Policy

---

## Overview

At Generations Medical Aesthetics, we may use text messaging (SMS) to communicate limited information with patients, such as appointment reminders, scheduling confirmations, and other general practice updates.

## What to Expect

- Text messages will not include sensitive personal health information (PHI)
- You may receive reminders about upcoming appointments, office closures, or requests to call us
- Texts may come from an automated system or a staff member

## Your Privacy Matters

- We do not send photos, treatment details, or medical results via text
- We do not use SMS to discuss diagnoses or perform consultations

## Consent & Opt-Out

- By providing your mobile number, you consent to receive non-sensitive text messages from our office
- You may opt out at any time by replying STOP to any text message

## Compliance

- Our text messaging system follows HIPAA guidelines for limited communication
- If you have questions about your medical care or records, please call us directly at (703) 390-9343