



TEXT MESSAGE COMMUNICATION TERMS
COMPREHENSIVE SLEEP CARE CENTER
Effective Date: Aug 17, 2026

This notice describes the text messages we may send you, the privacy risks of communicating by text message, and how you can stop receiving them at any time. Please review it carefully.

ABOUT THIS SERVICE

Comprehensive Sleep Care Center ("CSCC") offers text messages to patients who ask to receive them. This notice explains what we send, what you should understand about the privacy of text messaging before you agree, and how to withdraw your consent. It applies in addition to our Notice of Privacy Practices, which describes how we protect your health information generally.

TEXT MESSAGING IS OPTIONAL

You are never required to receive text messages from us. Participation is entirely voluntary, and your treatment and care do not depend on it in any way. If you would rather we contact you by telephone or mail, we will, and you may change your mind at any time.

MESSAGES WE MAY SEND YOU

If you opt in, we may send you text messages related to your care at CSCC, including:

- 1. Appointment Messages:** Confirmations, reminders, and scheduling changes, such as a cancellation or a request to reschedule.
- 2. Follow-Up Instructions:** Brief instructions following an office visit, a sleep study, or an equipment setup.
- 3. Billing Notifications:** Notices such as a balance due, a payment received, or a reminder about a statement we have sent you.
- 4. Other Care Coordination:** Messages such as a reminder to complete a form, return a device, or pick up supplies.
- 5. No Marketing:** We do not send marketing or promotional text messages through this service.

We keep the content of our messages brief and limited to what is necessary. We do not include detailed clinical information, such as test results or diagnoses, in a text message.

PRIVACY AND SECURITY OF TEXT MESSAGES

Standard text messages (SMS) are not encrypted, and text messaging is not a secure or private channel. Before you agree to receive them, please understand that:

- Anyone with access to your phone may be able to read our messages.
- Messages may be stored on your phone and by your mobile carrier.
- A message sent to a number you no longer use, or to a phone you share with others, could be seen by someone else.
- Messages can be forwarded, and in rare cases intercepted.

Federal privacy law (HIPAA) permits you to ask us to communicate with you by unencrypted text message, provided you have been informed of these risks and accept them. By checking the box for text messages on our patient form, you are telling us that you understand these risks and choose to receive text messages anyway.

Please do not send us medical information by text message. If you need to discuss your care, call the office at 703-729-3420.

HOW THE SERVICE WORKS

- 1. Signing Up:** You opt in by checking the box for text messages on our patient form and giving us the mobile number you would like us to use. The box is not checked for you. We keep a record of your consent in your medical record.
- 2. Message Frequency:** Message frequency varies — typically a few messages per appointment, plus occasional follow-up or billing messages as needed.
- 3. Cost:** Message and data rates may apply, depending on your mobile plan. CSCC does not charge for these messages.
- 4. Replying to Our Messages:** Some messages ask you to reply with a single letter — for example, C to confirm your appointment, or R to ask to reschedule. Those replies are recorded by our scheduling system, and our staff review anything we cannot interpret.
- 5. Delivery:** Whether a message arrives, and when, depends on your mobile carrier, and carriers are not liable for delayed or undelivered messages. Please do not rely on a text message alone to know your appointment time — call us at 703-729-3420 if you are unsure.

YOUR RIGHTS AND CHOICES

- 1. Right to Decline:** You may decline text messages at any time, for any reason, without any effect on your care.
- 2. Right to Stop Messages:** Reply STOP to any message. We will send one message confirming that you have been unsubscribed, and then we will stop sending you text messages.
- 3. Right to Withdraw Consent Another Way:** You may also tell any staff member, in person or by telephone, or call us at 703-729-3420. We honor these requests promptly and record them in your medical record.
- 4. Right to Request Confidential Communications:** As described in our Notice of Privacy Practices, you may ask us to contact you in a specific way — for example, at a different number, or by mail only.
- 5. Right to Get Help:** Reply HELP to any message, or call our office at 703-729-3420.
- 6. Right to Privacy of Your Number:** We do not share your mobile number or your text-message opt-in with anyone else for their marketing.

EMERGENCIES

Text messages are not monitored around the clock and must never be used for emergencies or urgent medical needs. If you have a medical emergency, call 911. For urgent questions about your care, call the office at 703-729-3420.

OUR RESPONSIBILITIES

- We will send you text messages only if you have asked us to.
- We will limit the content of our messages to what is necessary.
- We will honor your request to stop promptly, and keep a record of it in your chart.
- We will not use this service to send you marketing messages.

We reserve the right to update these terms at any time. If we make a significant change to the kinds of messages we send, we will let you know. The current version is always available at our office and on our website.

CONTACT INFORMATION

If you have any questions about these terms or wish to exercise your rights, please contact:

Comprehensive Sleep Care Center

19441 Golf Vista Plaza

Lansdowne, VA 22194

Phone: 703-729-3420

Fax: 703-729-3422

Email: info@ComprehensiveSleepCare.com

Website: www.comprehensivesleepcare.com

Thank you for trusting Comprehensive Sleep Care Center with your health information. Your privacy is important to us.