



PRIVACY POLICY, TERMS & CONDITIONS FOR EMAIL, SMS/TEXT MESSAGING, AND TELEHEALTH

At Dallas Regenerative & Anti-Aging, we may communicate with you by email, SMS/text messaging, and Telehealth technologies to support your care. Please review the following terms and conditions carefully. Your acknowledgment and consent are required before we provide these services.

1. Nature of SMS/Text Messaging:

- SMS/text messaging may be used for appointment reminders, scheduling updates, billing notifications, and limited care-related communication.
- Text messages are not fully secure or encrypted. Although reasonable safeguards are in place, there remains a small risk of unauthorized access or disclosure.
- Standard message and data rates may apply.

2. Nature of Telehealth Consent

- Your medical history, exams, and tests may be discussed via video/audio.
- A virtual exam may be conducted; assistants or scribes may be present.
- Photos may be taken for documentation or medical purposes.
- In emergencies, the provider will direct you to appropriate medical services.
- The provider may consult with your local provider if needed.
- Care ends when the Telehealth session ends.

3. Possible Risks

SMS/Text Messaging Risks

- Although safeguards are in place, SMS/text communication carries a risk of unauthorized access or disclosure beyond the control of Dallas Regenerative & Anti-Aging.

Telehealth Risks

- In rare cases, information transmitted may not be sufficient (e.g., poor image resolution) to allow the provider to make appropriate medical decisions.
- Technology-related risks include interruptions, delays, unauthorized access, and other technical difficulties.
- Either the patient or provider may discontinue a Telehealth session at any time if the video or audio connection is inadequate.

4. HIPAA Compliance Disclaimer

- Dallas Regenerative & Anti-Aging complies with the Health Insurance Portability and Accountability Act (HIPAA) to protect the privacy and security of your Protected Health Information (PHI).
- While we use reasonable administrative, technical, and physical safeguards to secure your information, email and

SMS/text messaging are not encrypted communication methods and may not be fully secure.

- By consenting to communicate via these methods, you acknowledge and accept the potential risks that your PHI could be intercepted, accessed, or disclosed without authorization.
- We recommend limiting sensitive medical details in text or email communications when possible.

5. Your Rights

- You may withhold or withdraw consent to participate in SMS/text messaging, email communications, or Telehealth services at any time.
- Withdrawal of consent will not affect your right to future care or treatment, nor will it result in the loss or withdrawal of any benefits to which you are otherwise entitled.
- Alternative communication methods and in-person care remain available through Dallas Regenerative & Anti-Aging.

7. No Sale or Sharing of Contact Information

Dallas Regenerative & Anti-Aging respects your privacy. Your phone number, email address, and other contact information will not be sold, rented, or shared with third parties for marketing or promotional purposes.

Communications will be limited to healthcare-related services, administrative updates, and messages you have consented to receive.

6. Acknowledgment and Consent

By providing your information via our website communications form you acknowledge that you have read and understood the risks, benefits, and alternatives to communication by SMS/text messaging, email, and Telehealth. You voluntarily consent to participate in these services as offered by Dallas Regenerative & Anti-Aging.

IF YOU WISH TO OPT OUT SIMPLY REPLY "HELP" FOR HELP OR "STOP" TO UNSUBSCRIBE TO TEXT MESSAGES / EMAILS OR CONTACT US DIRECTLY BY CALLING 214.444.9767 OR EMAILING INFO@AGEWELLDALLAS.COM

THANK YOU!