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License #MFC 37382

# Appointment Reminder Text Policy

- As a courtesy service, I have made it a common practice to send a text reminder for your up-coming appointment. Based on client feedback, this service has been valuable to managing busy schedules. However, to clarify, you are still responsible to manage your appointment even if a text reminder has not been received either due to a device technical glitch or an oversight on my part.

- Reminder texts are typically sent out no later than 24 hours in advance of your appointment. However, regardless of when the text message is received you are still responsible to notify me no later than 24 hours of your scheduled appointment if you need to reschedule or cancel your session time.

- Due to legal issues of confidentiality, I ask that any text message correspondence be limited to scheduling issues only. If you have a clinical issue that requires attention, you may text me to set up a time to talk by phone where I can more adequately address your concerns.

- Lastly, it would be preferable to receive a confirmation response to the appointment reminder text with a simple “Yes”, “Yes I Will Be There”, “Confirmed” or thumbs-up emoji. However, if I have not received a confirmation response, I will still assume that you will be attending your scheduled appointment unless otherwise discussed.

By signing below, I acknowledge the terms of this Appointment Reminder Text Policy.

_____ _____

Print Name Date

_____

Signature

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