

Effective Date: 03/12/2026

MESSAGING/SMS TERMS AND CONDITONS

NEXT STEP uses text messaging to communicate with you about your service. Normal messaging rates apply and the frequency of messages may vary. No mobile information will be shared with third parties/affiliates for marketing/promotional purposes. All other categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties. You may opt-out of text messaging at any time by replying to any message with STOP contacting us at contactus@nextstep.doctor. This will end the communications from that particular phone number. You may continue to receive service-related and other non-marketing text messages from other phone numbers managed by NEXT STEP, and you may opt out of those in a similar fashion.

By providing your mobile phone number and opting in, you agree to receive SMS messages from NEXT STEP related to your care and administrative communications.

Consent to receive SMS messages is not required as a condition of receiving treatment.

1. Information We Collect

When you opt in to receive SMS messages, we may collect:

- Your **mobile phone number**
Your **name**
Appointment or scheduling information
- Follow-up messages
- Billing inquiries
- Messaging preferences
Any information you voluntarily provide through text messages

We do **not request sensitive clinical information via SMS** whenever possible.

2. How We Use SMS Messaging

We use SMS messaging to communicate with patients regarding:

- Appointment reminders
- Scheduling confirmations or changes
- Practice announcements
- Follow-up communications
- Administrative updates related to care

Text messages are not for emergency service use, if you need immediate help please call 911.

3. Sharing of Information

We do **not sell, rent, or share your mobile phone number with third parties for marketing purposes.**

We may share information only with:

- Authorized staff members
- HIPAA-compliant service providers supporting messaging systems
- When required by law

4. Message Frequency

The frequency of messages may vary based on the type of communication and is determined based on your individual situation.

Standard message and data rates may apply, depending on your mobile carrier's pricing plan. Fees may also vary for domestic and international messages.

5. Help and Support

For assistance, reply: HELP

or contact our office at:

Phone: 502-339-2442

Email: contactus@nextstep.doctor

6. Changes to This Policy

We may update this policy periodically. Updates will be posted on our website with a revised effective date.