

## Terms and Conditions

**Effective Date:** April 14<sup>th</sup> 2025

By browsing this website or opting in to receive SMS messages from Isabel Decian, PLLC dba Isabel Decian Counseling (“we,” “us,” “our”, “I”), you agree to these Terms and Conditions.

### **SMS Messaging Service**

By providing my phone number, I consent to receive SMS text messages from Isabel Decian, PLLC for appointment reminders, and general two-way communication about your relationship with Isabel Decian, PLLC. Message and Data Rates may apply.

### **Message Frequency**

You will get more than one message from us unless you opt-out, and while messaging frequency varies, you will likely receive messages pertaining to your account with us as you request, or up to 4 messages per month. Company reserves the right to alter the frequency of messages at any time to increase or decrease the total number of messages. Company and carriers are not liable for delays or undelivered messages.

### **Message and Data Rates**

Message and data rates may apply based on your mobile carrier’s terms.

### **Privacy Policy**

Your information will be handled in accordance with our Notice of Private Policy and Practices which you can find on our website.

### **Cancellation/Opt-Out Instructions**

You can opt out of receiving SMS messages at any time by texting 253-409-1500. After you opt out of text messaging, you will receive one additional message confirming your request has been processed.

### **Help/Customer Support**

You may contact us directly at the number listed on our website for our main office.

### **Liability**

We are not responsible for any charges, errors, or delays in SMS delivery or undelivered messages caused by your carrier or third-party service providers.

For communication between sessions, I may only use email communication or text with your permission and only for administrative purposes unless we have made another agreement. This means that email or text exchanges with my office should be limited to administrative matters and not clinical issues. This includes things like setting and changing appointments, billing matters, and other related issues. You should be aware that I cannot guarantee confidentiality and there are risks of sending and receiving health information subject to HIPAA of any information communicated by email or via text message. Therefore, I will not discuss any clinical information by email or text and prefer that you do not either. When you choose to communicate Patient Identifiable Information by responding to email or texts, you are consenting to the associated email or text risks. Please note that email or text is not secure, and I cannot guarantee that information transmitted will remain confidential.

Information found on this website is for informational purposes only and using the website does not establish a doctor-patient relationship.

Also, I do not regularly check my email or text, nor do I respond immediately, so these methods **should not** be used if there is an emergency.

**\*\*\* If this is an emergency, please contact 911, 988 or the Crisis Line at 1.800.273.8255 or text HOME to 741741.**