



Alpha Allied Mental Health Services SMS Policy

Effective Date: 01/01/2024

Alpha Allied Mental Health Services uses SMS (text messaging) as a communication tool to improve access to care, send reminders, and share updates with our patients. By opting into our SMS service, you agree to the terms and conditions outlined below.

SMS Terms & Conditions

1. Opt-In Consent

By providing your mobile phone number and agreeing to receive SMS messages, you consent to receive text messages from Alpha Allied Mental Health Services. These messages may include:

- Appointment reminders
- Important updates or notifications about your care
- Mental health tips or educational resources
- Billing and account-related updates

You can opt-in by:

- Texting "**JOIN**" to [short code or phone number].
- Checking the SMS consent box during registration or when signing up for our services.

2. Messaging Frequency

You will typically receive **2–4 messages per month**, depending on your interaction with our services. Messaging frequency may increase if necessary to provide you with timely updates or care coordination.

3. Fees and Charges

Alpha Allied Mental Health Services does not charge for sending SMS messages. However, **message and data rates** may apply depending on your mobile carrier and plan. Please contact your mobile carrier for details about your specific SMS fees.

4. Opt-Out Instructions

You can opt out of receiving SMS messages at any time by:

- Texting "**STOP**" to: 217-350-0329.

- Once your request is processed, you will receive a confirmation text, and no further messages will be sent.
- Contacting our office at: 217-350-0329 or qchambers@alphaalliedms.com to request removal from SMS communications.

5. Help or Support

If you need assistance or have questions about our SMS service, you can:

- Text "**HELP**" to: 217-350-0329.
- Contact our office directly at: 217-350-0329 or email qchambers@alphaalliedms.com.

6. Privacy and Security

Your privacy is important to us. While SMS is a convenient form of communication, it may not be secure. Sensitive or confidential health information should not be shared via text message.

- By opting into SMS, you acknowledge the risks associated with unencrypted text messages.
- Refer to our full **Privacy Policy** at: TelepsychNP.com for more details about how we protect your information.

7. Changes to This Policy

Alpha Allied Mental Health Services reserves the right to modify this SMS Policy at any time. Changes will be posted on our website at: TelepsychNP.com. Continued use of our SMS services constitutes your acceptance of the updated terms.

Contact Information

For any questions or concerns about our SMS services or to report issues, please contact us:

- **Phone:** 217-350-0329
- **Email:** qchambers@alphaalliedms.com
- **Website:** TelepsychNP.com

By opting into our SMS service, you agree to these terms and conditions. Thank you for choosing Alpha Allied Mental Health Services!