



## Genesis Clinical

### SMS Terms and Conditions

**Effective Date: September 2025**

These SMS Terms and Conditions ("Terms") apply when you consent to receive text messages ("SMS") from Genesis Clinical Services ("we," "our," or "the Practice"). By providing your mobile number and consenting, you agree to these Terms, as well as our [Privacy Policy] ([\[Privacy Policy URL\]](#)).

#### 1. Types of SMS Messages

If you opt in, you may receive SMS related to:

- Appointment confirmations, reminders, and rescheduling notices.
- Administrative updates related to your care or scheduling.  
Information regarding our services that you request directly.

We do **not** send promotional or marketing SMS messages.

#### 2. Consent

- Consent is optional and not a condition of receiving care.
- Consent may be obtained through our website forms, paper/electronic intake forms, verbal agreements, email confirmation, or by you texting us first.
- SMS consent is collected using clear, opt-in language. The opt-in checkbox on any digital form is **not pre-checked** and is optional.

7400CarmelExecutiveParkDr. (704)464-4910 Suite135-Charlotte,NC28226 [www.genesis-clinical.com](http://www.genesis-clinical.com)

#### 3. Opt-In Language

By checking the consent box or otherwise opting in, you agree to the following: “By checking this box, I consent to receive SMS from Genesis Clinical Services. Reply STOP to opt-out; Reply HELP for support; Message & data rates may apply; Messaging frequency may vary. Visit [\[Privacy Policy URL\]](#) to see our privacy policy and [\[Terms URL\]](#) for our Terms of Service.”

## 4. Opt-Out Instructions

You may opt out of SMS at any time:

- Reply **STOP** to any message.
- Once you opt out, you will receive a confirmation:  
“You have unsubscribed from Genesis Clinical Services SMS messages. No further messages will be sent. To opt back in, reply START.”

## 5. Help Instructions

If you need assistance:

- Reply **HELP** to any message.
- You will receive:  
“Thank you for contacting Genesis Clinical Services. For support, please call 704-464-4910, email: [frontdesk@genesis-clinical.com](mailto:frontdesk@genesis-clinical.com), or visit [Genesis-Clinical.com](http://Genesis-Clinical.com).”

## 6. Messaging Frequency & Fees

- Message frequency may vary depending on your appointment schedule and interactions.
- Message and data rates may apply. Please check with your mobile carrier. *Page 2*
- We are not responsible for any charges you may incur as a result of SMS communications.

## 7. Privacy

- Phone numbers and SMS consent are **not shared, sold, or transferred** to any third parties or affiliates for marketing purposes.
- For more details on how we handle your information, please see our [Privacy Policy]([Privacy Policy URL]).

## 8. Contact Us

For questions about these Terms or SMS communications, contact:

Genesis Clinical Services

7400 Carmel Executive Center Dr. Ste. 135

Charlotte, NC 28226

704-464-4910

frontdesk@Genesis-Clinical.com