



Privacy Policy

Effective Date: 03/01/2025

Favored Wellness Counseling and Consulting (“we,” “us,” “our”) respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how Favored Wellness Counseling and Consulting collects and uses your information when you opt-in to receive our SMS messages.

Information We Collect

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

- o Your phone number
- o Consent to send SMS messages
- o Your email address
- o Your basic contact information
- o Your messaging history

How We Collect Your Information

We may collect your information directly from you, such as when you complete a form or contact us; automatically, such as when you interact with our website or EHR system, Valant.

How We Use Your Information

We use your information to:

- o Send you the SMS messages you’ve opted in to receive.
- o To schedule, reschedule, or cancel your appointment.

Disclosures of Your Information

We **do not** share your personal information, phone number, or SMS consent opt-in data with third party service providers, business advisors, or consultants who provide services to us for marketing or promotional purposes.

Protection of Information

We take steps to protect your information against unauthorized use or disclosure.

Updates

We may periodically update this privacy policy. If we make material changes that have a substantive and adverse impact on your privacy, we will provide notice on this website before the change becomes effective. We encourage you to periodically review this page for the latest information about our privacy practices.

How to Contact Us

You can reach us by texting the word HELP for support to 412-339-1782. You may also contact us directly at info@favoredwellness.com

Terms and Conditions

Effective Date: 03/01/2025

By opting in to receive SMS messages from Favored Wellness Counseling and Consulting (“we,” “us,” “our”), you agree to these Terms and Conditions (Terms).

SMS Messaging Service

By providing my phone number, I consent to receive SMS text messages from Favored Wellness Counseling and Consulting for appointment reminders and general two-way communication about behavioral health services. Message and Data Rates may apply.

Message Frequency

If you consent to communicate via text messaging to schedule your initial appointment, you will get more than one message from you, and messaging frequency varies. Favored Wellness Counseling and Consulting 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.

Cancellation/Opt-Out Instructions

You can opt out of receiving SMS messages anytime by replying STOP to any message we send. After you opt out of text messaging, you will receive one additional message confirming your request has been processed.

Help/Customer Support

Text the word HELP for support. You may also contact us directly at info@favoredwellness.com.

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.

Important Information for Patients Regarding Text Communication and HIPAA Compliance

Overview

As part of our commitment to enhance patient communication and provide convenient access to our services, your healthcare provider may utilize text messaging to facilitate appointments, reminders, and other essential communications. However, it is crucial to understand the associated risks and guidelines concerning the sending and receiving of health information via text message, particularly in relation to the Health Insurance Portability and Accountability Act (HIPAA).

Risks of Texting Health Information

1. Confidentiality and Security: Text messages are generally not encrypted, making them more vulnerable to unauthorized access. While we take precautions to protect your privacy, there is a risk that your health information could be intercepted or misdirected.
- 2 Miscommunication: Text messages can be misread or misunderstood, leading to potential inaccuracies in your health care information or necessary follow-ups.
3. Record Keeping: Text messages may not be automatically stored as part of your medical record, which can impact continuity of care.

Guidelines for Text Communications

1. **Opt-In Requirement:** Patients must provide explicit consent to receive text messages regarding their health information. You may withdraw this consent at any time.
2. **Purpose of Communication:** Text messaging will be utilized primarily for appointment reminders, health tips, and important updates related to your care.
3. **Privacy Settings:** Please ensure that your messaging applications are secure and that your device is protected, as personal devices may be accessed by others.
4. **Communication Expectations:** We recommend keeping text communications limited to administrative matters. For detailed medical inquiries or sensitive health issues, please contact our office directly by phone or through secure patient portals.

In Case of a Medical Emergency

If you are experiencing a medical emergency, do not rely on text messaging to communicate with your healthcare provider. Instead, please call emergency services or go to the nearest emergency room immediately. Text messaging is not an appropriate or secure avenue for urgent health concerns, and your safety is our top priority.

Conclusion

Your healthcare provider is dedicated to ensuring open lines of communication while adhering to HIPAA regulations. By understanding the potential risks and following the outlined guidelines, you can help us enhance your healthcare experience while safeguarding your personal health information. If you have questions or concerns regarding our text messaging policies, please do not hesitate to reach out to our office directly. Your well-being is our foremost concern.