

# SMS Text Messaging Terms & Conditions

Clean Smile Dental

Last updated: May 26, 2026

## 1. Program name

Clean Smile Dental Patient Text Messaging Program (the "Program"), doing business as Clean Smile Dental ("Clean Smile Dental," "we," "us," or "our").

## 2. Program description

By opting in, you agree to receive SMS text messages from Clean Smile Dental related to your dental care, including:

- Appointment reminders, confirmations, and changes.
- Account and billing notifications, including outstanding balances and a secure link to pay your balance online.
- Payment confirmations after a payment is received.
- Operational responses to your replies (such as HELP and STOP).

This Program is not used for marketing, advertising, or promotional messages.

## 3. Message frequency

Message frequency varies depending on your appointment schedule and account activity. You should generally expect **up to 10 messages per month**, though some months may include none.

## 4. Message and data rates

**Message and data rates may apply.** Standard text messaging rates from your wireless carrier apply to every message sent or received under this Program. Clean Smile Dental does not charge a separate fee for the Program. Contact your wireless carrier for details about your plan.

## 5. How to opt in

You opt in to the Program by giving written or verbal consent at the dental office at the time of intake or scheduling. Your consent is documented in your patient chart in our practice management system. Only patients with affirmative consent on file will receive any text messages from us.

## 6. How to opt out

You may opt out of the Program at any time by replying **STOP** to any message we send. After you reply STOP you will receive a single confirmation message and no further messages from the Program, except as required to confirm your opt-out. You may also opt out by calling the office at the number below.

## **7. How to get help**

You may reply **HELP** to any message we send to receive information about the Program and how to contact us. You may also call the office at **(661) 942-1181** for assistance with the Program or any other question.

## **8. Supported carriers**

The Program is available on major U.S. wireless carriers, including AT&T, T-Mobile, Verizon, and others. Carriers are not liable for delayed or undelivered messages.

## **9. Eligibility**

You must be 18 years of age or older, or the parent or legal guardian of a patient, to opt in to the Program. The Program is offered to patients in the United States.

## **10. Privacy**

Your information is handled in accordance with our **SMS Text Messaging Privacy Policy**. As a HIPAA covered entity, our handling of your protected health information is also governed by our **Notice of Privacy Practices**, available at the office.

## **11. Changes to these terms**

We may update these Terms & Conditions from time to time. The current version is always available at this URL with the "Last updated" date shown above. Continued participation in the Program after a change constitutes acceptance of the updated Terms.

## **12. Contact**

### **Clean Smile Dental**

44820 10th Street West, Suite 101

Lancaster, CA 93534

Phone: (661) 942-1181

Email: [info@cleansmiledental.com](mailto:info@cleansmiledental.com)

Web: <https://www.cleansmiledental.com>