

SMS Terms & Conditions

1- SMS Consent Communication:

The information (i.e. Phone Numbers) obtained as part of the SMS consent process will not be shared with third parties for marketing purposes.

2- Types of SMS Communications:

If you have consented to receive text messages from Lana Allen LCSW, LLC, you may receive messages related to the following:

- Appointment reminders
- Follow-up messages
- Billing inquiries

Example: "Patient name, you have an appointment with Lana Allen LCSW LLC at 10:00 am on 1/12/26 in New Palestine. Reply STOP to opt out."

3- Message Frequency:

"Message frequency may vary. You may receive more than one SMS message per week regarding your appointments or account status."

4- Potential Fees for SMS Messaging:

Please note that standard message and data rates may apply, depending on your carrier's pricing plan. These fees may vary if the message is sent domestically or internationally.

5- Opt-In Method:

You may opt-in to receive SMS messages from Lana Allen LCSW, LLC in the following ways:

- By filling out a paper form

6- Opt-Out Method:

You can opt out of receiving SMS messages at any time. To do so, simply reply "STOP" to any SMS message you receive. Alternatively, you can contact us directly to request removal from our messaging list.

Additional Options:

- If you do not wish to receive SMS messages, you can choose not to check the SMS consent box on our forms.

7- Help:

If you are experiencing any issues, you can reply with the keyword HELP. You can also get help directly from us at <https://www.lanaallenlcs.com/>

8- Standard Messaging Disclosures:

- Message and data rates may apply.
- You can opt-out at any time by texting "STOP."
- For assistance, text "HELP" or visit our <https://www.lanaallenlcs.com/privacy-policy> and Terms and Conditions pages.
- Message frequency may vary