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Scope of Text Messaging and Phone Communication

Serenity Wellness Services, LLC welcomes text communication from established patients.

By communicating via text or phone, I acknowledge and agree to the following terms:

Availability and Response Time

Patients may text 404-726-8008 at any time.

Messages are reviewed and responded to during normal business hours.

While occasional responses may occur in the evenings, weekends, or holidays, responses outside of business hours are not guaranteed.

As a solo practice, Serenity Wellness Services, LLC manages all communications directly. Response times may vary, particularly on full consult days.

If I believe my message was not received, I may send a respectful follow-up message.

Text messaging is not monitored continuously and should not be used for urgent or emergency situations. In an emergency, I will call 911 or seek immediate medical care.

Text Support Plans

If I have purchased a text support plan, messages will be answered between 8:00 a.m. and 8:00 p.m., Monday through Friday.

Responses outside of these hours may occur at the provider's discretion but are not guaranteed.

Text support plans are intended for brief, straightforward questions and reassurance while implementing an existing care plan.

Text support does not replace in-person or telehealth follow-up care.

Determination of Communication Type

Text or Phone

Brief questions that can reasonably be answered in 1–2 minutes may be addressed via text.

If a discussion requires more detailed explanation (approximately 5–10 minutes), a phone call may be recommended.

Telehealth or In-Person Follow-Up

Some questions may represent clinically complex concerns that require assessment beyond what is appropriate for text or brief phone communication.

In such cases, Serenity Wellness Services, LLC reserves the right to recommend a telehealth or in-person follow-up appointment.

I understand that the provider retains sole discretion in determining the appropriate format of care to ensure clinical quality and appropriate compensation.

Consent to Communication

By initiating or participating in text or phone communication:

- I consent to receiving clinical guidance via text or phone when appropriate.
- I understand that electronic communication carries inherent privacy risks.
- I acknowledge that Serenity Wellness Services, LLC determines whether a matter may be addressed via text, phone, telehealth, or in-person visit.

Thank you for respecting these boundaries and helping maintain high-quality, sustainable care.

Client Signature	Date