

SMS PRIVACY POLICY

Last updated: 18 November 2025

This SMS Privacy Policy explains how Josh Trutt MD PLLC (“we,” “us,” or “our”) collects, uses, and protects information you send us via text message (SMS/MMS).

1. Information We Receive via Text Message

When you text us, you may voluntarily send us personal information, including protected health information (PHI) such as medical conditions, symptoms, appointments, or other health-related details.

2. SMS/Text Messaging Is Not Secure or HIPAA-Compliant

****Text messaging (SMS/MMS) is not a secure or encrypted form of communication.****

Standard text messages are not HIPAA-compliant and should not be used to send protected health information.

By texting us, you acknowledge and agree that:

- Any information you send via text message, including PHI, is transmitted in an unencrypted form and may be intercepted or viewed by unauthorized parties.
- We strongly recommend that you ****do not**** send sensitive health information via text message.
- We use RingCentral’s messaging platform, which is not a HIPAA Business Associate and does not sign a Business Associate Agreement (BAA) for SMS services.

If you need to share protected health information securely, please use our secure patient portal, encrypted email, or call our office directly.

3. How We Use Your Text Messages

We use the information you send via text only to:

- Respond to your questions or requests
- Schedule or confirm appointments
- Provide the services you request

- Comply with legal obligations

4. Disclosure of Information

We do not sell, rent, or share your text messages or the information contained in them with third parties except:

- With RingCentral (our messaging provider) to the extent necessary to deliver and receive messages
- When required by law (e.g., subpoena or court order)
- With our staff or contractors who need the information to assist us and who are bound by confidentiality

5. Data Retention

We retain text message conversations only as long as necessary for the purposes described above or as required by law.

6. Your Consent

By sending us a text message, you consent to our receipt, storage, and use of the information you provide in accordance with this SMS Privacy Policy, including the fact that text messaging is not secure or HIPAA-compliant.

7. Contact Us

If you have questions about this SMS Privacy Policy, please contact us at:

Josh Trutt MD

786-723-3435

hello@JoshTruttMD.com

6538 Collins Ave, #131

Miami Beach FL 33141

8. Changes to This Policy

We may update this policy from time to time. The updated version will be posted at this same URL with a new "Last updated" date.

SMS TERMS & CONDITIONS

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

If you have consented to receive text messages from Josh Trutt, MD, PLLC, you may receive messages related to the following:

Conversations (external)

To opt out you may reply: STOP to opt out of SMS messaging from Josh Trutt, MD, PLLC

Message frequency may vary depending on the type of communication. For example, you may receive up to 50 SMS messages per week related to your medical care.

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.

You may opt in to receive SMS messages from Josh Trutt, MD, PLLC in the following ways: By messaging us first.

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.

If you are experiencing any issues, you can reply with the keyword HELP, or you can get help directly from us at +1-7867-723-3435

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 website and <https://joshtruttmd.com/wp-content/uploads/2025/11/SMS-PRIVACY-POLICY.pdf>

Message frequency may vary