



KM Counseling Group
2930 Montvale Drive, Suite E, Springfield, IL 62704
217.717.4399

Texting Privacy Policy

Effective Date: January 1, 2025

1. Introduction

At KM Counseling LLC, we are committed to protecting your privacy and maintaining the confidentiality of your personal health information. This Texting Privacy Policy outlines how we handle text message communication with clients and the safeguards in place to protect your information.

2. Consent to Texting

By providing your phone number to KM Counseling LLC, you consent to receiving text messages from us for appointment reminders, scheduling updates, and other administrative communications. Texting is not a secure form of communication for discussing personal health information, and we strongly discourage using it for sensitive matters.

3. Risks of Texting

Text messaging is not a fully secure or HIPAA-compliant method of communication. There is a risk that text messages may be intercepted, misdirected, or accessed by unauthorized parties. By choosing to communicate via text, you acknowledge these risks and accept responsibility for any unauthorized access to your information.

4. Limited Use of Texting

We will only use texting for:

- Appointment reminders
- Scheduling changes or confirmations
- Administrative matters (e.g., office closures, billing inquiries)
- Brief check-ins (as agreed upon with your therapist)

Sensitive or detailed clinical discussions will not be conducted via text.

5. Your Rights and Choices

You may opt out of receiving text messages at any time by replying "STOP" or notifying our office. If you prefer an alternative method of communication, such as email or phone calls, please inform us.

If you need to discuss confidential matters, please call our office or use our secure client portal.

6. Data Security

While we take reasonable steps to protect your information, we cannot guarantee complete security of text messages. We recommend deleting sensitive messages and using secure methods for confidential communication.

7. Changes to This Policy

We may update this policy periodically. Any changes will be communicated via our website or office notifications.

8. Contact Information

If you have any questions about this Texting Privacy Policy, please contact: KM Counseling LLC, 2930 Montvale Dr., Ste. E, Springfield, IL 62704
217-717-4399
kmcounselingil@gmail.com

By continuing to communicate via text with KM Counseling LLC, you acknowledge that you have read and understand this policy.