



TELEHEALTH AND COMMUNICATION POLICY

Effective Date: January 1, 2026

Practice Name: Advanced Wound Care Services LLC

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PURPOSE: The purpose of this policy is to outline how Advanced Wound Care Services (AWCS) communicates with patients through telehealth, email, secure patient portals, and SMS/text messaging, in a manner that is secure, HIPAA-compliant, and respects patient preferences.

SCOPE: This policy applies to all employees, contractors, and agents of AWCS who communicate with patients or clients using electronic or telehealth communication tools.

1. Methods of Communication

AWCS may communicate with patients using:

- Telehealth platforms for virtual visits and consultations
- Secure patient portal for clinical messages, test results, and educational materials
- Email for non-urgent administrative and educational communications
- SMS/Text messaging for service-related notifications, including:
 - Appointment reminders
 - Follow-ups or check-ins
 - Order alerts or prescription notifications
 - Educational updates related to patient care

Messaging frequency may vary. Standard message and data rates may apply.

2. Patient Consent

SMS/Text Messaging Consent

Patients must provide consent before receiving service-related SMS messages. Consent may be obtained through:

- Written or electronic forms signed during registration or telehealth onboarding
- Online opt-in forms via the secure patient portal or website

Consent Statement Example:

"I consent to receive SMS/text messages from Advanced Wound Care Services regarding my healthcare, including appointment reminders, follow-ups, order alerts, and educational updates. I understand messaging frequency may vary, standard message and data rates may apply, and I can opt out at any time by texting STOP."

Patients may withdraw consent at any time by texting STOP or contacting AWCS directly.

Assistance is available by texting HELP or visiting <https://www.awc-services.com>.

3. Privacy and Security

All electronic communications are subject to AWCS's Privacy Policy (<https://advancedwoundcareservices.com/privacy-policy/>) and applicable HIPAA regulations. Employees must ensure:

- No sensitive health information is sent via unsecured channels without patient consent
- Messages are limited to the minimum necessary information
- Confidential information is never shared with unauthorized individuals

4. Documentation

- Patient consent for telehealth and SMS/text communications must be documented in the patient's record.
- All telehealth and secure portal interactions must be logged in the electronic medical record (EMR).

5. Opt-Out and Assistance

- Patients may opt out of SMS notifications at any time by texting STOP.
- For assistance, patients may text HELP or contact AWCS through the secure portal, email, or phone.

6. Staff Responsibilities

- Only authorized staff may send messages to patients using approved platforms.
- All communications must be professional, accurate, and compliant with HIPAA and AWCS policies.
- Staff must report any suspected breaches of patient information immediately.

7. Policy Review and Updates

This policy will be reviewed annually or whenever there is a change in technology, HIPAA regulations, or clinical communication practices. Updates will be posted to the AWCS website and communicated to staff.

ACKNOWLEDGMENT

I acknowledge that I have received and reviewed the Advanced Wound Care Services Telehealth and Communication Policy.

Patient Name (Printed):

Signature: _____ Date: _____