Imperial Beach Community Clinic

VERBAL SMS OPT-IN | STAFF READING SCRIPT

For use during patient registration, appointment scheduling, or check-in, in person or by telephone. Read the entire disclosure before asking for consent. This PDF has no character limit.

1. Read aloud before requesting consent

> “Imperial Beach Community Clinic (IBCC) would like your permission to send you text messages about your appointments, including appointment reminders, confirmations, and scheduling updates. These messages are for patient care and scheduling, not marketing. Message frequency varies. Message and data rates may apply. You may reply STOP at any time to opt out of text messages, or reply HELP for assistance. Before deciding, please review our Terms and Conditions at https://www.ibclinic.org/terms-and-conditions/ and our Privacy Policy at https://www.ibclinic.org/privacy-policy/. Imperial Beach Community Clinic does not share mobile information, SMS opt-in data, or messaging consent with third parties or affiliates for marketing or promotional purposes. Do you agree to receive these text messages from Imperial Beach Community Clinic? Please answer yes or no.”

2. Follow the patient’s response

If the patient says YES: “Thank you. You have agreed to receive appointment and scheduling text messages from Imperial Beach Community Clinic. You can reply STOP to unsubscribe or HELP for assistance.”

If the patient says NO: “Understood. We will not enroll you in these text messages.”

If the patient is unsure or has questions: Explain the program and provide the policy links. Do not enroll the patient unless they give an explicit yes.

3. Document consent

Record the patient’s affirmative or declined response in the approved clinic workflow. For affirmative consent, record the date, whether consent was obtained by telephone or in person, and the staff member, consistent with clinic policy. Enable SMS only after affirmative consent is documented. Do not interpret silence or an unanswered question as consent.

4. Public links for reviewers and patients

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