

Messaging Terms and Conditions for Scottsdale Plastic Surgery, LLC and the office of James M. Nachbar, MD, FACS

We want to ensure that you only get the communications from us that you want. To assist in that goal, we want to let you know how we will communicate with you, and how you can have us change the way we communicate with you if you desire.

When you fill out the registration form for our office and include your email and/or phone number, we will assume that we have your permission to contact you at that email and phone number via email, voice call, or text message. Another name for “text message” is SMS message or MMS message. The phone number we will send text messages from is 480-289-5300.

The kinds of communications you may receive include:

- 1) Responses to your questions. For example, if you contact us by text message, voice call, email, etc., we will assume you want us to respond to your communication. If you do not want us to respond to your question, please indicate that in the communications you send.
- 2) Appointment reminders. When you schedule an appointment with us and provide us with your phone number and/or email address, we will assume you want to receive reminders of that appointment, e.g. by text message and/or email. You may receive as many as four reminders for an appointment. If you do not want us to send appointment reminders by text message, you can always opt out of receiving text messages from us as noted below.

You can cancel your text messages at any time. Just text “STOP” to the number that sends you any text message from us. After you send the SMS message “STOP” to us, we will send you a single SMS message to confirm that you have been unsubscribed. After this, you will no longer receive SMS messages from us. If you want to start receiving SMS messages again, just send the SMS message “START” to our phone number.

Before we send you the first text message reminding you of an appointment with us, we will send you a single text message confirming that you are subscribed to appointment reminders and telling you how to unsubscribe or adjust your preferences for communication.

If you send the message “START” to re-start messaging, we will also send you a single text message confirming that you are subscribed and telling you how to unsubscribe or adjust your preferences for communication.

If you are experiencing issues with the messaging program or platform, you can reply with the keyword “HELP” for more assistance, or you can get help directly by calling us at our phone number, 480-289-5300, or emailing us at office@plastic.org

Neither we nor our service providers or carriers are liable for delayed or undelivered messages.

Neither email nor text messaging is a completely reliable nor guaranteed method of communication, and they should not be relied upon for medically important communications. For any medical emergency, call 911 for immediate assistance. Otherwise, please call our office at our phone number, 480-289-5300. For email or text messaging, if you do not get an immediate response from us, you should assume that the message did not get through to us, and contact us by phone call.

As always, message and data rates may apply for any messages sent to you from us and to us from you. You will receive about four messages from us for each appointment. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.

If you have questions about privacy, please read our Privacy Policy at <https://nach.bar/privacy>