Cognitive Works

Privacy Policy and SMS Communications Notice

Cognitive Works is committed to protecting the privacy and confidentiality of patients and website visitors. We collect personal information you voluntarily provide, including name, contact information, and insurance details for scheduling and administrative purposes. If you become a patient, protected health information ("PHI") is maintained in accordance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA), applicable federal regulations, and relevant state laws, including the Minnesota Health Records Act and applicable privacy laws in Florida and New Jersey.

Cognitive Works operates an SMS text messaging program for administrative purposes only. By opting in, you consent to receive messages regarding appointment reminders, scheduling updates, intake instructions, office logistics, and general administrative notifications. Text messaging is not used for marketing or promotional purposes and is not used to transmit clinical, diagnostic, or treatment information. We do not send protected health information via SMS. We obtain prior express consent before sending text messages. Consent may be provided verbally, electronically, or in writing, and is not required as a condition of receiving care. Message frequency varies based on appointment activity and administrative needs. Standard message and data rates may apply. Mobile carriers are not responsible for delayed or undelivered messages.

You may opt out at any time by replying STOP. After opting out, you will receive a confirmation message and no further texts will be sent unless you re-enroll by replying START or contacting our office. For assistance, reply HELP or contact us directly. We do not sell, rent, trade, or share mobile numbers or personal information with third parties for marketing purposes. Information is used solely for the purposes described here. We maintain reasonable administrative, technical, and physical safeguards to protect information from unauthorized access, disclosure, or misuse. SMS communication is not a fully secure method of communication. Sensitive clinical matters should be addressed by telephone or through our secure patient portal. All patient records are maintained in secure systems consistent with HIPAA and applicable state law. We may update this policy periodically, and changes will be posted with a revised date. Continued participation in the SMS program constitutes acceptance of any updates.

By signing below, I acknowledge that I have read (or have had read to me) and understand this Privacy Policy and expressly consent to receive SMS communications from *Cognitive Works* as described above.

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Signature