

# SMS Agent Consent Script

Verbal opt-in procedure for admissions staff

Version 1.3 — Effective October 29, 2026

<https://buenavistarecovery.com/sms-consent-script.pdf>

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## Purpose

This document describes how Buena Vista Recovery admissions representatives obtain, record, and honor a caller's express consent to receive SMS, MMS, or RCS text messages. It is published for CallTrackingMetrics, Twilio, and their carrier partners. It matches the SMS sections of our Privacy Policy (<https://buenavistarecovery.com/privacy-policy/>) and Terms of Use (<https://buenavistarecovery.com/terms-of-use/>).

## Primary methods of consent

We collect SMS consent in two ways. Consent is always optional and is not required to receive our services.

- Website forms that collect a phone number, including <https://buenavistarecovery.com/>, <https://buenavistarecovery.com/about/contact/>, and <https://buenavistarecovery.com/for-families/>. The SMS checkbox is separate, optional, and never pre-checked.
- Verbal consent on a call to admissions at (888) 362-5576, using the script below.

## The script (read verbatim)

*Would you like to receive admissions and appointment texts from Buena Vista Recovery? Message frequency may vary. Message and data rates may apply. Text STOP to opt out or HELP for help. Find our Privacy Policy at [buenavistarecovery.com/privacy-policy](https://buenavistarecovery.com/privacy-policy). No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. Consent is optional and is not required to receive our services.*

## Website consent language

By checking this box, you consent to receive admissions and appointment text messages from Buena Vista Recovery. Message frequency may vary. Message and data rates may apply. Reply STOP to opt out. Reply HELP for help. Privacy Policy & Terms of Service.

## Rules the agent must follow

- Consent is optional. Never say or imply that texts are required to be assessed, to verify insurance, or to be admitted.
- Only the person who uses the phone number can consent. A family member cannot consent

for them.

- Repeat the mobile number back before recording consent.
- Do not drop STOP, HELP, message frequency, message and data rates, or the privacy sentence.

## How consent is recorded

Record the answer in the caller's CallTrackingMetrics contact (custom field Consent for SMS = yes, or no if they decline), with the date and time, the agent's name, the mobile number, and the method: "Verbal — SMS Agent Consent Script v1.3". Where the call is recorded, the recording is kept as proof of consent.

## Messages we send

Customers can expect admissions follow-ups, appointment reminders, insurance verification updates, and information about our programs. Message frequency may vary. Message and data rates may apply.

*Sample: Buena Vista Recovery: Thanks for contacting us about treatment. We will follow up on your inquiry. Message frequency may vary. Message and data rates may apply. Reply STOP to opt out. Reply HELP for help.*

*Sample: Buena Vista Recovery: This is a reminder about your admissions appointment. Message frequency may vary. Message and data rates may apply. Reply STOP to opt out. Reply HELP for help.*

## Opt-in confirmation

The first text after a yes begins with our business name:

*Buena Vista Recovery: You are opted in to receive admissions and appointment texts from us. Message frequency may vary. Message and data rates may apply. Reply STOP to opt out. Reply HELP for help. Privacy Policy: [buenavistarecovery.com/privacy-policy](http://buenavistarecovery.com/privacy-policy)*

## HELP and STOP

HELP reply:

*Buena Vista Recovery: For help, call (888) 362-5576 or email [privacy@buenavistarecovery.com](mailto:privacy@buenavistarecovery.com). Message frequency may vary. Message and data rates may apply. Reply STOP to opt out.*

- STOP, STOPALL, UNSUBSCRIBE, CANCEL, END, or QUIT removes the number at once. One confirmation is sent and nothing further.
- A caller may also revoke consent on a call or by email. Set Consent for SMS to no the same day.

## Mobile information

No mobile information will be shared with third parties or affiliates for marketing or promotional

purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

## **Contact**

Buena Vista Health and Recovery Centers, 3033 S Arizona Ave, Chandler, AZ 85286. Admissions (888) 362-5576. Reception (480) 618-5413. [privacy@buenavistarecovery.com](mailto:privacy@buenavistarecovery.com).