

MONTCLAIR COMMUNITY CLINIC

9655 Monte Vista Ave., Suite 402A, Montclair, California 91763

Phone: (909) 972-0924 | Fax: (909) 966-4987 |

support@montclaircommunityclinic.com

TERMS & CONDITIONS

Effective Date: March 19, 2026

These Terms and Conditions ("Terms") govern your use of the services and website of Montclair Community Clinic ("Clinic," "we," "our," or "us"), located at 9655 Monte Vista Ave., Suite 402A, Montclair, California 91763. By accessing our website at montclaircommunityclinic.com, scheduling an appointment, or interacting with our office in any way, you agree to be bound by these Terms.

Please read these Terms carefully. If you do not agree with any part of these Terms, please do not use our services.

1. General Use of Services

Montclair Community Clinic provides family medicine and psychiatry services, including primary care, internal medicine, and psychiatric care, to patients in Montclair, California and via telehealth. Our services are provided by licensed medical professionals with over 30 years of combined experience.

- Services are available by appointment only. Walk-ins may be accommodated at our discretion.
 - Telehealth appointments are subject to applicable state licensing laws.
 - We reserve the right to refuse service to anyone in accordance with applicable law.
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2. Website Use

By using our website, you agree to:

- Use the website for lawful purposes only
- Not attempt to gain unauthorized access to any part of the website or our systems
- Not transmit any harmful, offensive, or disruptive content through the website
- Provide accurate and truthful information when submitting forms or contact requests

We reserve the right to modify, suspend, or discontinue any part of our website at any time without notice.

3. Appointment Scheduling & Cancellations

- Appointments can be scheduled through our website, by phone at (909) 972-0924, or via our patient portal.
- We ask that patients provide at least 24 hours' notice for cancellations or rescheduling.

- Repeated missed appointments without notice may result in discharge from our practice.
- We reserve the right to reschedule appointments as necessary due to provider availability or emergencies.

4. SMS Terms & Conditions

By providing your mobile phone number and consenting to receive SMS text messages from Montclair Community Clinic, you agree to the following SMS terms:

4.1 SMS Consent Communication

Information (including phone numbers) obtained as part of the SMS consent process will NOT be shared with third parties or affiliates for marketing purposes. SMS opt-in data is collected solely for the purpose of communicating with you regarding your care and appointments. We will not share your phone number with any third parties for marketing purposes.

4.2 Types of SMS Communications

If you opt in to receive messages from Montclair Community Clinic, you may receive texts related to the following:

- Appointment reminders and confirmations
- Follow-up messages regarding your care or inquiries
- Billing and administrative notifications

Example message:

"Thank you for reaching out to Montclair Community Clinic. We've received your inquiry and are working on a solution. Our team will update you within [timeframe]. For any further questions, feel free to reply or contact us at (909) 972-0924." Standard message rates may apply

4.3 Message Frequency

Message frequency may vary depending on the type of communication. You may receive up to 10 SMS messages per week related to appointments, billing, follow-ups, or other administrative communications.

4.4 Potential Fees for SMS Messaging

Standard message and data rates may apply depending on your mobile carrier and pricing plan. These fees may vary if the message is sent domestically or internationally. Montclair Community Clinic is not responsible for any charges applied by your carrier.

4.5 Opt-In Method

You may opt in to receive SMS messages from Montclair Community Clinic in the following ways:

- By completing and submitting a form on our website (montclaircommunityclinic.com) that includes an SMS opt-in checkbox

The SMS opt-in checkbox on our website forms is optional, is not pre-checked, and is separate from any other consents (e.g., email, phone calls, or Terms of Service).

4.6 Opt-Out Method

You may opt out of receiving SMS messages at any time by replying STOP to any SMS message you receive from Montclair Community Clinic. You may also contact us directly at (909) 972-0924 or support@montclaircommunity.com to request removal from our messaging list.

After opting out, you will receive one final confirmation message and will no longer receive SMS communications, unless you choose to opt back in.

4.7 Help

For any issues related to SMS messages, reply with the keyword HELP to any message you receive, or contact us directly at:

- Phone: (909) 972-0924
- Email: support@mpimedicine.com
- Website: www.montclaircommunityclinic.com

4.8 Standard Messaging Disclosures

- Message and data rates may apply.
 - Opt out at any time by texting STOP.
 - For assistance, text HELP or visit our Privacy Policy and Terms & Conditions pages.
 - Message frequency may vary.
 - If SMS messages are not desired, the SMS consent checkbox on our website forms can be left unchecked.
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5. Patient Responsibilities

As a patient of Montclair Community Clinic, you agree to:

- Provide accurate and complete personal, medical, and insurance information
 - Notify us promptly of any changes to your contact information or insurance coverage
 - Follow treatment plans and instructions provided by our providers
 - Pay all applicable co-pays, deductibles, and fees at the time of service
 - Treat our staff and other patients with respect
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6. Payment & Billing

- Payment is due at the time of service. We accept most major insurance plans, as well as self-pay arrangements.
 - For billing inquiries, contact us at (909) 972-0924 or support@mpimedicine.com.
 - Unpaid balances may be referred to a collections agency after a reasonable period and appropriate notice.
 - We reserve the right to update our fee schedule at any time.
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7. Telehealth Services

Montclair Community Clinic offers telehealth appointments for qualifying patients. By participating in telehealth visits, you acknowledge:

- Telehealth services are subject to the same clinical and privacy standards as in-person visits
 - You are responsible for ensuring a private, secure environment during telehealth appointments
 - Technical issues beyond our control may affect the quality of telehealth services
 - Telehealth may not be appropriate for all medical conditions; your provider will advise accordingly
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8. Privacy & HIPAA

Your privacy is important to us. We handle all personal and health information in accordance with our Privacy Policy and applicable law, including the Health Insurance Portability and Accountability Act (HIPAA). Please review our Privacy Policy at montclaircommunityclinic.com for full details.

9. Limitation of Liability

Montclair Community Clinic provides information on its website for general educational purposes only. Nothing on this website constitutes medical advice. Always consult a qualified healthcare provider for medical concerns.

To the fullest extent permitted by law, Montclair Community Clinic shall not be liable for any indirect, incidental, or consequential damages arising from your use of our website or services, including any interruptions to SMS communications or website downtime.

10. Intellectual Property

All content on our website, including text, graphics, logos, and images, is the property of Montclair Community Clinic or its content suppliers and is protected by applicable copyright and intellectual property laws. You may not reproduce, distribute, or use our content without prior written permission.

11. Governing Law

These Terms shall be governed by and construed in accordance with the laws of the State of California, without regard to its conflict of law provisions. Any disputes arising under these Terms shall be subject to the exclusive jurisdiction of the courts located in San Bernardino County, California.

12. Changes to These Terms

We reserve the right to update or modify these Terms at any time. Changes will be posted on our website with an updated effective date. Your continued use of our services after any changes constitutes your acceptance of the updated Terms. We encourage you to review these Terms periodically.

13. Contact Us

If you have any questions about these Terms and Conditions, please contact us:

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