Wilshire Oral Surgery & Implant Center

Privacy Policy

Effective Date: November 9, 2026

At Wilshire Oral Surgery & Implant Center, we are committed to protecting your privacy and safeguarding your personal health information. This Privacy Policy explains how we collect, use, store, and protect your information, as well as your rights regarding that information.

1. Information We Collect

- Name, date of birth, and contact information (address, phone number, email)
- Mobile phone number for appointment communications
- Health and dental history, treatment records, and insurance details
- Payment and billing information
- Information submitted via web forms, SMS, or phone calls

2. How We Collect Your Information

- Patient intake forms (paper and electronic)
- Our website and online registration portals
- SMS/text messages and phone calls
- Direct communication with our office staff

3. How We Use Your Information

- Schedule and confirm appointments
- Send appointment reminders, confirmations, and follow-up care instructions
- Process billing and insurance claims
- Comply with legal and regulatory requirements
- Improve the quality of our services

4. SMS and Mobile Communications

We collect and use your mobile phone number solely for appointment reminders, confirmations, and important updates related to your dental care. We do not share your mobile information with third parties for marketing purposes.

- We use your mobile number only for appointment reminders and care-related updates — not for marketing unless separately consented.
- You may opt out of SMS at any time by replying STOP to any message.
- Standard message and data rates from your mobile carrier may apply.

5. How We Store and Protect Your Data

- Encrypted electronic records systems
- Access controls limiting data to authorized personnel
- Secure servers and data storage practices
- Regular security reviews and staff training

6. Sharing of Information

We do not sell your personal information. We may share information with insurance companies, billing processors, referring providers, and third-party vendors strictly for operational purposes. We do not share mobile phone numbers for marketing.

7. Children's Privacy

For patients under 18, a parent or legal guardian must provide consent for treatment and may authorize communication preferences on behalf of the minor patient.

8. Your Rights

- Access, correct, or request deletion of your personal information
- Opt out of electronic communications at any time
- Request a copy of your records — contact our office directly to exercise these rights

9. Updates to This Policy

We may update this Privacy Policy periodically. The Effective Date at the top of this document will reflect any changes. Continued use of our services constitutes acceptance of the revised policy.