Pinnacle Physical Therapy, LLC

Website Terms of Use

Effective date: November 10, 2026

These Terms of Use govern your use of the Pinnacle Physical Therapy, LLC website at https://pinnaclestrong.com/ and related digital forms, scheduling tools, patient portal features, and electronic communications that we provide. By using these services, you agree to these Terms. Separate treatment consents, financial policies, and patient portal terms may also apply.

Website content and ownership

The text, images, graphics, logos, videos, and other website materials belong to Pinnacle Physical Therapy, LLC or its licensors and are protected by applicable intellectual property laws. You may view and use these materials for personal, noncommercial purposes. Except as permitted by law, you may not reproduce, distribute, modify, or republish them without our written permission.

Using our online services

Use our services lawfully and provide accurate information. Do not impersonate another person, submit malicious content, attempt unauthorized access, or interfere with our systems. Keep any account credentials confidential and notify us promptly if you suspect unauthorized access.

The public website is intended for adults and parents or legal guardians seeking information or services. A parent, legal guardian, or other legally authorized representative may use applicable forms or services on a patient's behalf. Any independent access by a minor is subject to applicable law and the rules of the specific service.

Health information and urgent concerns

General educational content on our public website does not replace an individualized evaluation, diagnosis, or treatment plan from a qualified healthcare professional. Patient-specific communications through an authorized clinical system remain subject to the terms of your care.

Do not use website forms, email, or text messaging for emergencies. For a medical emergency, call 911. Contact the clinic directly for time-sensitive questions about your care or appointments. Online requests are subject to confirmation by the clinic.

Our Website and SMS Privacy Policy explains information handled through our website and messaging services. Our HIPAA Notice of Privacy Practices, effective November 10, 2026, explains uses and disclosures of protected health information and your patient privacy rights. Request a free paper or electronic copy from our Privacy Officer. Website use and text messaging consent do not waive privacy rights or replace any separate authorization required by law.

Third party services

Our website may link to or use third party services for functions such as scheduling, patient portals, payments, or electronic forms. Those services may have their own terms and privacy policies. We do not control unrelated third party websites or guarantee their content or availability. This section does not limit our responsibilities under applicable healthcare or privacy law.

Text messaging

The Pinnacle Physical Therapy patient updates program provides appointment reminders or changes, follow-up and care-related communications, and billing or administrative notices. If you separately opt in to promotional texts, you may also receive practice news, service updates, or promotions.

By providing your mobile number and affirmatively opting in to a specified messaging program, you agree to receive the types of messages described in that opt-in. Providing a phone number alone does not enroll you in promotional texts. Promotional texts require separate express written consent and any additional authorization required by law. Text messaging consent is voluntary and is not a condition of receiving care or making a purchase.

Messages may recur, and message frequency varies based on your appointments, communications, and the program you select. Message and data rates may apply.

Promotional texts are sent only between 8:00 a.m. and 9:00 p.m. at your location, unless you have given prior consent to a different time.

Reply STOP or UNSUBSCRIBE to opt out. You may also ask us to stop texts by calling (540) 395-3428, emailing therapy@pinnaclestrong.com, or using another clear, reasonable method. We honor opt-out requests promptly in accordance with applicable law. You may receive one final confirmation without promotional content. For help, reply HELP or contact the clinic using these details.

Requests to stop promotional texts are honored for at least 10 years, as required by applicable law. Any later re-enrollment requires new express consent and must comply with applicable law.

Delivery depends on mobile carrier coverage and other factors. Carriers are not liable for any delayed or undelivered messages. Texts may appear on a device lock screen or be visible to others who can access your device or account. Please use the patient portal or contact the clinic for sensitive information, and tell us if your mobile number changes.

Read our Privacy Policy: https://pinnaclestrong.com/privacy-policy/

Availability and limits

We work to keep our website accurate and available, but general website content and online functions may contain errors or be interrupted. To the extent permitted by law, these materials and functions are provided as available without warranties of completeness or uninterrupted operation. To the extent permitted by law, Pinnacle Physical Therapy, LLC is not liable for indirect or consequential damages caused by use of the public website. Nothing in these Terms limits a legal right, remedy, or professional duty that cannot lawfully be limited.

Misuse of the website

To the extent permitted by law, you agree to indemnify and hold Pinnacle Physical Therapy, LLC harmless from third party claims and reasonable costs arising from your unlawful use of the website or intentional violation of these Terms. This obligation does not apply to claims caused by our own negligence or unlawful conduct.

Changes to these Terms

We may update these Terms by posting a revised version with an updated effective date. Changes apply going forward, subject to applicable law. We will obtain new consent or authorization when required; posting updated Terms does not itself expand your text messaging consent.

Contact us

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Privacy questions and complaints: Privacy Officer | compliance@pinnaclestrong.com