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Q: What should I do if I or someo



Processing takes up to 15 calendar days. Delays will be communicated by the Quality Improvement Department. For questions, please contact (669) 213-1823.

Q: Will my emails and texts be kept private?

A: Momentum takes reasonable steps to protect the confidentiality of electronic communications but cannot guarantee absolute privacy. Emails may be forwarded within the facility for care and billing purposes but will not be shared outside without consent or legal requirement. Emails about diagnosis or treatment are part of our medical record. Staff will not discuss diagnoses or treatments privately.

Q: Why didn't I get a reply to my text or email?

A: Momentum aims to respond promptly but cannot guarantee immediate replies. Follow up if necessary, and do not use email or text in emergencies.