

## **TELEMEDICINE TERMS & CONDITIONS AND PRIVACY NOTICE ACKNOWLEDGMENT**

By proceeding with payment, you acknowledge and agree to the following Terms & Conditions and confirm receipt of the Elevate Health and Wellness Notice of Privacy Practices.

### **Telemedicine Services**

You are requesting healthcare services from **Elevate Health and Wellness** to be provided via telemedicine using secure audio and/or video communication technology. Telemedicine involves limitations and may not be appropriate for all conditions. Certain diagnoses, treatments, or recommendations may require in-person evaluation, imaging, laboratory testing, or referral to another healthcare provider.

You confirm that you are physically located in a state in which the provider is licensed at the time of your visit. Services cannot be provided if you are located outside a licensed state.

### **Not Emergency Care**

Elevate Health and Wellness does not provide emergency medical services. Telemedicine visits are not a substitute for emergency care. If you experience chest pain, shortness of breath, severe pain, neurologic symptoms, or any medical emergency, you agree to call 911 or go to the nearest emergency department.

### **Payment and Cash-Pay Policy**

All services are provided on a cash-pay basis only and are not billed to insurance. Payment is required prior to the visit. Fees cover professional medical services only and do not include the cost of medications, imaging, physical therapy, laboratory testing, or services provided by third parties.

### **Clinical Decision-Making**

Diagnosis and treatment recommendations are based on the information you provide and your participation in the telemedicine visit. Outcomes and symptom improvement cannot be guaranteed. Prescribing decisions are made solely at the provider's clinical discretion. Certain medications, including controlled substances, may not be prescribed via telemedicine.

### **Follow-Up and Visit Policies**

Follow-up care may be recommended and may require a separate visit and additional fee. Missed appointments, late cancellations, or failure to attend a scheduled visit may not be eligible for a refund, except as permitted by Elevate Health and Wellness policies.

### **Privacy and HIPAA Notice of Privacy Practices**

Elevate Health and Wellness is committed to protecting your privacy in accordance with the Health Insurance Portability and Accountability Act (HIPAA). Your health information may be used and disclosed for treatment, payment, and healthcare operations as described in our **Notice of Privacy Practices**. Secure systems are used to protect your information; however, electronic communication carries inherent risks. By proceeding, you acknowledge that you have

been provided access to, or the opportunity to review, the Elevate Health and Wellness Notice of Privacy Practices.

**Consent and Acknowledgment**

By submitting payment, you acknowledge that you have read, understand, and agree to these Terms & Conditions, consent to receive healthcare services via telemedicine, and acknowledge receipt of the Notice of Privacy Practices.

Elevate Health and Wellness, LLC  
ElevateMSK