

# Terms of Service

---

## **Healing Hands Family Practice, LLC**

**Effective Date:** August 24, 2025

**Last Updated:** March 6, 2026

This website (the “Site”) is owned and operated by Healing Hands Family Practice, LLC (“Company,” “we,” “us,” or “our”). By accessing or using the Site, you agree to these Terms of Service (“Terms”) and to use the Site in accordance with these Terms, our Privacy Policy, and any additional terms that may apply to specific Site features.

### **1) General Use**

The Site is provided for informational, educational, scheduling, and communication purposes related to our services. You agree to use the Site for lawful purposes only and not to:

- attempt unauthorized access to systems/accounts,
- transmit malware or harmful code,
- scrape or copy Site content in violation of intellectual property rights,
- interfere with Site operations or security.

We may update these Terms at any time by posting changes on the Site. Continued use after posting means you accept the updated Terms.

### **2) No Medical Advice; No Provider–Patient Relationship by Website Use Alone**

Site content is for general informational purposes and is not medical advice. Using this Site does not create a provider–patient relationship. A provider–patient relationship is established only after appropriate registration/intake, informed consent, provider acceptance, and a clinical encounter.

If you have an emergency, call 911.

### **3) Telehealth Services**

We currently offer virtual visits (telehealth). Telehealth may not be appropriate for every condition. We may require an in-person evaluation or refer you for in-person or emergency care when clinically necessary. During telehealth visits, we may verify your identity and physical location.

### **4) Appointments, Cancellations, and No-Shows**

By scheduling with us, you agree to our appointment policies, including cancellation, late arrival, and no-show policies. Current fees and requirements are communicated in our Appointment &

Cancellation Policy and/or intake paperwork and may be updated from time to time. In the event of a conflict, the most current written policy provided by the practice controls.

## **5) Payments and Financial Responsibility**

You are responsible for charges related to your care, including self-pay fees and other applicable charges, as outlined in our financial policies. Payments may be processed through third-party payment providers, which may have their own terms.

## **6) SMS Messaging Terms & Compliance**

### ***Program Description***

Our SMS program sends appointment confirmations and reminder messages to individuals who have booked an appointment through our website and/or scheduling forms and have explicitly opted in to receive SMS notifications. Messages may include confirmations, reminders, rescheduling updates, and customer support communications.

### ***Opt-In and Consent***

Opt-in is collected via web forms with a dedicated checkbox or equivalent consent method. Message frequency varies based on appointment activity and service usage. Message and data rates may apply.

### ***STOP / HELP***

- To cancel SMS messages, reply STOP to the number that sent you messages. You will receive a confirmation of your unsubscribe status. To rejoin, opt in again through the original method.
- For support, reply HELP, or contact us at [info@healinghandsfamilypracticellc.com](mailto:info@healinghandsfamilypracticellc.com) or (804) 604-1096 during business hours.

### ***Carrier Disclaimer***

Carriers are not liable for delayed or undelivered messages.

### ***Minors / Parent or Guardian SMS***

For patients under 18, SMS communications must be authorized by a parent or legal guardian (or other legally authorized representative, where applicable). Appointment and service-related messages may be sent to the authorized parent/guardian contact on file. Patients age 18 and older may provide their own consent for SMS communications.

### ***No Emergencies by Text***

Do not use SMS for urgent or emergency matters. Call 911 for emergencies.

We comply with applicable laws and guidelines, including TCPA and CTIA requirements for SMS communications.

## **7) Intellectual Property**

The Site and all content (text, graphics, logos, videos, and other materials) are owned by or licensed to Healing Hands Family Practice, LLC and are protected by intellectual property laws. You may download/print limited portions for personal, non-commercial use only, keeping all notices intact.

## **8) Third-Party Tools and Links**

We may link to or use third-party tools (e.g., scheduling, telehealth, payment processing). Third parties operate under their own terms and policies. We are not responsible for third-party content, availability, or practices.

## **9) Accounts, Registration, and Passwords (If Applicable)**

If any Site feature requires an account, you agree to provide accurate information and maintain confidentiality of login credentials. Notify us of suspected unauthorized use at [info@healinghandsfamilypracticellc.com](mailto:info@healinghandsfamilypracticellc.com).

## **10) Termination**

We may suspend or terminate access to the Site if we determine you violated these Terms or engaged in unlawful or inappropriate conduct.

## **11) Disclaimers and Limitation of Liability**

The Site and any information provided are offered “as is” without warranties of any kind to the fullest extent permitted by law. To the fullest extent permitted by law, we are not liable for indirect or consequential damages arising from use of the Site.

## **12) Governing Law**

These Terms are governed by the laws of the Commonwealth of Virginia, except where superseded by federal law.

## **13) Contact Us**

### **Healing Hands Family Practice, LLC**

9221 Forest Hill Ave, Richmond, VA 23235

**Office:** (804) 604-1096

**Email:** [info@healinghandsfamilypracticellc.com](mailto:info@healinghandsfamilypracticellc.com)

**Website:** <https://healinghandsfamilypracticellc.com>