

Terms and Conditions for Telemedicine and No-Doc Medical Consultations

Effective Date: [January 1, 2025]

By submitting a request for evaluation through this telemedicine platform, you acknowledge and agree to the following terms and conditions:

1. Nature of the Service

This is a **convenience care medical evaluation service** for **simple and common health conditions** (e.g., mild respiratory infections).

- This platform does **not function as a prescription ordering service**.
 - Licensed healthcare providers conduct all evaluations and use their **clinical judgment** to determine what treatment, including antibiotics, is medically appropriate.
 - This service is **not a substitute** for emergency care, in-person exams, or management of chronic conditions.
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2. Service Eligibility

- NoDoc Services are available to individuals **18 years of age or older only**.
 - A **valid, government-issued photo ID** must be uploaded with each request.
 - You must **may only** seek services **for yourself**.
 - Any attempt to misrepresent your identity or secure services on behalf of someone else under false pretenses will result in **immediate and irrevocable termination** of access to this service.
 - Telemedicine services are available to insured patients as outlined by your individual plan.
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3. Turnaround Time

- NoDoc Evaluation requests are typically reviewed and processed within **24 hours** of submission.
 - Delays may occur during holidays, weekends, or due to incomplete information or technical issues.
 - Telemedicine appointments are completed with the provider on the date and time scheduled.
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4. Prescription Medication

- Submitting a NoDoc request does **not guarantee an antibiotic prescription** will be provided, however other medications may be given for symptom management.
 - The provider may determine that a **prescription is unnecessary**, or that you require in-person care.
 - You will not receive a refund if a provider declines to issue a prescription based on clinical judgment.
 - NoDoc-All medication prescribed will be generic. You are responsible for the cost of medication at your local pharmacy. No prior authorizations will be completed as the NoDoc service is self-pay and will not include any insurance verification or insurance-related services. Medications for standard telemedicine visits are also generic and will be prescribed in accordance with the insurance coverage.
 - No refills are provided for any medications provided with a NoDoc evaluation.
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5. Non-Refundable Policy

- NoDoc-Barring a provider/office cancellation, all fees are **non-refundable** once the evaluation request has been **submitted**, regardless of the outcome of the evaluation or treatment decision.
 - No exceptions will be made for withdrawal, dissatisfaction, or provider decision not to prescribe medication on demand.
 - All co-pays and deductible apply to telemedicine visits and are due prior to the start of the video call. A \$25 cancellation fee will apply to telemedicine visit no-shows and cancellations within 1 hr of the scheduled time. NoDoc appointments are self-pay only with payment due at the time of the evaluation submission.
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6. Limitation of Services

- Virtual medicine service is **not appropriate for medical emergencies**. Call 911 or go to the nearest emergency room if you are experiencing a life-threatening condition.
 - Virtual medicine service does not replace comprehensive primary care or specialty consultations.
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7. Liability Waiver

You agree to **release and hold harmless** the provider and platform from any liability arising from:

- Omission or delay in diagnosis or treatment based on limited information provided.
- Misuse of the service, including falsification of information.

- Technical issues or communication failures inherent to telemedicine platforms.
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8. Patient Responsibilities

You agree to:

- Submit **accurate, complete, and truthful medical and personal information**.
 - Upload a clear, valid **government-issued photo ID**.
 - **Follow the treatment plan** or instructions provided.
 - Seek **in-person medical care** if your condition worsens or does not improve.
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9. Privacy and Confidentiality

All health information is stored and transmitted in accordance with **HIPAA** and applicable state and federal privacy laws.

10. Agreement to Terms

By submitting an evaluation request, you confirm that:

- You have read, understood, and accepted these Terms and Conditions.
- NoDoc-You are **18 years or older** and are seeking services **for yourself**.
- You understand and accept that **misrepresentation will result in permanent denial of access** to all NoDoc and/or virtual services.
- You understand that telemedicine visits for pediatric patients require the presence of a parent or guardian.