



Website Terms and Conditions

Practice: Western Roots Healthcare, LLC

Effective Date: January 1, 2026

1. Acceptance of these Terms

- By accessing or using the **Western Roots Healthcare, LLC** website located at <https://www.westernrootshealthcare.com> you agree to be bound by these Terms and Conditions (“Terms”). If you do not agree with these Terms, you must not use this Site.

2. No medical advice / no provider-patient relationship

- The content on this Site is for general educational and informational purposes only and is not a substitute for professional medical evaluation, diagnosis, or treatment.
- Use of this Site, including contact forms, blog posts, emails, downloadable content, or messaging, does not create a provider-patient relationship with **Western Roots Healthcare, LLC** or any of its clinicians.
- Do not disregard or delay seeking in-person medical advice because of something you read on this Site. Always consult your own qualified healthcare professional for questions about your health.

3. Emergencies

- This Site is not appropriate for medical emergencies or urgent conditions.
- If you are experiencing a medical emergency, call 911 or go to the nearest emergency department immediately. Do not rely on this Site, email, or messaging for urgent or emergency communication.

4. Telehealth services

- **Western Roots Healthcare, LLC** may establish and treat patients via telehealth when clinically appropriate, consistent with all applicable federal and Oregon telehealth laws, regulations, and professional standards.
- Nothing on this Site guarantees eligibility for telehealth services. Eligibility, appropriateness, and clinical decisions are determined case-by-case by your clinician.
- Telehealth visits are governed by separate consent forms, notices, and practice policies, which will be provided to you through our clinical systems (not through this Site).

5. Practice information and no guarantees

- We make reasonable efforts to keep information on this Site accurate and up to date, but we do not guarantee that any content is error-free, complete, or current.
- Potential patients are referred to our HIPAA-compliant communication systems for all non-emergency communications, including access to the patient portal, office telephone number, secure email, secure messaging, and fax number.
- While our services, fees, and availability may be updated periodically, **Western Roots Healthcare, LLC** is a transparent-fee practice, and patients will be notified of the current fees and any significant changes before agreeing to an appointment.
- Nothing on this Site is a guarantee of results, outcomes, or insurance coverage.

6. User responsibilities and acceptable use

- By using this Site, you agree that you will not:
- Use the Site for any unlawful, fraudulent, or abusive purpose.
- Attempt to gain unauthorized access to any part of the Site, our servers, or any associated systems or networks.
- Introduce viruses, malware, or other harmful code.
- Scrape, harvest, or collect information from the Site for unsolicited marketing or other unauthorized purposes.
- We may terminate or restrict access to the Site for any user who violates these Terms or engages in activity that we determine, in our sole discretion, may harm the Site or other users.

7. Intellectual property

- All content on the Site, including text, graphics, logos, images, videos, and other materials, is owned by or licensed to **Western Roots Healthcare, LLC** and is protected by copyright, trademark, and other intellectual property laws.
- You may view and print a single copy of content for your personal, non-commercial use only.
- You may not reproduce, distribute, modify, create derivative works, publicly display, or exploit any content from the Site without our prior written permission unless specifically noted.

8. Third-party links and services

- The Site may contain links to third-party websites, services, or resources that are not owned or controlled by **Western Roots Healthcare, LLC**. These links are provided for convenience only and do not constitute an endorsement or recommendation.
- We are not responsible for the content, privacy practices, or services of any third-party sites. You access any third-party sites at your own risk.

9. Privacy and security

- Our handling of personal information, including any protected health information (PHI), is described in our Notice of Privacy Practices and website Privacy Policy, which are available on this Site.
- By using the Site, you acknowledge that internet and electronic communications may carry certain security risks. While we take reasonable measures to protect information, we cannot guarantee absolute security of data transmitted through the Site. Please use the HIPAA compliant sources provided for calls, messaging, email, faxing or appointments.
- For more information, please review our Notice of Privacy Practices and our Website Privacy Policy, which explain how we collect, use, and protect your information.

10. Disclaimers

- The Site and all content are provided on an “as-is” and “as-available” basis without any warranties of any kind, express or implied.
- **Western Roots Healthcare, LLC** disclaims all warranties, including but not limited to any implied warranties of accuracy, completeness, fitness for a particular purpose, or non-infringement.
- We do not warrant that the Site will be available at all times, secure, error-free, or free of harmful components.

11. Limitation of liability

To the maximum extent permitted by law:

- **Western Roots Healthcare, LLC** and its owners, clinicians, employees, and contractors will not be liable for any indirect, incidental, consequential, special, exemplary, or punitive damages arising out of or related to your use of (or inability to use) this Site or any content on it.
- To the maximum extent permitted by law, our total liability to you for any claims arising out of or relating to your use of the Site will not exceed one hundred dollars (USD \$100), or the amount you paid us (if any) for use of the Site during the six (6) months preceding the event giving rise to the claim, whichever is greater. Some jurisdictions do not allow certain limitations of liability; in those cases, the limitations will apply only to the extent permitted by law.

12. Indemnification

- You agree to indemnify, defend, and hold harmless **Western Roots Healthcare, LLC** and its owners, clinicians, employees, and contractors from and against any claims, liabilities, damages, losses, and expenses (including reasonable attorneys’ fees) arising out of or related to your violation of these Terms or your use of the Site.

13. Changes to the Site and these Terms

- We may update, modify, or discontinue any part of the Site at any time without notice.
- We may also revise these Terms from time to time. The “Effective date” at the top reflects the latest version. Your continued use of the Site after changes are posted constitutes your acceptance of the revised Terms.

14. Governing law and venue

- These Terms and your use of the Site are governed by the laws of the State of Oregon, without regard to its conflict-of-laws rules.
- Any disputes arising from or related to these Terms or the Site will be resolved in the state or federal courts located in Deschutes County, Oregon, and you consent to the personal jurisdiction of those courts.

15. Severability

- If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions will continue in full force and effect.

16. Entire agreement

- These Terms constitute the entire agreement between you and **Western Roots Healthcare, LLC** regarding your use of this Site and supersede any prior agreements or understandings related to the Site.

17. Contact information

If you have questions about these Terms, please contact:

Western Roots Healthcare, LLC

Attn: Amy Jordan, Managing Member

PO Box 52

Redmond, Oregon 97756

Phone: 541-920-0727

Email: amyjordan@westernrootshealthcare.com