

MED HEALING LLC

TERMS OF SERVICE

Effective Date: August 1, 2026

PLEASE READ THESE TERMS OF SERVICE CAREFULLY.

These Terms of Service ("Terms") constitute a legally binding agreement between you ("Patient," "User," "you," or "your") and **Med Healing LLC** ("Med Healing," "Practice," "Company," "we," "our," or "us") governing your access to and use of our website, patient portal, scheduling platform, telehealth services, electronic communications, and any healthcare services provided by Med Healing LLC.

By accessing our website, creating an account, scheduling an appointment, purchasing services, or participating in a telehealth consultation, you acknowledge that you have read, understood, and agree to be bound by these Terms of Service, our Telehealth Informed Consent, Notice of Privacy Practices, Financial Policy, and all other applicable Practice policies. If you do not agree to these Terms, you should not use our services.

1. ELIGIBILITY

You represent and warrant that:

- You are at least eighteen (18) years of age or otherwise have legal authority to consent to treatment.
- Any information you provide is true, complete, and accurate.
- You are physically located in a jurisdiction where your treating provider is authorized to provide telehealth services at the time of your appointment.
- You will promptly notify Med Healing LLC if your physical location changes before or during a telehealth visit.

Failure to provide accurate information may result in cancellation or termination of services.

2. NATURE OF SERVICES

Med Healing LLC is a physician-led direct-pay telehealth practice that provides healthcare services through secure electronic communication technologies.

Services may include:

- Medical consultations

- Preventive care
- Acute care evaluations
- Chronic disease management
- Medication management when clinically appropriate
- Follow-up care
- Patient education

Not every medical condition can be safely evaluated or treated through telehealth.

3. NO GUARANTEE OF TREATMENT OR PRESCRIPTION

Scheduling or completing an appointment does **not** guarantee:

- A diagnosis
- Treatment
- A prescription
- A medication refill
- Laboratory orders
- Imaging orders
- Medical documentation
- Disability paperwork
- Work or school excuse notes

Medical recommendations are based solely upon the independent professional judgment of the treating physician or healthcare provider.

Prescriptions and refills will only be issued when there is an appropriate clinical indication consistent with accepted standards of medical practice and applicable federal and state law.

Med Healing LLC does not prescribe controlled substances or stimulant medications through this platform.

4. DIRECT-PAY PRACTICE

Med Healing LLC operates exclusively as a direct-pay medical practice.

We do **not** participate with, bill, or submit claims to commercial insurance plans, Medicare, or Medicaid unless expressly stated otherwise.

Patients are solely responsible for all fees associated with services rendered.

You may request an itemized receipt or superbill for personal submission to your insurance carrier. Reimbursement, if any, is solely determined by your insurance company.

5. PAYMENT

Payment is due at the time of booking the service unless otherwise agreed in writing.

You authorize Med Healing LLC to charge the payment method you provide for:

- Consultation fees
- Applicable administrative fees
- No-show fees
- Other authorized charges

Outstanding balances may delay future appointments.

6. CANCELLATION, NO-SHOW, AND REFUND POLICY

Patients are expected to attend scheduled appointments promptly.

Failure to attend a scheduled appointment without timely cancellation will result in a charge equal to **100% of the scheduled service fee**.

Refunds are available if Med Healing LLC is unable to establish a functional audio or video connection that prevents completion of the scheduled visit.

Refunds are not guaranteed when failure to complete the visit results from:

- Patient internet connectivity
 - Patient equipment malfunction
 - Failure to join the appointment
 - Failure to provide requested information
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7. TELEHEALTH LIMITATIONS

You understand that telehealth has inherent limitations.

Certain conditions require:

- Physical examination

- Laboratory testing
- Diagnostic imaging
- Specialist consultation
- Urgent care (In-Person)
- Emergency medical treatment

Your provider retains sole discretion to determine whether telehealth is appropriate.

8. EMERGENCY MEDICAL CONDITIONS

Med Healing LLC does **not** provide emergency medical services.

If you experience symptoms including but not limited to chest pain, severe shortness of breath, stroke symptoms, severe allergic reactions, uncontrolled bleeding, loss of consciousness, or any other life-threatening condition, immediately call **911** or proceed to the nearest emergency department.

9. PATIENT RESPONSIBILITIES

Patients agree to:

- Provide complete and accurate medical information.
 - Maintain current contact information.
 - Participate in visits from a safe and private environment whenever reasonably possible.
 - Follow recommended treatment plans.
 - Seek emergency care when instructed.
 - Maintain respectful communication with all Practice personnel.
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10. PATIENT CODE OF CONDUCT

To maintain a safe and respectful environment, patients agree not to:

- Use abusive, threatening, intimidating, discriminatory, or harassing language.
- Engage in disruptive behavior.
- Record, photograph, screenshot, livestream, or otherwise reproduce telehealth encounters without prior written authorization.
- Misrepresent their identity or location.
- Share false, defamatory, or malicious statements regarding providers or staff that they know to be untrue.
- Attempt unauthorized access to Practice systems or technology.

Violation of these standards may result in immediate termination of services, cancellation of appointments, or dismissal from the Practice, consistent with applicable law and continuity-of-care obligations.

11. PRIVACY

Your Protected Health Information is governed by our Notice of Privacy Practices.

By using our services, you acknowledge that you have received or had the opportunity to review our Notice of Privacy Practices.

12. ELECTRONIC COMMUNICATIONS

You consent to receive electronic communications regarding:

- Scheduling
- Billing
- Administrative notices
- Patient portal messages
- Appointment reminders

Electronic communications should never be used to report medical emergencies.

13. WEBSITE CONTENT

All website content is provided for informational purposes only.

Content available through our website does not establish a provider-patient relationship and should not be considered medical advice unless provided directly by your treating clinician during a professional consultation.

14. INTELLECTUAL PROPERTY

All website content, including text, graphics, logos, branding, photographs, artwork, videos, educational materials, trademarks, service marks, and other intellectual property are owned by Med Healing LLC or used under appropriate license.

No content may be copied, reproduced, distributed, modified, or used for commercial purposes without prior written consent.

15. DISCLAIMER OF WARRANTIES

Services are provided on an "as available" and "as is" basis, subject to applicable law.

Med Healing LLC makes no guarantee regarding:

- Availability of services
- Continuous platform operation
- Specific medical outcomes
- Treatment success
- Prescription issuance

Nothing contained within the website guarantees medical advice or treatment.

16. LIMITATION OF LIABILITY

To the fullest extent permitted by law, Med Healing LLC, its owners, physicians, advanced practice providers, employees, contractors, affiliates, and agents shall not be liable for indirect, incidental, consequential, special, exemplary, or punitive damages arising from use of the website or telehealth platform, except where liability cannot legally be limited.

Nothing in these Terms limits liability for conduct that cannot be excluded under applicable law.

17. TERMINATION OF SERVICES

Med Healing LLC reserves the right to suspend, decline, or terminate services when deemed medically appropriate or necessary, including, but not limited to:

- Inappropriate use of services.
- Threatening or abusive behavior.
- Fraudulent activity.
- Failure to comply with Practice policies.
- Failure to pay outstanding balances.
- Circumstances where continued treatment would not be clinically appropriate.

Where required by law, reasonable efforts will be made to facilitate continuity of care.

18. GOVERNING LAW

These Terms shall be interpreted in accordance with the laws applicable to Med Healing LLC, together with all applicable federal healthcare laws and regulations.

If any provision is determined to be unenforceable, the remaining provisions shall remain in full force and effect.

19. MODIFICATIONS

Med Healing LLC reserves the right to modify these Terms of Service at any time.

Revised versions become effective upon posting to the Practice website unless otherwise stated.

Continued use of our services constitutes acceptance of the revised Terms.

20. ACKNOWLEDGMENT

By booking, purchasing, or participating in services through Med Healing LLC, I acknowledge that I have read, understood, and agree to these Terms of Service.

I further acknowledge that I have had the opportunity to review the following documents:

- Telehealth Informed Consent
- Notice of Privacy Practices
- Financial Policy
- Cancellation and Refund Policy
- Patient Code of Conduct