

Telehealth Terms and Conditions

The Doctors Office

Effective Date: [06/10/2026]

1. Acceptance of Terms

By accessing, scheduling, or participating in telehealth services offered by The Doctors Office ("Practice," "we," "our," or "us"), you acknowledge that you have read, understood, and agree to these Telehealth Terms and Conditions.

Telehealth services are provided in accordance with applicable California and federal laws and regulations. California law requires patients to be informed about the use of telehealth and provide verbal or written consent prior to receiving telehealth services.

2. Definition of Telehealth

Telehealth is the delivery of healthcare services using electronic information and communication technologies, including secure video conferencing, telephone communications (when appropriate), electronic messaging, and other digital platforms that allow healthcare providers and patients to communicate remotely.

3. Eligibility for Telehealth Services

To receive telehealth services from The Doctors Office, you must:

- Be physically located in a jurisdiction where our providers are authorized to provide care.
- Provide accurate and complete personal and medical information.
- Have access to a compatible device with internet or telephone capability.
- Provide informed consent for telehealth services.

We reserve the right to determine whether telehealth is clinically appropriate for your specific medical needs.

4. Patient Consent

By participating in a telehealth appointment, you acknowledge and understand that:

- Telehealth is an alternative method of delivering healthcare services.
- You have the right to request an in-person appointment when available and medically appropriate.
- Participation in telehealth is voluntary.
- You may withdraw your consent to telehealth at any time without affecting your future access to care.
- Certain conditions may require an in-person examination, testing, or emergency treatment.

Consent may be obtained verbally or electronically and documented in your medical record as permitted by California law.

5. Limitations of Telehealth

While telehealth can be effective for many healthcare needs, you understand that:

- The provider may be unable to perform a complete physical examination.
- Technical issues may interrupt communication.
- Certain diagnoses may require in-person evaluation or diagnostic testing.
- Telehealth may not be appropriate for all medical conditions.

The Doctors Office does not guarantee that telehealth services will be suitable for every medical situation.

6. Medical Emergencies

Telehealth services are **not intended for emergencies**.

If you are experiencing a medical emergency, call **911** immediately or go to the nearest emergency room.

Examples of emergencies include but are not limited to:

- Chest pain
- Difficulty breathing
- Severe bleeding

- Stroke symptoms
 - Loss of consciousness
 - Suicidal thoughts or behavior
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7. Privacy and Security

The Doctors Office is committed to protecting your health information.

Telehealth communications are conducted through secure systems designed to protect patient privacy and comply with applicable federal and state privacy laws, including HIPAA.

However, you acknowledge that:

- Electronic communications may involve risks beyond our control.
- Technical failures may occur.
- No electronic system can be guaranteed to be completely secure.

Patients are encouraged to participate from a private location and use secure internet connections whenever possible.

8. Recording of Sessions

Patients may not record telehealth visits without the prior written consent of both the provider and The Doctors Office.

The Doctors Office will not record telehealth visits unless specifically authorized by law or with your consent.

9. Patient Responsibilities

You agree to:

- Provide accurate medical information.
- Update us regarding changes in your health status.
- Attend appointments on time.
- Ensure your contact information is current.

- Participate in telehealth visits from a safe and private location.
 - Comply with all treatment recommendations and follow-up instructions.
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10. Prescription Services

Prescriptions may be issued when medically appropriate and permitted by applicable law.

The prescribing provider retains sole professional discretion regarding:

- Whether a prescription is medically necessary.
- Whether additional evaluation is required.
- Whether an in-person visit is needed before prescribing.

The Doctors Office does not guarantee that medications will be prescribed during a telehealth appointment.

11. Fees and Insurance

Patients are responsible for:

- Applicable copayments, deductibles, and coinsurance amounts.
- Charges not covered by insurance.
- Any fees associated with missed appointments or late cancellations as outlined in our Financial Policy.

Insurance coverage for telehealth services may vary by payer and plan.

12. Appointment Cancellations and No-Shows

Patients must provide at least **24 hours' notice** to cancel or reschedule appointments unless otherwise stated by the Practice.

Failure to provide timely notice may result in cancellation or no-show fees.

13. Technology Requirements

Patients are responsible for maintaining:

- A compatible smartphone, tablet, or computer.
- Reliable internet access or telephone service.
- Updated software necessary to access telehealth platforms.

The Doctors Office is not responsible for service interruptions caused by patient equipment, internet providers, or third-party technology failures.

14. Communications

Electronic communications, including portal messages, emails, and text messages, should not be used for medical emergencies.

Response times may vary and are not guaranteed.

15. Modification of Services

The Doctors Office reserves the right to:

- Modify telehealth services.
 - Change telehealth platforms.
 - Suspend or discontinue telehealth services when necessary for legal, operational, or clinical reasons.
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16. Disclaimer

Telehealth services are provided on an "as available" basis. The Doctors Office makes no guarantee regarding uninterrupted access to telehealth technology and is not liable for delays or failures caused by circumstances beyond its reasonable control.

17. Governing Law

These Terms and Conditions shall be governed by and construed in accordance with the laws of the State of California and applicable federal laws.

18. Contact Information

The Doctor's Office

161 Thunder Dr Ste 102

Vista, CA 92083

Phone: +1 760-631-4000

Email: insurance@thedoctorsoffice.net

Website: www.thedoctorsoffice.net

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