



Omni Health NP– Terms of Service & Patient Agreement

1. **Overview** Omni Health NP is a hybrid telehealth and wellness practice. We provide medical services to residents of New York and digital wellness services (e.g., lab-free programs, lifestyle guidance) to individuals outside the state. **This agreement applies to all services, memberships, and consultations.**

2. **Scope of Services Medical services include:** - Direct Primary Care (DPC) for NY residents - Urgent care and lifestyle medicine - Remote Patient Monitoring (Plus & Elite only) - Secure messaging and virtual visits.

Global digital programs include lab-free protocols, education, and lifestyle tracking tools that do not constitute licensed medical care.

3. **Membership Pricing & Offerings:** All services are billed quarterly: - Core: \$375/quarter - Plus: \$500/quarter - Elite: \$675/quarter

Initial consults, one-off visits, and asynchronous clinician Q&A; are available: - Initial Consult (60 min): \$250 - Non-Member Follow-up (30 min): \$150 - Same-Day Visit: \$175 - Ask a Clinician: \$75 (1 Q) or \$125 (3 Qs)

4. **Remote Patient Monitoring (RPM):** Included in Plus and Elite tiers. Devices may be shipped and are for exclusive patient use. RPM is not billable to insurance and requires consistent engagement.

5. **Adolescent Services:** Patients 13+ may be seen with appropriate guardian consent. A signed consent form is required. Clinical discretion applies regarding medical appropriateness of virtual care for minors.

6. **Controlled Substances:** Controlled medications may only be prescribed for established patients following evaluation and documentation. These are not prescribed during urgent care or first-time visits.

7. **Cancellations, Refunds & No-Shows:** - < 24-hour cancellation or no-show = \$50 fee, waived once if rescheduled within 7 days - No refunds mid-membership unless 3-month minimum met - Refunds may exclude transaction fees - No refunds for compounded medications, digital programs, or labs once initiated.

8. **Payments & Recurring Charges:** Payments are processed via Square or Zelle (5% discount). Membership fees are auto-debited quarterly unless canceled prior to the next billing cycle. By enrolling, you authorize recurring charges.

9. **Use of Telehealth & Communication Platforms:** Omni Health NP uses HIPAA-compliant platforms for care delivery. Patients must maintain an Internet-connected device and check secure messages. These services are not a replacement for emergency care.

10. **Commercial Insurance Policy:** Omni Health NP does not accept Medicaid. Medicare, Anthem, may be accepted for certain visits. Patients must verify insurance coverage in advance. Private pay remains the default.

11. **Dismissal from Care:** Omni Health NP reserves the right to discontinue care for: - Repeated missed appointments - Inappropriate, threatening, or non-compliant behavior - Non-payment or failure to sign required forms

12. **Disability Evaluations:** Available upon request. Fees: \$250–\$500 depending on complexity. Telehealth evaluations may not be accepted by all employers or insurers.

13. Consent to Care & Arbitration: By purchasing services or submitting an intake form, you consent to receive telehealth services under these terms. Disputes will be resolved through binding arbitration in the state of New York.

14. Contact & Legal Acknowledgment: By using our services, you agree to this Terms of Service, Privacy Policy, and HIPAA Notice of Privacy Practices.

15. Ask a Clinician – Informational Services: Ask a Clinician is a digital service that provides general health education and informational content in response to user-submitted questions. It is not medical advice and does not establish a provider–patient relationship. This service is not a substitute for clinical care, diagnosis, or treatment. By submitting a question, you acknowledge and agree that:

- You are not receiving medical care, diagnosis, or individualized treatment.
- The response you receive is general in nature and not tailored to your medical history or condition.
- No patient–provider relationship is established.
- You must consult a licensed medical provider in your jurisdiction for personal health concerns.
- This service is available globally for educational purposes only.

Responses will be delivered via secure email link or password-protected web page. Omni Health NP makes no guarantee of reimbursement or insurance coverage for this service. It is not eligible for a superbill and should not be submitted to your insurer.

Use of this service implies your agreement with these terms and all other provisions of this Terms of Service.

Questions? Email connect@omnihealth.live or visit www.omnihealth.live.