



## **Omni Health NP PLLC — Terms of Service and Patient Agreement**

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Effective upon engagement with clinical services.

Please read this agreement carefully before using Omni Health NP PLLC services. By initiating or continuing care — including submitting an application, completing intake, or making payment — you confirm that you have read, understood, and agreed to these terms.

This agreement is written for clarity. Questions should be addressed prior to initiating services.

### **1. Scope of Services**

Omni Health NP PLLC provides telehealth-based clinical evaluation, metabolic assessment, and individualized care planning for adults 18 years and older. The practice operates under a diagnostic-first model, meaning clinical recommendations are made only after appropriate evaluation of your health status, laboratory data, and relevant medical history.

Services may include laboratory coordination and interpretation, clinical data synthesis, nutritional and behavioral guidance, and medical weight management including GLP-1–based therapies when appropriate.

These services do not replace emergency care, hospital services, or specialty medical management. If you are experiencing a medical emergency, call 911 or proceed to the nearest emergency department.

### **2. Clinical Decision-Making**

All clinical decisions are made at the sole discretion of the clinician, based on medical judgment, safety considerations, and your individual presentation. Payment does not guarantee treatment, prescription, or outcome. Pharmacologic therapy may be initiated, modified, or declined based on clinical appropriateness at any time.

### **3. Patient Responsibilities**

You agree to provide accurate, complete, and current medical information; disclose all medications and supplements; complete intake documentation fully; participate in recommended laboratory testing; upload requested documentation; communicate material health changes; use telehealth appropriately; and maintain respectful communication. Failure to meet these responsibilities may result in delayed care, modification of recommendations, or termination of services.

## **4. Fees, Appointments, and Refund Policy**

Fees are charged for professional time, clinical evaluation, and care synthesis — not for outcomes or prescriptions. Payment is due at booking. Cancellations require at least 24 hours' notice. Cancellations less than 24 hours are subject to a 50% fee. Missed appointments without notice will be charged in full.

All payments are non-refundable once clinical services have begun, including chart review, clinical analysis, laboratory ordering, and care planning. Receipts may be provided for potential out-of-network reimbursement.

## **5. Insurance and Payment Model**

Omni Health NP PLLC operates as a self-pay practice and does not bill insurance. A receipt will be provided upon request for potential reimbursement. Reimbursement is not guaranteed.

## **6. Telehealth Limitations**

All services are delivered via secure telehealth platforms. A full physical examination is not performed, and clinical decisions rely on reported information and available data. You agree to seek in-person or emergency care when appropriate.

## **7. Medical Risk and Uncertainty**

All medical care involves uncertainty. Outcomes cannot be guaranteed. You accept responsibility for understanding the risks associated with recommended diagnostics and treatments.

## **8. Third-Party Services and Laboratory Coordination**

Laboratory testing, imaging, and mobile phlebotomy services are provided by independent third-party entities. Omni Health NP PLLC coordinates ordering and interpretation but does not control third-party operations. Issues must be addressed directly with the provider.

## **9. Privacy and Data Use**

Omni Health NP PLLC complies with HIPAA and applicable privacy laws. Your information is used solely for clinical care, coordination, billing, and compliance. Refer to [omnihealth.live](https://omnihealth.live) for full privacy details.

## **10. Termination of Services**

The clinical relationship may be terminated for noncompliance, false information, or inappropriate conduct. Termination will be communicated when feasible.

## **11. Dispute Resolution**

Disputes will be resolved through binding arbitration under AAA rules in Westchester County, New York. Omni Health NP PLLC may pursue unpaid balances or injunctive relief through legal channels. You may opt out within 30 days by written notice.

## **12. Acceptance**

By submitting an application, completing intake, or making payment, you acknowledge that you have read, understood, and agreed to this agreement in full.