

Provider Service Terms

The purpose of the Provider Service Terms is to establish the expectations in the relationship between the pharmacist or pharmacy (collectively known as “Provider”) and the individual who is requesting services through MyPharmAssist.org (“Customer”).

Customer consents to receive pharmacy services from the selected Provider. With consent, Customer agrees that Provider may have access to the Customer’s information stored within MyPharmAssist.org. This information could include home medication list, height, weight, and any other information that has been entered into MyPharmAssist.org. The Provider will only access information that is necessary for the Provider to provide care and services to you as a Customer. Customer also agrees to provide information to the Provider that can be entered into MyPharmAssist.org. Customer also agrees that MyPharmAssist.org may access any and all of this information to fulfill its obligations to both the Customer and the Provider.

Customer may withdraw this Consent at any time by clearly stating a refusal of care or writing to the Provider to revoke this consent.

Patient acknowledges that no guarantees have been made regarding the outcome of the care with Provider.

Customer understands that the relationship for pharmacy services is strictly between the Customer and the Provider. MyPharmAssist.org does not provide any pharmacy services and only functions to provide connections between Provider and each Customer. MyPharmAssist.org is not a pharmacy, is not licensed to provide professional pharmacy services to Customers, and will have no pharmacist-patient relationship with Customers. This agreement for pharmacy services is strictly between the Customer and the Provider.

Customer also understands that receipt of pharmacy services with a Provider through MyPharmAssist.org is not a replacement for services provided by their Primary Care Provider (Physician, Nurse Practitioner, Physician Assistant, etc.). Provider recommendations through MyPharmAssist.org should be discussed with Customer’s Primary Care Provider for agreement and understanding by the entire healthcare team.

RELEASE OF INFORMATION AND PRIVACY NOTICE

The Provider may make and keep records of the Customer’s pharmacy services provided. The Provider safeguards those records and uses and discloses such records and any information they contain only in accordance with state and Federal privacy laws. Such uses and disclosures are described in detail in the Provider’s Notice of Privacy Practices.

FINANCIAL RESPONSIBILITY AND ASSIGNMENT OF BENEFITS

Responsibility for payment of services lies with the Customer. Payment for services through MyPharmAssist.org goes directly to the Provider. This payment should be inclusive for all services rendered through MyPharmAssist.org unless agreed upon separately by Provider and Customer. Billing of insurance does not take place through MyPharmAssist.org. Any issues regarding insurance billing for

medications or other services should be discussed directly with the Provider. Patient acknowledges full financial responsibility, and agrees to pay, all reasonable charges of Provider.

INFORMED CONSENT

There are potential risks associated with the use of video conferencing and quick questions. These risks may include, without limitation, the following:

1. Failure of technology which could result in poor video quality, difficult communication, and/or delay in meeting with Provider.
2. Failure of security protocols, which could cause a breach of privacy of personal medical information.
3. Provider lack of access to complete medical records may result in adverse drug interactions or allergic reactions or other negative outcomes.

By accepting this Agreement, Customer acknowledges understanding and agreement with the following:

1. Customer understands that the laws that protect privacy and the confidentiality of medical information also apply to video conferencing and quick questions. Please read Provider's Notice of Privacy Practices for more details.
2. Customer understands that video conferencing and quick questions may involve electronic communication of Customer's personal medical information.
3. Customer will provide medical information as requested by the Provider as this may be the only source of medical information used by the Provider.
4. Customer understands that Customer may expect the anticipated benefits from the use of video conferencing and quick questions, but that no results can be guaranteed or assured.
5. Customer agrees to release and hold harmless Provider from any loss of data or information due to technical failures associated with the video conferencing or quick question service.
6. Recording of the video conferencing visit by either Customer or Provider shall not occur unless agreed upon by both the Customer and the Provider.

Customer understands that all information will be part of Provider's medical record and available to Customer by printing the quick question or the summary from the video consult. This information will have the same restrictions on dissemination without your consent as defined in the Provider's Notice of Privacy Practices.

PATIENT CONSENT TO SERVICES

Customer has read and understands the information provided above regarding video conferencing and quick questions. Customer has asked any and all questions desired. These questions have been answered satisfactorily by Provider.

Customer understands the risks and benefits of video conferencing and quick questions and hereby gives informed consent to participate in a video conference or quick question service under the terms described herein.