

**Effective Date:** June 18, 2026

Welcome to Health Optimization ("Health Optimization," "we," "our," or "us"). These Terms and Conditions govern your use of our website, patient portal, telemedicine services, and any services provided by Health Optimization.

By accessing our website or scheduling an appointment, you agree to these Terms and Conditions.

## **1. Medical Services**

Health Optimization provides healthcare services through licensed medical professionals.

Medical advice is provided only after an appropriate evaluation by a licensed provider.

Information provided on this website is for informational purposes only and should not be considered medical advice or establish a provider-patient relationship.

## **2. Eligibility**

You must:

- Be at least 18 years of age, or have a parent or legal guardian participate when legally required.
- Provide accurate and complete information.
- Be physically located in a state where your treating provider is licensed at the time of each telemedicine visit.

Health Optimization reserves the right to decline services if legal or clinical requirements cannot be met.

## **3. Telemedicine**

By scheduling a telemedicine appointment, you acknowledge that:

- Telemedicine has benefits and limitations compared to in-person care.
- Technical interruptions may occur.
- You are responsible for ensuring you have appropriate internet access and a private location for your visit.
- Your identity and physical location will be verified before treatment.

Additional information regarding telemedicine is provided in our Telemedicine Consent.

## **4. No Guarantee of Treatment or Prescription**

Scheduling an appointment or paying for a consultation does not guarantee:

- A diagnosis
- A treatment plan
- Laboratory testing
- A prescription
- Prescription refills
- Continued treatment

Medical decisions are made solely at the discretion of the treating licensed provider based upon the patient's medical history, examination, laboratory findings, and applicable laws.

## **5. Prescription Policy**

If medically appropriate, prescriptions may be electronically transmitted to:

- Your preferred pharmacy, or
- A licensed partner compounding pharmacy.

Prescriptions are issued only following an appropriate medical evaluation.

Controlled substances are prescribed only when permitted by applicable federal and state laws and when clinically appropriate.

Health Optimization reserves the right to decline prescribing any medication.

## **6. Payment**

Payment for consultations is due according to the payment option selected during scheduling or at the time services are rendered.

Payment for a consultation does not guarantee that medication will be prescribed.

Medication costs are separate from provider consultation fees unless otherwise expressly stated.

Insurance coverage, deductibles, copayments, and coinsurance remain the patient's responsibility.

## **7. Cancellation and Missed Appointments**

Patients are encouraged to cancel or reschedule appointments as early as possible.

Failure to attend scheduled appointments or repeated late cancellations may result in missed appointment fees or dismissal from the practice, where permitted by law.

## **8. Patient Responsibilities**

Patients agree to:

- Provide complete and accurate medical information.
- Update changes in medications or medical history.
- Participate honestly during medical evaluations.
- Follow prescribed treatment recommendations.
- Notify the provider of adverse reactions or significant health changes.

Providing false or misleading information may result in termination of services.

## **9. Emergency Medical Conditions**

Health Optimization does not provide emergency medical care.

If you are experiencing:

- Chest pain
- Difficulty breathing
- Stroke symptoms
- Severe allergic reaction
- Suicidal thoughts
- Any other medical emergency

Call **911** or proceed to the nearest emergency department immediately.

Do not rely on electronic messaging or telemedicine for emergency care.

## **10. Patient Portal and Website**

Patients are responsible for maintaining the confidentiality of their login credentials.

Unauthorized use of another person's account is prohibited.

You agree not to:

- Attempt unauthorized access
- Introduce malicious software
- Interfere with website operation
- Misrepresent your identity

## **11. Privacy**

Your use of our services is subject to our:

- Privacy Policy
- Notice of Privacy Practices

Health Optimization complies with applicable federal and state privacy laws, including HIPAA where applicable.

## **12. Intellectual Property**

All website content, including text, graphics, logos, educational materials, and design elements, is the property of Health Optimization unless otherwise indicated.

Content may not be reproduced without written permission.

## **13. Third-Party Services**

Our website may link to third-party websites or utilize third-party vendors including:

- Electronic medical record providers
- Payment processors
- Laboratories
- Pharmacies

Health Optimization is not responsible for the privacy practices or content of third-party websites.

## **14. Limitation of Liability**

To the fullest extent permitted by law, Health Optimization shall not be liable for indirect, incidental, consequential, or special damages arising from use of the website or telemedicine services.

Nothing in these Terms limits liability where prohibited by applicable law.

## **15. Changes to Services**

Health Optimization reserves the right to:

- Modify services
- Change pricing
- Update policies
- Modify appointment availability
- Discontinue services

Changes become effective upon posting unless otherwise required by law.

## **16. Governing Law**

These Terms shall be governed by applicable federal law and the laws of the state governing the provider-patient relationship for the services provided.

## **17. Changes to These Terms**

Health Optimization may revise these Terms and Conditions at any time.

The updated version will be posted on this website with a revised effective date.

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

## **18. Contact Information**

Health Optimization

Website: <https://jordynolivernp.com>

Email: [mail@jordynolivernp.com](mailto:mail@jordynolivernp.com)

Questions regarding these Terms and Conditions may be submitted using the contact information above.