

Telehealth Informed Consent

Please review this consent carefully before your visit. By booking or attending a telehealth visit booked through MedScribe, you acknowledge and agree to the following.

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1. What Telehealth Is

Telehealth is the delivery of healthcare services using interactive audio and video technology instead of an in-person visit. Your clinician may use telehealth to evaluate your condition, discuss treatment options, order labs, prescribe medication when clinically appropriate, and provide follow-up care, in accordance with the licensing and practice standards of the jurisdiction where you are located at the time of the visit.

Clinical services are provided by licensed clinicians affiliated with the clinic where your appointment is booked (for example, NovoPath Medical). MedScribe provides the scheduling, communication, documentation, and payment software used by your clinic; it does not itself practice medicine or employ treating clinicians.

2. How Your Visit Works

- **Technology.** Visits take place over an encrypted, HIPAA-compliant video connection in your clinic's patient portal. You need a working camera, microphone, browser, and internet connection.
- **Your care team.** A licensed physician, nurse practitioner, or other licensed clinician will conduct your visit from a secure professional location.
- **AI assistance.** AI tools may assist with intake, scribing, summaries, and follow-up messages during your care. All AI-generated clinical content is reviewed by a qualified clinician before it becomes part of your record, and AI output never replaces clinician judgment.
- **Identity and location verification.** For your safety and to satisfy licensing rules, we verify your identity and ask you to confirm the state or province you are physically located in at the start of every visit.

3. What We Ask of You

- Be physically located in a state or province where your treating clinician is licensed at the time of the visit

- Attend from a quiet, private location where you can speak freely
- Use a device and connection that support video; tell your clinician immediately if quality degrades
- Provide accurate, complete health history and medication information
- Confirm which pharmacy you want prescriptions sent to

4. Risks and Limitations of Telehealth

- The evaluation cannot include a hands-on physical examination; your clinician may be unable to diagnose or treat conditions that require in-person assessment or testing
- Technology may fail: video or audio can degrade, drop, or delay evaluation or treatment
- Electronic transmission carries a small risk that information could be intercepted by unauthorized parties despite encryption safeguards
- Lack of access to your complete medical records may rarely result in errors or omissions
- Your clinician may determine mid-visit that telehealth is not appropriate and direct you to in-person or emergency care

5. Alternatives to Telehealth

You have the right to receive care in person instead of by telehealth. In-person care is available through your clinic and other local providers, and will not be withheld if you decline telehealth. Choosing or refusing telehealth will not affect your right to future treatment or care.

6. Emergencies

Telehealth Is Not an Emergency Service. Do not use telehealth, bots, or messaging for emergencies. If you are experiencing a medical emergency, including chest pain, difficulty breathing, stroke symptoms, severe bleeding, suicidal thoughts, or overdose, call 911 (or your local emergency number) or go to the nearest emergency department. In the US you can call or text 988 for suicide and crisis support.

7. Privacy and Security

Telehealth visits are encrypted in transit and at rest, and your visit content is protected health information governed by HIPAA and your clinic's Notice of Privacy Practices. While we apply administrative, physical, and technical safeguards, no electronic transmission is completely secure, and the risks described in Section 4 apply. You may request a copy of your records at any time through your clinic.

8. Recording Policy

Visits are not routinely recorded. If a visit is recorded for clinical documentation, quality assurance, or legal compliance, your clinician will tell you before recording begins, and recordings are stored securely as part of your medical record. You may not record visits without your clinician's written consent.

9. Prescriptions

If clinically indicated, your clinician may prescribe medication, which you can fill at a pharmacy of your choice. Prescriptions are issued only at your clinician's professional discretion after an appropriate evaluation; no prescription is guaranteed, and submitting payment for a visit does not entitle you to any specific medication. Please review our Prescription Policy (</prescription-policy>) for full details, including our controlled-substance requirements.

10. Billing and Financial Responsibility

Visit fees are charged by your clinic, which acts as the merchant of record for clinical services; payments are processed by Stripe as destination charges on behalf of the clinic, and MedScribe retains a platform fee for software and AI wellness services. Subscription plans for wellness bots and messaging features are charged by MedScribe separately from clinical visit fees. See our Funds Flow Diagram (</funds-flow>) for how payments move. You are responsible for visit fees regardless of whether a prescription is issued, consistent with our refund policy.

11. Your Right to Refuse or Withdraw Consent

Your consent to telehealth is voluntary. You may refuse or withdraw it at any time before or during a visit, without affecting your right to future care or treatment. If you withdraw consent mid-visit, your clinician will end the telehealth encounter safely and discuss in-person options with you.

12. Minors

Patients under 18 require a parent or legal guardian to book the visit, provide consent, confirm they have legal authority to make healthcare decisions for the child, and remain reachable during the visit. Clinicians may involve the minor and obtain their assent as required by applicable law.

13. Acknowledgement

By booking or attending a telehealth visit, you acknowledge that you have read and understood this consent, had the opportunity to ask questions, and agree to receive care via telehealth on these terms. This document reflects the consent your clinic captures electronically at check-in; a copy of the signed

consent is stored in your medical record with the date, time, and modality recorded.

Questions about this consent? Contact support@medskrybe.com. For clinical questions, contact your clinic directly.