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Revisions, changes, and updates: We may revise or update the information on the Websites, including these Terms of Use, without notice to you. Coastal Family Urgent Care may also make improvements and/or changes in products and/or add new features at any time without notice. We encourage you to periodically read these Terms of Use to see if there have been any changes to our policies that may affect you. Your continued use of our website will signify your continued agreement to these Terms and Conditions as they may be revised.

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Consent to Electronic Communications: By accepting these Terms and Conditions, you agree to receive essential communications by email. This information may include, but is not limited to, demographic information, billing information, and medical information. Please keep in mind communications via email over the internet is not secure. Although it is unlikely, there is a possibility information included in an email can be intercepted and read by other parties besides the person to whom it is addressed. These communications may include (but are not limited to): a message from a provider, a new lab test result, an appointment confirmation, site and service updates, emergency alerts and critical messages, and general health communications from providers. In addition, you may periodically receive online invitations to participate in member satisfaction and other types of surveys related to your experiences at Coastal Family Urgent Care. Your participation in such surveys is always optional. You may choose to opt out of this form of communication by emailing us at



info@coastalfamilyuc.com. Coastal Family Urgent Care has several tools that allow you to record and store information. You are responsible for taking all reasonable steps to ensure that no unauthorized person shall have access to your Coastal Family Urgent Care online password or account. It is your sole responsibility to (1) control the disclosure and use of your activation codes, password reset codes and password; (2) authorize, monitor, and control access to and use of your Coastal Family Urgent Care online account and password; and (3) promptly change your password if you feel it has become compromised; and (4) promptly email us at info@coastalfamilyuc.com if you need to deactivate an account entirely.

Consent to Telephone calls and Voicemails: You authorize Coastal Family Urgent care to provide any and all notices to you by telephone and leave voicemails on the phone number provided, which may contain your personal medical information. This information may include, but is not limited to, demographic information (patient name, date of birth, address, etc.), billing information, and medical information (appointment dates, diagnosis, medications, test results, etc.). You may choose to opt out of this form of communication by emailing us at info@coastalfamilyuc.com.

Consent to Telemedicine: Telemedicine is healthcare provided by any means other than a face-to-face visit. Medical and mental health information is used for diagnosis, consultation, treatment, therapy, follow-up, and education. Health information is exchanged interactively from one site to another through electronic communications. Telemedicine involves the exchange of medical health information in a technology-assisted format to provide remote clinical services to patients. Telephone consultation, videoconferencing, transmission of still images, e-health technologies, patient portals, and remote patient monitoring are all considered telemedicine services. Telemedicine communications carries some level of risk of breach of confidentiality, and it is important to use a secure network with any electronic exchange. Our telemedicine visits are typically performed through our HIPAA compliant electronic medical record platform. During public health emergencies, regulatory agencies may allow for telephone visits and telemedicine visits through platforms such as Skype to allow for greater access to medical care but may not provide a secure HIPAA-compliant platform. Electronic communication may also be used to communicate highly sensitive medical information. You understand you must take reasonable steps to protect the unauthorized use of electronic communications by others and the healthcare provider is not responsible for breaches of confidentiality caused by an independent third party or by you. Telemedicine services can only be provided to patients who are residing in the state of at the time of this service. The Health Insurance Portability and Accountability Act provides safeguards to protect your privacy and there are rules and restrictions on who may see or be notified of Protected Health Information. Information exchanged during your telemedicine visit will be maintained by the doctors, other healthcare providers, and healthcare facilities involved in your care and medical information, including medical records. These safeguards are governed by federal and state laws and will be maintained under the privacy rules and regulations required, including the right to access your own medical records. Your healthcare provider may choose to forward or request your information to an authorized third party such as your prescription medication history or insurance carrier for billing and treatment purposes. If there is any information you do not wish to be transmitted through electronic communications, please notify us at info@coastalfamilyuc.com. A medical evaluation via telemedicine may limit your healthcare provider's ability to fully diagnose a condition or disease. As a patient, you agree to accept responsibility for following your healthcare provider's recommendations—including further diagnostic testing or an in-office visit. You may opt out of the telemedicine visit at any time. This will not change your ability to receive future care at this office.

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You agree to provide true, accurate, complete, and correct information at the time of registration, and to promptly update this information as needed so that it remains true, accurate, complete, and correct.

Questions and Inquires: Please contact us with any questions or concerns regarding this Terms of Use at:

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