



VIDEO VISITS TERMS AND CONDITIONS

Florida Health Care Plans (FHCP) offers You Video Visits are through the service. EACH TIME YOU USE THE VIDEO VISIT SERVICE, YOU ARE (A) ACKNOWLEDGING THAT YOU HAVE READ AND UNDERSTAND THESE TERMS AND CONDITIONS; (B) AGREEING TO BE BOUND BY THESE TERMS AND CONDITIONS; (C) ACKNOWLEDGING THAT YOU ARE PRESENTLY LOCATED IN THE SAME STATE AS YOUR PROVIDER; AND (D) CONSENT TO RECEIVING A VIDEO VISIT. You consent to FHCP using geotracking software to provide such service. IF YOU DO NOT AGREE TO BE BOUND BY THIS AGREEMENT, YOU ARE NOT PERMITTED TO USE THE VIDEO VISIT SERVICE. FHCP reserves the right and discretion to revoke access to this service at any time. ELECTRONIC COMMUNICATION CANNOT SUBSTITUTE FOR A MEDICAL EVALUATION IN WHICH A PHYSICIAN OR OTHER QUALIFIED HEALTH PROVIDER TAKES A HISTORY FROM A PATIENT, CONDUCTS A PHYSICAL EXAMINATION, AND ORDERS AND INTERPRETS THE APPROPRIATE DIAGNOSTIC TESTS. ACCORDINGLY, PROVIDERS WILL OFFER TREATMENT VIA THIS PORTAL FOR A VIDEO VISIT ONLY FOR CERTAIN SYMPTOMS. AT ANY TIME DURING A VIDEO VISIT, A PROVIDER MAY TERMINATE THE VIDEO VISIT AND ADVISE THE PATIENT TO SEEK TREATMENT FROM AN IN-PERSON PROVIDER OR, IF IT APPEARS TO THE PROVIDER THAT THE SYMPTOMS DESCRIBED ARE EMERGENT, TO SEEK CARE AT THE CLOSEST EMERGENCY ROOM. IF YOU HAVE AN IMMEDIATE NEED, CALL YOUR PROVIDER'S OFFICE. IF IT IS AN EMERGENCY, CALL 911 OR GO TO THE NEAREST EMERGENCY ROOM. Do not participate in a video visit if you are outside the state in which your physician's practice is located. Our health care professionals are licensed in the jurisdictions in which their respective clinics are located. All of the terms and conditions contained in this Agreement continue to apply when accessing MyChart to initiate a video visit. Similarly, the terms and conditions set forth in any Notice of Privacy Practices, Privacy Policy, and Terms of Use apply to a video visit encounter.

FHCP uses computer software to monitor, audit, and log access and usage by all participants, including proxies.