

P R I M E

FOR MEMBERS

Telehealth Informed Consent

What telehealth care through PRIME is, what it is not, its benefits and limits, and what you agree to before a physician sees you.

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What telehealth means here

PRIME physicians see members by secure video, review information you provide in your portal (health profile, lab results, messages), and manage your care over time through a written protocol.

Telehealth is a way of delivering medical care; it is not a different kind of medicine. Your physician applies the same clinical standards they would in person, and will tell you when something needs an in-person examination, a laboratory draw, or an emergency department.

Benefits and limits

- Benefits: access to your physician without travel, continuity through a single care relationship, written protocols you can refer back to, and secure messaging for non-urgent questions.
- Limits: a video visit cannot replace every physical examination. Some conditions require in-person evaluation, imaging, or procedures that PRIME will coordinate but does not perform.
- Technology: video or connectivity can fail. If a visit is interrupted, your physician will attempt to reconnect or reschedule at no additional cost.

Not for emergencies

PRIME does not provide emergency care. If you believe you are having a medical emergency, call 911 or go to the nearest emergency department. Portal messages are read during business hours and are for non-urgent questions.

Where you are during a visit

Medical licensure is by state. You must be physically located in a state where your physician is licensed at the time of each visit. Your state of residence on file determines which physicians you can book; tell your physician if you are travelling at the time of a visit.

Prescriptions

A membership does not guarantee any prescription. Your physician decides, in their independent judgment and after evaluation, whether a medication is appropriate for you, and may decline to prescribe.

Some medications, including testosterone, are controlled substances subject to federal and state telemedicine rules, identity verification, and prescription-monitoring checks. Your physician will explain what applies to you.

Where a therapy is compounded rather than an FDA-approved product, or is being used outside its approved indication, your physician will tell you and the program page will say so.

Your information

Your health information is protected health information handled under HIPAA and PRIME's Notice of Privacy Practices. Access to your records is limited to your care team and is logged.

Video visits are not recorded by PRIME. Please do not record a visit without your physician's agreement.

Your rights

- You may withdraw this consent at any time by written notice to the practice; withdrawal does not affect care already provided.
- You may request your records, ask questions about any recommendation, and seek a second opinion.
- You may decline any recommended test or treatment.

What you are agreeing to

By accepting this consent in your portal you confirm that you have read it, that you are at least 18 years old, that the information you provide is accurate to the best of your knowledge, and that you consent to receive care from PRIME physicians by telehealth under the terms above.

PRIME · Physician-directed telehealth · This document is a plain-language draft prepared for review by healthcare counsel before adoption. The version accepted by a member or physician is recorded on their file.