

ALICE PLACE MEDICAL CARE SERVICES

1. Terms & Conditions

1.1 Agreement to Terms

By accessing this website and booking telemedicine or home visit services through Alice Medical Care Services, LLC (“we,” “us,” “our”), you (“you,” “the Patient”) agree to these Terms & Conditions, our Refund Policy, Privacy Policy, and Accessibility Statement (each located via footer links). Continued use constitutes acceptance. If you do not agree, do not use our services.

1.2 Description of Services

We offer:

- **Telemedicine consultations** via secure online video or audio.
- **Physician house-calls**, limited to patients located within approximately a 20-minute drive from our office (component based on modern best practices in house-call logistics)

Telemedicine and in-person visits may include medical assessment, prescriptions, referrals, and follow-up care based on physician discretion.

1.3 Eligibility & Consent

You represent that:

- You are age 18 or older (or that a parent/legal guardian consents and may book on behalf of a minor).
- You are a Texas resident and within our service radius for house-calls.
- You consent to telemedicine/e-visit conduct and agree to identity verification as needed.

1.4 Booking, Cancellation & No-Show

- Telemedicine appointments must be cancelled at least **24 hours** in advance to qualify for a full refund.
- House-call appointments cancelled less than **24 hours** prior may be charged a **travel/trip fee**, as detailed in the Refund Policy.
- **No-shows** without cancellation are charged in full.

1.5 Fees, Billing & Refunds

You agree to pay all charges due for your appointment type. See our **Refund Policy** for refunds, credits, and insurance claims. If insurance denies a claim, you are personally responsible for any outstanding balance not paid within 60 days.

ALICE PLACE MEDICAL CARE SERVICES

1.6 Insurance Submissions

For clients who provide valid insurance information, we will attempt to bill your insurer directly. Submission of claims does not guarantee full coverage. You may be billed for co-pays, co-insurance, and non-covered items.

1.7 Medical Disclaimer

Use of this site or our services does **not** create a physician-patient relationship. Our content is for informational purposes only and is not a substitute for in-person medical care, diagnosis, or treatment.

1.8 HIPAA, Privacy & Security

Your telemedicine and visit information is protected under HIPAA. As the U.S. Department of Health & Human Services (OCR) explains, “**telehealth appointments ... are protected by the Health Insurance Portability and Accountability Act of 1996 (HIPAA)**”, and we use encrypted, HIPAA-compliant platforms to safeguard your Protected Health Information (PHI)

1.9 Intellectual Property & Links

All site content (logos, text, images) is owned by us or our licensors. You may not reproduce or distribute site content without written permission. We do not endorse, and are not responsible for, content on linked third-party sites.

1.10 Limitation of Liability & Indemnification

To the fullest extent permitted by law, Alice Medical Care Services is not liable for indirect, incidental, or consequential damages. You agree to indemnify us against any claims arising from your misuse of the website or services.

1.11 Termination

We reserve the right to terminate or suspend your account and refuse service for violations of these Terms or repeated cancellations/no-shows.

1.12 Changes to Terms

We may update these Terms periodically. The “Last Updated” date above marks when changes take effect. Continued use after posting constitutes acceptance of the revised Terms.

1.13 Governing Law & Dispute Resolution

These Terms are governed by Texas law. Any dispute shall be resolved in Dallas County, Texas state or federal courts.

ALICE PLACE MEDICAL CARE SERVICES

2. Refund Policy

2.1 Telemedicine Consultations

- Full refund or credit if cancelled ≥ 24 hours before scheduled session.
- Cancellations between 2 and 24 hours: **50%** refund.
- Cancellations < 2 hours or no-show: **no refund**, full charge applies.

2.2 House-Call Visits

- Standard **travel fee** (e.g., \$85–125) non-refundable once dispatched.
- If cancelled ≥ 24 hours before physician departure, travel fee refunded.
- Cancellations < 24 hours or no-show: **full visit charge plus travel fee** applies.
- If physician arrives and patient misses or withdraws without notice, full fee applies.

2.3 Insurance Claim Denials

If your insurance provider denies coverage and we are unable to resubmit approval, you will be billed. We may issue refunds or credits at our discretion.

2.4 Non-Refundable Items

- Processing fees for appointment setups, prescription mailing, or test kits may be non-refundable based on vendor policies.
- Timed/online packages (e.g., subscriptions) may be prorated but non-refundable after service utilization.

2.5 How to Request a Refund

Email aliceplacemedical@outlook.com with “Refund Request,” your appointment date, and reason. We respond within 5 business days.

ALICE PLACE MEDICAL CARE SERVICES

Privacy Policy

3.1 Overview & Scope

This Privacy Policy explains how we collect, use, disclose, and protect your personal and health information when you use our website or services.

3.2 Information We Collect

- **Personal identity:** name, address, date of birth, email, phone.
- **Health information:** medical history, medications, symptoms, test results (Protected Health Information = PHI).
- **Technical data:** IP address, device type, browser, appointment logs.

3.3 HIPAA & PHI Protection

Alice Medical Care Services is a HIPAA-covered entity. We implement administrative, physical, and technical safeguards to ensure PHI confidentiality, integrity, and availability. We limit disclosures to the “minimum necessary” for treatment, payment, and operations. You may request a copy of our Notice of Privacy Practices at any time.

3.4 How We Use Your Information

Purpose	Explanation
Treatment	To diagnose and manage your care.
Payment	To bill insurance or process payment.
Healthcare operations	To improve service delivery, training, auditing.

We will not use or disclose your PHI for marketing or sale without written authorization.

3.5 Third-Party Service Providers

We may share your information with HIPAA-business associates, such as: telehealth platform vendors, billing processors, lab services. These vendors are contractually bound to protect your data and comply with HIPAA.

3.6 Cookies & Website Analytics

We use cookies and similar technologies to enhance your experience and to analyze website traffic using Google Analytics (anonymized), but we do **not** use third-party ad-tracking technology on patient intake or portal pages.

ALICE PLACE MEDICAL CARE SERVICES

3.7 Your Rights

Under HIPAA, you may:

- Request access or correction of your medical records.
- Request restrictions on certain uses or disclosures.
- Revoke authorizations (except where we relied upon them).
- Receive an electronic copy if requested.

Requests may be submitted in writing to aliceplacemedical@outlook.com. We respond within 30 days.

3.8 Data Retention & Security

We securely retain medical records for at least **6 years** (or as required under Texas law), in encrypted or secure formats. All e-PHI is encrypted at rest and in transit. We require workforce training on data protection and conduct periodic risk assessments.

3.9 Breach Notification

In the event of an unauthorized breach affecting your PHI, we will notify affected individuals and the U.S. Department of Health & Human Services as required by the HIPAA Breach Notification Rule.

ALICE PLACE MEDICAL CARE SERVICES

Accessibility Statement

Alice Medical Care Services is committed to making our digital content accessible to all users, including people with disabilities.

Following W3C-WAI guidance, “Accessibility statements should contain at least the following: A commitment to accessibility for people with disabilities; The accessibility standard applied; and Contact information in case users encounter problems”.

4.1 Standard Applied

We strive to comply with **Web Content Accessibility Guidelines (WCAG) 2.1 Level AA**, and our accessibility plan includes regular testing and remediation.

4.2 Ongoing Efforts

Our website undergoes audits to resolve issues like missing alt text, insufficient color contrast, inaccessible forms, etc. We continually assess new pages or features (e.g. telehealth portal, intake forms) for accessibility.

4.3 Known Issues

If you encounter features that you cannot use—such as a form that does not work with your assistive technology—please contact us, and we’ll make reasonable modifications promptly.

4.4 Feedback & Contact

- Email aliceplacemedical@outlook.com or call [469-756-7021](tel:469-756-7021) Please include as much detail as possible (page URL, browser/device type, issue). We aim to respond within 3 business days.

Paragraph last updated **August 4, 2025**.