

THIS ADDENDUM TO THE MASTER SUBSCRIPTION AGREEMENT (THE “ADDENDUM”) IS MADE BETWEEN THE CUSTOMER AND POINTCLICKCARE TECHNOLOGIES INC. DBA POINTCLICKCARE AND ITS AFFILIATED COMPANIES (COLLECTIVELY, “POINTCLICKCARE”) AND GOVERNS CUSTOMER’S USE OF, AND ACCESS TO, THE SERVICES DESCRIBED HEREIN.

CUSTOMER AGREES TO THE TERMS OF THIS ADDENDUM BY: (1) CLICKING A BOX INDICATING ACCEPTANCE, (2) EXECUTING AN ORDER FORM THAT REFERENCES THIS ADDENDUM, OR (3) USING THE SERVICES DESCRIBED HEREIN. THE INDIVIDUAL ACCEPTING THIS ADDENDUM ON BEHALF OF A COMPANY OR OTHER LEGAL ENTITY REPRESENTS THAT THEY HAVE THE AUTHORITY TO BIND SUCH ENTITY AND ITS AFFILIATES TO THESE TERMS AND CONDITIONS. THE TERM “CUSTOMER” SHALL REFER TO SUCH ENTITY AND ITS AFFILIATES. IF THE INDIVIDUAL ACCEPTING THIS ADDENDUM DOES NOT HAVE SUCH AUTHORITY, OR DOES NOT AGREE WITH THESE TERMS AND CONDITIONS, SUCH INDIVIDUAL MUST NOT ACCEPT THIS ADDENDUM AND MAY NOT USE THE SERVICES.

This Addendum was last updated on January 06, 2025. It is effective between Customer and PointClickCare as of the date of Customer’s acceptance of this Addendum (the “**Effective Date**”). By electronically accepting this Addendum, you acknowledge that you have read, understood, and agreed to be bound by its terms and conditions.

Customer may subscribe for the use of any one or more of the following PointClickCare’s services (i) Sound Physicians Telemedicine services available via PointClickCare and offered by Sound Physicians Telemedicine, Inc. (a third party who arranges for telemedicine services from its affiliated telemedicine providers) (“**SPTELE**”) through an API connection (the “**SPTELE Service**”); or (ii) PointClickCare’s virtual health solution powered by PointClickCare and its partner, SPTELE (the “**PointClickCare’s Virtual Health Solution**”), (collectively the “**Products**”). The Products are intended to offer skilled nursing facilities embedded, full service 24/7 telemedicine services from telemedicine providers affiliated with and arranged through SPTELE (“**Clinical Services**”). The description of such Clinical Services is set forth in Appendix A hereto.

Customer further acknowledges that Sound Physicians Long Term Care Management, LLC (“**SPLTCM**”) is an accountable care organization (an “**ACO**”) participating in the CMS Medicare Shared Savings Program (the “**MSSP**”). SPLTCM has determined to assist certain SNF facilities in the Customer’s organization that are participating in the SPLTCM ACO to have access to the high quality, cost effective virtual care Services provided by SPTELE by removing any perceived barrier due to the monthly operating costs for the PointClickCare Virtual Health Solution by paying all of the monthly subscription fee, in accordance with Section 4 of this Addendum, that PointClickCare charges to Customer’s who participate in the SPLTCM ACO and who meet the qualifications to participate in the SPLTCM Telemedicine Advantage Program, entered into by the Customer directly with SPLTCM.

Capitalized terms used but not defined in this Addendum shall have the meanings set out in the MSA. The terms and conditions of this Addendum are incorporated by reference into the MSA. In

the event of conflict between this Addendum and the MSA, the terms and conditions of this Addendum shall prevail.

## Customer's Acknowledgments and Agreements

1. **Product Availability.** Subject to Customer's acceptance of this Addendum, Order Form(s), and the SOW for professional services, as applicable, PointClickCare shall make the SPTELE Service available to the Customer beginning on the date of PointClickCare's countersignature to this Addendum and continuing until PointClickCare provides written notice to the Customer of the PointClickCare's Virtual Health Solution availability date (the "***Interim SPTELE Service Period***"). Unless, in PointClickCare's sole discretion the Interim SPTELE Service Period is extended for the Customer, following the end of the Interim SPTELE Service Period (in accordance with PointClickCare's written notice), the SPTELE Service shall automatically convert to the PointClickCare's Virtual Health Solution, unless Customer provides PointClickCare with thirty (30) days written notice prior to the end of the Interim SPTELE Service Period of its intent to terminate the subscriptions for the Products.
2. **Geographic Limitation.** Customer acknowledges and understands the SPTELE Service will initially be available and enabled in the following limited U.S. jurisdictions until PointClickCare's Virtual Health Solution becomes available elsewhere upon notification to Customer from PointClickCare:

Arizona	North Carolina	Kentucky
California	Ohio	Kansas
Colorado	Oklahoma	Indiana
Florida	Alabama	Pennsylvania
Illinois	South Carolina	Connecticut
Iowa	Tennessee	Minnesota
Michigan	Texas	Mississippi
Missouri	Washington	West Virginia
Georgia	Wisconsin	New York*
New Jersey	Virginia	

\*Prescribing Class II narcotics using the Products is not permitted due to state regulations in New York

3. **Customer Acknowledgements and Obligations.** Customer hereby understands, acknowledges, and agrees that:
  - 3.1. Customer desires to engage SPTELE via PointClickCare to provide remote professional medical services (as described in Appendix A) via the Products on a subcontracted basis through one or more of its affiliates to those patients admitted for treatment at Customer facility ("***Patients***") by way of certain telecommunications technologies, software, and equipment. Such services shall be provided by physicians, nurse practitioners, and physician assistants (collectively, "***Practitioners***") who are duly licensed in the State in which Customer facility is located and contracted by SPTELE to provide the remote professional medical services.
  - 3.2. The Products will involve the bi-directional transfer of information (including Protected Health Information ("***PHI***")) between Customer's facility or facilities and PointClickCare and its partners, including SPTELE. Customer unconditionally consents to the transfer of PHI from its facility (or facilities) to PointClickCare, and its partners, including SPTELE, and receipt of PHI therefrom, as needed to support the Products.
  - 3.3. Customer represents and warrants that it is solely responsible for obtaining all necessary consents from Patients for the access, use, disclosure, or transmittal of PHI and delivery of treatment using the telemedicine Products, substantially in the form of Appendix D attached hereto, prior to the provision and use of the Clinical Services, and that it shall retain records of such consents available to PointClickCare and SPTELE at their reasonable requests for audit and to satisfy regulatory requirements.
  - 3.4. Customer is responsible (not PointClickCare) for ensuring it has sufficient internal processes to verify physician credential status, including by not limited to verification of information such as state or local licensing, before provisioning user profiles in their database for PointClickCare's Virtual Health Solution.
  - 3.5. Customer shall provide a telemedicine device in accordance with Appendix B, which shall be used by Customer for the receipt of the Clinical Services. Customer's personnel shall be responsible for ensuring the telemedicine device is made available to a Patient for telemedicine Practitioners to perform the services. Customer shall be solely responsible for maintenance and reliability of such equipment.
  - 3.6. Customer accepts the terms of services and obligations as described in Appendix C.
  - 3.7. In order for PointClickCare and SPTELE to support, maintain, enhance and add new features to the Products, PointClickCare and/or its partners, including SPTELE may need the ability to:

- i. use and disclose PHI to perform its obligations to deliver, and receive payment for, Clinical Services, for health care operations relating to the delivery of Clinical Services, for its own proper management and administration, and/or to carry out its legal responsibilities;
- ii. use and disclose PHI to perform data analytics to evaluate how its Product(s) are utilized, used and to improve its product offerings;
- iii. de-identify the PHI and/or aggregate data derived from the PHI of Customer's Patients; and,
- iv. store a copy of the PHI of Customer's Patients in a separate environment (i.e., outside of Customer's database) under PointClickCare's control (for greater clarification, no customers shall have access to any such environment) where such data shall reside in a data pool, so it can be used in conjunction with copies of the PHI of other customers' Patients (e.g., for benchmarking purposes).

If PointClickCare discloses PHI to a third party for the above listed reasons, unless such disclosure is required by law, prior to making any such disclosure, PointClickCare must obtain: (a) reasonable assurances from the receiving party that such PHI will be held and remain confidential and be used and further disclosed only as required by law or for the purposes for which it was disclosed to such receiving party; and (b) an agreement from such receiving party to notify PointClickCare promptly of any instances of which it is aware in which the confidentiality of the PHI has been breached or otherwise compromised. Without limiting the foregoing, PointClickCare may permit access to the system by PointClickCare's contracted system developers under appropriate confidentiality agreements. In accordance with Section 3.3 of this Addendum, Customer agrees that it is solely responsible for obtaining all necessary consents to ensure that every applicable individual's data may be accessed and used for the Products.

- 3.8. If a Customer facility has entered into a participant agreement with the ACO offered by SPLTCM and meets other eligibility requirements established by the SPLTCM ACO through its SNF Telemedicine Advantage Program, the applicable subscription fees will be paid for by SPLTCM and not invoiced to Customer, in accordance with Section 4 of this Addendum. Such subsidization of the subscription fees is provided by the SPLTCM to ensure that patients of the Customer facility attributed to the ACO have timely access to care in furtherance of the ACO's purposes. Details and confirmation of the SNF Telemedicine Advantage Program and any Customer facility's qualification for such subsidy under the SNF Telemedicine Advantage Program will be provided by SPLTCM to Customer directly, for the avoidance of doubt, PointClickCare is not a party to any agreement(s) directly between Customer and SPLTCM.

## 4. Invoicing and Payment.

- 4.1. PointClickCare shall invoice SPLTCM ACO in accordance with the relevant Order Form signed by the Customer and the terms specified therein for the period Customer is an active participant in the SPLTCM SNF Telemedicine Advantage Program (the “**SPLTCM ACO Payment Period**”).
- 4.2. Upon PointClickCare’s receipt of written notice from SPLTCM ACO indicating that one or more customer facilities are no longer active participants in the SPLTCM SNF Telemedicine Advantage Program, all corresponding and applicable subscription fees for the PointClickCare Virtual Health Solution shall automatically convert to paid monthly subscriptions payable by the Customer (without the requirement for new Order Forms) at the then-current list price, unless the Customer provides PointClickCare with thirty (30) days written notice of its intent to terminate the PointClickCare Virtual Health Solution subscription prior to the end of the SPLTCM ACO Payment Period.
- 4.3. For the avoidance of doubt, all Customer facilities that are not active in the SPLTCM SNF Telemedicine Advantage Program but are subscribed to PointClickCare’s Virtual Health Solution will be invoiced to Customer in accordance with the standard payment terms of the MSA.
- 4.4. If Customer reasonably and in good faith disputes any fees, Customer must provide PointClickCare with written notice of such dispute within 30 days of the applicable invoice date, after which period Customer’s right of dispute expires. Customer must cooperate diligently with PointClickCare to resolve the dispute and pay all undisputed fees when due.

5. Indemnification. Customer, and not PointClickCare, shall be fully responsible for any uses made of the Products or any other PointClickCare service by Customer, its agents, employees, and representatives, and for the consequences of any decisions made or actions taken or not taken based in whole or in part thereon. PointClickCare is not a health care provider and does not provide medical advice. Therefore, with regard to any third-party threatened or asserted claims or actions, including for personal injury, tort, medical malpractice, or for other acts, errors, or omissions in the delivery of medical care or medical information, or that otherwise arise out of or are in any way connected with Customer’s or its affiliates’ access to or use of the Products (or any other PointClickCare service) or delivery of medical care (a “**Medical Claim**”), Customer shall indemnify, hold harmless and defend PointClickCare and its officers, directors, employees, agents, and subcontractors, including but not limited to, partners, suppliers, and licensors retained by PointClickCare to provide services or products directly to Customer or indirectly through incorporation of their services or products in PointClickCare’s services and products, from and against any such claims, including but not limited to Medical Claims, and against any and all losses, damages, expenses (including reasonable attorneys’ and expert fees), claims,

liabilities, suits, or actions resulting therefrom, whether or not such claims or Medical Claims are foreseeable as at the effective date hereof, UNLESS, AND TO THE EXTENT THAT, SUCH CLAIMS RESULT FROM NEGLIGENT ACTS OR OMISSIONS BY POINTCLICKCARE (OR ITS OFFICERS, DIRECTORS, EMPLOYEES, PARTNERS, SUPPLIERS, LICENSORS, AGENTS OR SUBCONTRACTORS).

6. **Hold Harmless.** As described in Section 3.3 of this Addendum, Customer agrees that it is solely responsible for obtaining and retaining all necessary consents from individuals for the access, use, disclosure, or transmittal of PHI the use of the Products. If Customer fails to obtain and retain adequate consent, Customer shall hold PointClickCare and its partners harmless from any and all adverse expenses, damages or losses which may result from using or disclosing an individual's PHI in relation to the use of the Products. Customer further acknowledges that, if Customer grants an individual's request to omit or delete his/her data from the Products, the only way for PointClickCare to honor that request would be to remove the copy of Customer's entire data set from the Products, and Customer may no longer be able to use the Products effectively. In such an event, Customer shall hold PointClickCare and its partners harmless from any and all adverse expenses, damages or losses which may result from Customer's inability to continue using the Products.
7. **Representations and Warranties.** Neither PointClickCare, or its partners, shall assume responsibility for: (i) any compromise, loss, delay, alteration, or interception of Customer's data during the transmission of any data across computer networks or telecommunication facilities (including but not limited to the internet) that are not owned or operated by PointClickCare, or its partners, suppliers, licensors, agents or subcontractors; or (ii) the reliability or performance of any connections, computer networks, or telecommunications facilities (including but not limited to the internet) that are not owned or operated by PointClickCare, or its partners, suppliers, licensors, agents or subcontractors. The Products are provided on an "as is" basis, and PointClickCare and its partners make no, and expressly disclaims to the fullest extent permitted by applicable law any and all warranties of any kind, whether express or implied, including, without limitation, any implied warranties of merchantability, fitness for a particular purpose, non-infringement and, with respect to accuracy of information transmitted using the Products (including with respect to the accuracy, manner of use, disclosure, integrity and loss thereof), and third party software and open source software and customer software (without regard in the case of each of the foregoing software to whether such software was recommended or incorporated into the Products).
8. **Limitation on Filing Claims.** No claim against PointClickCare or its partners, suppliers, licensors, agents or subcontractors of any kind, under any circumstances, whether in relation to the Products or any other PointClickCare service, shall/may be filed more than one (1) year after Customer knows of, or in the exercise of reasonable care could know of, such claim or an act or omission of PointClickCare or its partners, suppliers, licensors, agents or subcontractors that would give rise to such claim.

## Miscellaneous Provisions

- 9. Independent Contractor.** PointClickCare's relationship with Customer shall be that of an independent contractor. PointClickCare reserves the right to use third parties, including SPTELE (who are under a covenant of confidentiality with PointClickCare), including to assist with any related support services, configuration, implementation, and development processes for the Products. In no event shall either party be liable for the debts or obligations of the other party. Customer shall not have any control or direction over the methods by which PointClickCare performs any professional responsibilities hereunder.
- 10. Assignment and Third-Party Beneficiaries.** Customer may not assign any of its rights or obligations hereunder, whether by operation of law or otherwise, without the prior written consent of PointClickCare (not to be unreasonably withheld). PointClickCare's partner, SPTELE, shall be a third-party beneficiary of this Addendum and entitled to enforce its terms.
- 11. Severability.** If any provision of this Addendum is held by a court of competent jurisdiction to be contrary to law or invalid or unenforceable to any extent or in any context, the offending provision shall be modified by the court and interpreted so as to accomplish the objectives of the original provision to the fullest extent permitted by law, and the remaining provisions of this Addendum shall remain in effect and be severable and shall not be affected by any such determination of invalidity.
- 12. No Waiver.** The failure of either party to require the performance of any item or obligation of this Addendum, or the waiver by either party of any breach of this Addendum, shall not act as a bar to subsequent enforcement of such term or obligation or be deemed a waiver of any subsequent breach.
- 13. Amendment.** This Addendum may not be changed, modified, amended, or supplemented except by a written instrument signed by Customer and PointClickCare.
- 14. Principles of Construction.** In the event of a conflict between the provisions of this Addendum and those of the underlying MSA, the provisions of this Addendum shall prevail. Except as expressly modified by this Addendum, all terms and conditions of the MSA shall remain in full force and effect. PointClickCare reserves the right to amend the terms of this Addendum for reasons related to legal, regulatory, technical, or operational requirements, upon providing sixty (60) days' prior notice to the Customer. Such notice may be delivered via posting within the service, in-product notifications, email notification or as otherwise permitted under the MSA. If the Customer does not consent to the amended terms or services, the Customer may terminate this Addendum, including its use of the PointClickCare Virtual Health Solution, without liability or penalty, in accordance with the termination for convenience provisions of the MSA. Customer's continued access to, or use of, the PointClickCare Virtual Health Solution after such notice period constitutes acceptance of such changes.



- 15. No Construction Against Drafter.** Each party to this Addendum hereby acknowledges that it has been advised of its right to engage independent legal counsel of its own selection in connection with the review and execution of this Addendum. As such, no party hereto shall be considered to be the drafter of this Addendum or any paragraph or term hereof and no presumption shall apply to any party as the “drafter.” Each party understands the advisability of seeking legal counsel and/or other professional advisors to review the Addendum, and has exercised its own judgment in this regard, and has relied on its own professional advisors when evaluating the propriety and legality of the Addendum and the Products provided.
- 16. Headings.** The heading of any Section or subsection contained in this Addendum is for convenience only and shall not be deemed a part of this Addendum or a representation as to the contents of the same.



**APPENDIX A****SPTELE CLINICAL SERVICES**

SPTELE, through use of certain telecommunications technologies, software and equipment, and integrated with the Products, shall provide remote professional medical services on a subcontracted basis to Patients admitted for treatment at Customer's facilities through Practitioners who are duly licensed in the state in which the Customer's facilities are located. The Clinical Services provided to Customer hereunder shall include telemedicine escalation services through which:

- i. A virtual Practitioner is available by phone or video to address changes in the clinical condition of Customer's Patients, as well as to respond to clinical questions or concerns raised by Customer staff.
- ii. In the event that a Patient must return to an acute setting, the virtual Practitioner shall communicate with the care team at such acute setting.
- iii. The virtual Practitioner shall provide medical consultation documentation via Customer's acceptable and available methods.
- iv. SPTELE shall collaborate with Customer on data collection, analysis, and reporting of service specific metrics.

Escalation services are available to be provided to Patients on a 24/7/365 basis.

**APPENDIX B****TELEMEDICINE DEVICES**

Customer shall provide its own telemedicine device(s). Such telemedicine device shall meet the specifications below.

**SPTELE Virtual Care Platform (VCP) Operating System and Device Requirements:**

SPTELE's Virtual Care Platform (VCP) is a cloud-based solution and is accessed by users via a web browser on a video device. While there are options for video device selection, SPTELE has a preferred video device package listed below, including an optional digital stethoscope.

**Preferred Video Device Package:**

- i. iPad 7th Generation or Greater
- ii. Wi-Fi enabled

**Tablet Minimum Specifications:**

- i. Browser
  - (i) iOS/Apple - Safari
  - (ii) Android - Chrome/Firefox
- ii. Display size of 10" or greater
- iii. Wi-Fi enabled

**Laptop Computer Minimum Specifications:**

- i. Webcam (built-in) 720 dpi or greater
- ii. Windows 10+
- iii. Bluetooth
- iv. Wi-Fi enabled

**Supported Computer Browsers:**

- i. Chrome
- ii. Firefox
- iii. Safari

**APPENDIX C****SERVICES AND OBLIGATIONS OF CUSTOMER**

1. Customer shall use the telemedicine technology and telemedicine device to enable Practitioners to render the Clinical Services for the benefit of the Patients. Customer's personnel will request Clinical Services for Patients in accordance with established operational guidelines updated from time to time, including providing requested patient information and access to appropriate Customer and SPTELE support staff.
2. SPTELE agrees that patient medical records at all times shall be and remain the property of Customer but shall be readily accessible to SPTELE and the Practitioners at all times for patient care, accounting, billing, and otherwise in connection with the provision of the Clinical Services hereunder, including through remote access to Customer's "point and click" system or electronic medical record, if any.
3. Prior to the provision of Clinical Services to a Patient, Customer shall obtain appropriate informed consent from the Patient to receive Clinical Services through the Product.
4. Customer acknowledges that nothing in this Appendix or the Addendum shall be construed as giving PointClickCare, SPTELE or Customer control over the professional judgment of any Practitioner, and each Practitioner shall make his or her own medical, professional, and ethical decisions with regard to the diagnosis and treatment of his or her patients. This Appendix and the Addendum shall not be construed to alter any Practitioner's relationship with his or her patients nor to interfere with any Practitioner's ability to provide services acceptable under current medical, professional, and ethical standards. The final decision to provide or receive professional medical services will, at all times, be made by the Practitioner and his or her patient.
5. Customer shall provide SPTELE's current notice of privacy practices, which SPTELE shall provide to Customer as needed, to Patients to which SPTELE provides Clinical Services.
6. Customer shall have an appropriate healthcare provider (physician, NP, PA, RN, or LPN) available to the Patient at the time of the consult to assist with the history and physical exam of Patients receiving clinical services.
7. As part of SPTELE's overall performance improvement program, SPTELE may request agreed-upon data from Customer to drive certain agreed-upon initiatives. SPTELE and Customer agree to confer, prior to any undertaking, to agree on the undertaking and the data set frequency, form, and content.
8. Customer recognizes that Practitioners will not be physically located within the Customer and, as a consequence, will not be required to perform any onsite duties or requirements that are

generally unable to be performed when physicians are not physically located at Customer (e.g., the certification of health status via physical exam or testing for communicable diseases).

9. Customer acknowledges that it has no ownership interests or rights with respect to the telemedicine technology or any software or hardware associated with the telemedicine technology. Customer shall not: (i) access or use the telemedicine technology other than as directed by SPTELE or SPTELE's technology provider; (ii) make available the telemedicine technology, or any features or functionality of the telemedicine technology, to any third party for any reason; (iii) remove, disable, circumvent, or otherwise create or implement any workaround to any copy protection, rights management, or security features in or protecting the telemedicine technology; (iv) copy, convert, translate, reverse engineer, disassemble, decompile, decode, or otherwise attempt to derive or gain access to the source code of the telemedicine technology or any part thereof; (v) use the telemedicine technology in a manner that delays, restricts, impairs, or interferes with the accessibility or functionality of the telemedicine technology or that, without SPTELE's or its licensor's prior written consent, tests or compromises the security or integrity of any data, system, equipment or software of SPTELE or its vendors; (vi) enter data in the telemedicine technology that is threatening, harmful, lewd, offensive, defamatory, or that injures, violates or infringes the rights of others; (vii) use the telemedicine technology in a manner that does not comply with its applicable technical specification or any applicable law or regulation; or (viii) remove, delete, alter, or obscure any trademarks or any copyright, trademark, patent, or other intellectual property or proprietary rights notices from the telemedicine technology, including any copy thereof.
10. Customer personnel shall be responsible for ensuring the telemedicine device provided by Customer is moved to a Patient and available for SPTELE Practitioners to perform the Clinical Services. Customer shall be responsible for maintenance and reliability of such equipment. If Customer desires the use of any peripheral(s) (e.g., stethoscope) in addition to the telemedicine device, Customer shall pay an additional fee for the cost of such peripheral(s).
11. Customer agrees to ensure that each Patient (or agent) authorizes an assignment of benefits that permits billing and direct payment to SPTELE on behalf of SPTELE Practitioners providing Clinical Services to the Patient at the Customer of any insurance and any government program benefits otherwise payable to the Patient (or agent). Customer further agrees to cooperate with SPTELE, provide information necessary to permit SPTELE to bill for its provision of Clinical Services, including, without limitation, current demographic and clinical information, and exchange information with SPTELE relating to coordination of benefits or subrogation claims with respect to any Patient for whom a Practitioner has rendered Clinical Services pursuant to the Addendum. SPTELE, through its affiliates, agrees to accept such assignment and bill directly for the Clinical Services performed by SPTELE Practitioners.

**EXHIBIT D****PATIENT CONSENT****For Customer Informational Purposes Only****INFORMED CONSENT FOR YOUR TELEMEDICINE VISIT**

Telemedicine involves the use of electronic communications to allow health care providers at different locations to obtain individual patient medical information for the purpose of improving and providing patient care. Providers may include primary care practitioners, specialists, and/or subspecialists. The information exchanged may be used for diagnosis, therapy, follow-up, data analytics and/or education. Telemedicine is provided using many different means of technology, including two-way audio or video communication, remote patient monitoring, and mobile health. Please ask if you have any specific questions regarding the technology used during your visit.

Electronic systems used for your visit incorporate network and software security protocols in compliance with HIPAA to protect the confidentiality of patient identification and imaging data. These measures will be used to safeguard the data and to ensure its integrity against intentional or unintentional corruption.

**Benefits of Telemedicine**

The potential benefits of a telemedicine consultation include the following:

- i. You may not need to travel to a distant specialist/consultant location.
- ii. You have access to a specialist you may not otherwise be able to see.
- iii. Your health care providers can provide more efficient medical evaluation and management.

**Risks of Telemedicine**

Although uncommon, there are potential risks to telemedicine that are in addition to the risks associated with any medical care. These risks may include, but are not limited to:

- i. In rare cases, information transmitted may not be sufficient (e.g., poor resolution of images) to allow for appropriate medical decision making by the health care providers.
- ii. Delays in medical evaluation and treatment could occur due to deficiencies or failures of the equipment.
- iii. In very rare instances, security protocols could fail, causing a breach of privacy of personal medical information.

You or your health care provider(s) may discontinue the telemedicine visit if it is felt that the technology connections are not adequate for your situation, in which case continued care may mean traveling to the location of the distant health care provider. There are procedures in place in case of technical breakdown or clinical emergencies.

**For Customer Informational Purposes Only****INFORMED CONSENT FOR YOUR TELEMEDICINE VISIT****By Signing This Telemedicine Consent Form:**

I understand that my health care provider is located at a distant location but that some parts of my exam may be conducted by individuals at my location at the direction of the distant health care provider.

I understand that there may be individuals working with or near the distant health care provider who I may not see on any video conference or hear on any audio conference and understand these individuals are bound to the same confidentiality standards as my health care provider.

I understand that I have the right to withhold or withdraw my consent to the use of telemedicine in the course of my care at any time, without affecting my right to future care or treatment.

I understand that telemedicine may involve electronic communication of my personal medical information to other medical practitioners who may be located in other areas, including out of state.

I understand that it is my duty to inform my health care provider of electronic interactions regarding my care that I may have with other health care providers.

I understand that I may expect the anticipated benefits from the use of telemedicine in my care, but that no results can be guaranteed or assured.

I have read and understand the information provided above regarding telemedicine, have discussed it with my health care provider or such assistants as may be designated, and all of my questions have been answered to my satisfaction. I hereby give my informed consent for the use of telemedicine in my medical care.