



SWORD HEALTH

Informed Consent



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Terms capitalized but not defined herein have the same meanings as defined in SWORD's [Terms of Use](#).

Services

The Professionals at SWORD Health Professionals use telehealth to provide healthcare services. Telehealth involves the use of electronic communications to enable healthcare providers to use interactive audio and video technologies to exchange health and medical information from one site to another for the purpose of treatment or patient care. You should seek emergency help or care as recommended by a Professional or when otherwise needed, and continue to consult with your primary care physician as required. Professionals may use the following information to provide you with services: information and medical history you provide, your medical records, images, information gathered during your visits, and output data collected by SWORD's Digital Therapist.

There are benefits to using telehealth, including increased access to a Professional, reduced costs to receive care, and the ability to obtain the expert care of a distant Professional.

As with any service, there are potential risks associated with the use of technology. These risks may include, but are not limited to:

- In some cases, the information, images, or resolution of images transmitted may be insufficient for healthcare decision making;
- Disruptions in connection and treatment can occur due to failures of the electronic equipment or internet connection. If this happens, SWORD or a Professional may contact you by phone or other means of communication.
- Although SWORD utilizes strong security protocols, in rare instances these protocols can fail, which could result a breach of privacy and confidentiality.

- In rare situations, a lack of access to complete medical records may result in unintended errors in treatment.

By using the telehealth services, you understand and agree with the following:

- You and your Professional will not be in the same room.
- We may share information about the health care services you receive from us with your health insurance company, subject to the terms in our [Privacy Notice](#).
- You have the right to access your records, subject to the terms in our [Privacy Notice](#).
- You understand that you have the right to withhold or withdraw this consent in the course of your care at any time by emailing help@swordhealth.com.
- The Professional may perform a physical examination through the SWORD technologies.
- If your health insurance coverage does not pay the charges for your Services in full, you may be fully or partially responsible for payment.
- Our Professionals may share your health records with other health care providers for purposes relating to the provision, coordination or management of your healthcare so that we can meet your healthcare needs. This may include information relating to genetic tests, substance abuse, mental health, communicable diseases and other health conditions, subject to the terms in the SWORD [Privacy Notice](#).
- We may determine that our Services are not appropriate for some or all of your treatment needs and may elect not to provide clinical services to you through the Sites.
- With your permission, your Professional may record the video conference consultations and telephone calls for quality assurance.
- No results can be guaranteed or assured.
- You have the right to stop using telehealth at any time, even during a telehealth visit. If you no longer wish to use telehealth, you will still have access to our Services, subject to your continued compliance with our [Terms of Use](#). If you decide you do not want to use telehealth again, you can revoke your consent by contacting our Support team at support@swordhealth.com.

Communications

You can send messages to a Professional by contacting our Support team at support@swordhealth.com. Emails to Support or a Professional may not be returned immediately. If you are experiencing a medical emergency, you should call 911 or go to the nearest emergency room.

I HAVE READ AND UNDERSTAND THE INFORMATION PROVIDED ABOVE, AND UNDERSTAND THE RISKS AND BENEFITS OF RECEIVING TELEHEALTH SERVICES. AND BY CLICKING THE "AGREE" BUTTON I HEREBY GIVE MY VOLUNTARY AND INFORMED CONSENT TO PARTICIPATE IN A TELEHEALTH VISIT UNDER THE TERMS DESCRIBED HEREIN AND AM CONSENTING TO RECEIVING CARE FROM SWORD HEALTH PROFESSIONALS THROUGH THE TELEHEALTH SERVICE.

SWORD Health Professionals provide clinical services through a group of independently owned professional practices consisting of Sword Health Care Providers, P.A., SWORD Health Care Providers of NJ, P.C., and SWORD Health Care Physical Therapy Providers of CA, P.C, collectively known as "SWORD Health Professionals."



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