

# Terms and Conditions

**Effective Date:** \_\_05/13/2026\_\_\_\_\_

**Last Updated:** \_\_\_\_\_

Welcome to MEKS TOTAL CARE (“Practice,” “we,” “our,” or “us”). These Terms and Conditions govern your use of our website, Telehealth platform, services, communications, and medical care.

By accessing this website or using our services, you agree to these Terms and Conditions.

## 1. Medical Services

MEKS TOTAL CARE provides Telehealth and related healthcare services, including but not limited to:

- ADHD evaluation and treatment
- Mental health services
- General medical care
- Hypertension management
- Diabetes management
- Weight management
- Hormone therapy
- Preventive care
- Medication management

Services are provided by licensed healthcare professionals in jurisdictions where they are authorized to practice.

Use of this website does not establish a provider-patient relationship until:

- Appropriate registration is completed,
- Medical information is reviewed,
- Identity verification is completed when required, and
- A provider agrees to provide care.

## 2. Telehealth Consent

By using our services, you consent to receive healthcare through telemedicine technologies, including video visits, electronic communications, messaging, and remote prescribing where legally permitted.

You understand that:

- Telehealth has limitations compared to in-person care.
- Technical failures may interrupt services.
- Certain conditions may require in-person evaluation.
- Emergency conditions should not be treated through this platform.

If you are experiencing a medical emergency, call emergency services immediately or go to the nearest emergency room.

### **3. Controlled Substance Prescribing**

Certain treatments, including ADHD management, may involve controlled substances regulated under federal and state law.

Patients seeking controlled substance prescriptions agree to:

- Provide accurate medical history and pharmacy information.
- Complete identity verification when requested.
- Participate in drug screening, laboratory testing, pill counts, or treatment monitoring if required.
- Use one designated pharmacy unless otherwise approved.
- Avoid obtaining controlled substances from multiple providers without disclosure.
- Attend follow-up appointments as required.
- Comply with all treatment agreements and prescribing policies.

We reserve the right to:

- Decline or discontinue prescribing controlled substances at any time based on medical judgment, safety concerns, noncompliance, suspected misuse, diversion concerns, or legal/regulatory requirements.
- Require in-person evaluations when clinically or legally necessary.
- Review Prescription Drug Monitoring Program (PDMP) databases as permitted by law.

Prescription approval is never guaranteed.

### **4. No Emergency Services**

Our services are not intended for:

- Medical emergencies
- Psychiatric emergencies
- Active suicidal thoughts
- Chest pain
- Stroke symptoms
- Severe allergic reactions
- Severe shortness of breath

Call emergency services 911 or go to the nearest emergency department if you believe you have an emergency condition.

### **5. Patient Responsibilities**

You agree to:

- Provide truthful, complete, and current information.
- Maintain confidentiality of your login credentials.
- Attend scheduled appointments on time.
- Use the platform only for lawful purposes.
- Notify us of medication changes, side effects, or worsening symptoms.
- Follow treatment recommendations.

Failure to comply may result in suspension or termination of services.

## 6. Prescription Policies

Providers exercise independent medical judgment regarding all prescriptions.

We do not guarantee:

- That any medication will be prescribed,
- That prescriptions will be refilled,
- Insurance coverage,
- Pharmacy availability.

Early refills, replacement prescriptions for lost or stolen medications, or requests inconsistent with safe prescribing practices may be denied.

Controlled substance prescriptions may be subject to:

- State and federal telemedicine regulations,
- DEA requirements,
- Pharmacy verification procedures,
- Additional monitoring requirements.

## 7. Payment and Billing

Patients are responsible for:

- Applicable visit fees,
- Subscription fees (if applicable),
- Non-covered services,
- Laboratory or pharmacy charges not included in visit pricing.

Payments may be collected before services are rendered.

Missed appointments or late cancellations may incur fees according to our cancellation policy.

## 8. Insurance

We do not work with insurance companies.

## 9. Privacy and HIPAA

We are committed to protecting patient privacy and maintaining compliance with applicable privacy laws, including HIPAA where applicable.

By using our services, you consent to:

- Electronic communication,
- Storage of medical records electronically,
- Transmission of information necessary for treatment, payment, and healthcare operations.

While we implement reasonable safeguards, no electronic system can guarantee absolute security.

Please review our Privacy Policy for additional information.

## 10. Electronic Communications

You consent to receive:

- Emails,
- Text messages,
- Appointment reminders,
- Telehealth links,
- Billing notifications,
- Administrative communications.

Standard messaging and data rates may apply.

Electronic communications may not always be secure. Patients should avoid sending urgent or highly sensitive information through unsecured channels.

## 11. Laboratory and Diagnostic Testing

Providers may order laboratory testing, imaging, drug screening, or other diagnostic services when medically appropriate.

Patients are responsible for completing requested testing and following recommendations related to abnormal results.

Failure to complete required testing may affect ongoing treatment or prescribing decisions.

## 12. Weight Loss and Hormone Therapy Disclaimer

Results from weight loss treatment and hormone therapy vary between individuals.

We do not guarantee:

- Specific weight loss outcomes,
- Symptom improvement,
- Hormonal optimization results.

Treatment plans may require ongoing monitoring, laboratory testing, and medication adjustments.

## **13. Intellectual Property**

All website content, branding, logos, graphics, forms, text, and materials are owned by or licensed to MEKS TOTAL CARE.

Unauthorized copying, reproduction, or distribution is prohibited.

## **14. Third-Party Services**

Our platform may integrate with third-party vendors, including:

- Pharmacies,
- Laboratories,
- Payment processors,
- Telehealth software providers.

We are not responsible for third-party systems, delays, outages, or independent policies.

## **15. Limitation of Liability**

To the fullest extent permitted by law, MEKS TOTAL CARE shall not be liable for:

- Indirect or consequential damages,
- Technical interruptions,
- Delays in communication,
- Pharmacy processing delays,
- Internet or platform outages.

Medical care is provided based on information available at the time of evaluation.

## **16. Termination of Services**

We reserve the right to suspend or terminate access to services for:

- Violation of these Terms,
- Abusive behavior,

- Fraudulent activity,
- Nonpayment,
- Misuse of prescribed medications,
- Unsafe or inappropriate conduct.

Termination does not eliminate outstanding financial obligations.

## **17. Governing Law**

These Terms and Conditions shall be governed by the laws of the state/jurisdiction in which the Practice is organized and operates.

## **18. Changes to Terms**

We may update these Terms and Conditions periodically.

Updated versions become effective upon posting to the website.

Continued use of services constitutes acceptance of revised Terms.

## **19. Contact Information**

MEKS TOTAL CARE

Address: 539 W. Commerce St #6119

Dallas TX 75208

Email: [Meksllc@gmail.com](mailto:Meksllc@gmail.com)

Website: <https://mekstotalcare.com/>

## **Acknowledgment**

By using this website and our services, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.