

Terms of Service

Effective Date: 04-03-2025

Welcome to Hamilton Health. These Terms of Service ("Terms") govern your use of our website and telehealth services. By accessing our website or scheduling a consultation, you agree to be bound by these Terms and our Privacy Policy.

1. Telehealth Services Hamilton Health provides virtual healthcare services to individuals located in all 50 U.S. states and the District of Columbia. Our team consists of licensed Nurse Practitioners who deliver care via secure, HIPAA-compliant platforms. Services may include evaluation, diagnosis, and treatment of non-emergent medical conditions.

2. Prescription Policy Medications are only prescribed when medically necessary and appropriate following a telehealth evaluation by a licensed provider. Hamilton Health does not dispense medications or guarantee that a prescription will be issued. All treatment decisions are based solely on clinical judgment.

Prescriptions may be sent to the patient's chosen pharmacy or to a licensed pharmacy partner. We do not permit medication selection or ordering prior to consultation.

3. Scope of Practice Our providers operate under the laws and scope-of-practice regulations of the states in which they are licensed. Services provided may vary depending on state-specific requirements.

4. Eligibility To use our services, you must:

- Be at least 18 years old (or have parental/guardian consent for minor care if applicable)
- Reside or be located in the United States or DC
- Have access to a compatible device with internet capability

5. Payments and Refunds You agree to pay all fees associated with the services you request. Payment is due at the time of booking or service delivery, and is processed securely via our payment partners.

We do not offer refunds for completed consultations. Missed or canceled appointments may be subject to a cancellation fee. Please refer to our FAQ or contact support for more details.

6. Privacy Hamilton Health is committed to protecting your privacy. All personal health information is handled in compliance with HIPAA and applicable state laws. Please review our Privacy Policy for more information.

7. Limitation of Liability Hamilton Health and its providers are not liable for any indirect, incidental, or consequential damages resulting from your use of our services. Our liability is limited to the amount paid for the consultation in question.

8. Termination We reserve the right to terminate access to our services at any time, with or without cause, and without notice if terms are violated.

9. Governing Law These Terms are governed by the laws of the State of Florida. Any disputes will be resolved in the appropriate courts located in Florida.

10. Changes to Terms We may update these Terms periodically. Continued use of our services constitutes acceptance of any updates.

If you have questions, contact us at contact@myhamiltonhealth.com or (407)550-5441.

Thank you for choosing Hamilton Health.