

Website Terms and Conditions

AltaLumé Medical

Effective Date: 1/25/2026

By accessing or using the AltaLumé Medical website, online scheduling system, patient portal, or any related online services (collectively, the “Site”), you agree to be bound by these Terms and Conditions. If you do not agree, do not use this Site.

1. About AltaLumé Medical

AltaLumé Medical provides appointment-only medical services including, but not limited to:

- Acute care and urgent care–style visits
- General medical physicals
- Wellness IV therapy
- Ketamine infusion therapy
- Telehealth services

Services are provided only to patients located in **Massachusetts** at the time of service and to individuals **age 3 and older**.

2. No Medical Advice Through Website

Information provided on this Site is for **general informational purposes only** and does not constitute medical advice, diagnosis, or treatment.

Use of this Site **does not create a provider–patient relationship**. A provider–patient relationship is established only after proper registration, evaluation, and acceptance as a patient by AltaLumé Medical.

If you have a medical emergency, call **911** or go to the nearest emergency room.

3. Telehealth Services

Telehealth services are provided in accordance with Massachusetts law and clinical appropriateness.

By scheduling or participating in telehealth, you acknowledge and agree that:

- Telehealth has limitations compared to in-person care
- Certain conditions may require in-person evaluation
- Technical failures may occur

Providers may determine that telehealth is not appropriate and may require in-person care or referral to another facility.

4. Appointments, Scheduling, and Cancellations

Appointments may be scheduled online or by phone and are required for all services.

No-Show and Late Cancellation Policy

Failure to attend a scheduled appointment or cancellation without required notice may result in a **\$100 no-show fee**, which you authorize AltaLumé Medical to charge to the payment method on file.

Fees are not billable to insurance and are your responsibility.

5. Payments, Self-Pay Policy, and Membership Fees

AltaLumé Medical is a **self-pay practice and does not accept insurance**.

Payment may be collected:

- At time of booking
- At time of service
- Through the patient portal

Membership Programs

If you enroll in any membership or package program:

- Membership fees are **refundable on a prorated basis** based on unused time or services
- Refund processing times may vary depending on payment method

All pricing and refund policies are subject to change and will be disclosed at time of enrollment.

6. Ketamine and IV Therapy Services

Ketamine infusion therapy and IV wellness services are elective medical treatments that carry risks and benefits.

By scheduling these services, you acknowledge:

- You will undergo medical screening
- Services may be declined if not medically appropriate
- Outcomes are not guaranteed

Detailed clinical consent forms will be required prior to treatment.

7. Patient Portal and Electronic Communications

If you use the patient portal or communicate electronically with AltaLumé Medical, you acknowledge that:

- Electronic communications are not always secure
- The portal is not for urgent or emergency issues
- Messages may not be reviewed immediately

Do not use electronic communications for emergencies.

8. Minors

Services may be provided to minors age **3 and older** with appropriate parental or legal guardian consent, except where Massachusetts law allows minors to consent to their own treatment.

Parents and guardians are responsible for all charges and compliance with these Terms.

9. Privacy and HIPAA

Use of your health information is governed by our **Notice of Privacy Practices**, not solely by these Terms.

By using this Site, you also agree to our:

- Privacy Statement
- HIPAA Notice of Privacy Practices

These documents are incorporated into these Terms by reference.

10. Acceptable Use of Website

You agree not to:

- Use the Site for unlawful purposes
- Attempt to access restricted areas or data
- Introduce malware or interfere with site operations
- Use the Site to harass, threaten, or abuse others

We may suspend or terminate access for violations.

11. Third-Party Services

The Site may include links or integrations with third-party services such as:

- Scheduling platforms
- Payment processors
- Mapping services

AltaLumé Medical is not responsible for the privacy practices or content of third-party websites or tools.

12. Intellectual Property

All content on this Site, including text, logos, graphics, and design, is the property of AltaLumé Medical and may not be copied or used without written permission.

13. Limitation of Liability

To the fullest extent permitted by law, AltaLumé Medical shall not be liable for any damages arising from:

- Use or inability to use the Site
- Technical errors or interruptions
- Reliance on website content

Medical care liability is governed by applicable medical malpractice laws and separate clinical consent agreements.

14. Dispute Resolution and Governing Law

These Terms are governed by the laws of the **Commonwealth of Massachusetts**, without regard to conflict-of-law principles.

You agree that any legal action shall be brought exclusively in courts located in Massachusetts.

(If you would like, I can also draft an **arbitration clause** version instead.)

15. Changes to These Terms

AltaLumé Medical may update these Terms at any time. Updates will be posted on this page with a revised effective date. Continued use of the Site constitutes acceptance of the updated Terms.

16. Contact Information

For questions about these Terms:

AltaLumé Medical

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