

Telehealth Informed Consent

TeleDirectMD

Effective October 31, 2026.

1. About this consent

Before each visit, we ask you to read this consent and agree to it by checking a box in your intake form. It explains how telehealth works at TeleDirectMD, its benefits and risks, and your rights.

Please read it together with our other patient documents:

- State-Specific Telehealth Disclosures, which add items required by the state you are in during your visit
- Terms of Service
- Financial Responsibility Policy
- Controlled Substance and Prescribing Policy
- Notice of Privacy Practices

If these documents conflict, the State-Specific Telehealth Disclosures control first, then this Telehealth Consent, then the Terms of Service.

You can ask us about anything in this consent before your visit. Email contact@teledirectmd.com or call (678) 956-1855.

2. Who provides your care

Every TeleDirectMD visit is with Parth Bhavsar, MD, a board-certified family medicine physician (individual NPI 1104323203). TeleDirectMD is a physician-only practice. We do not use nurse practitioners or physician assistants.

No one else takes part in or watches your visit on our side unless we tell you first and you agree.

The practice that provides your care depends on where you are physically located during the visit:

Where you are during the visit	Practice that provides your care
California	Parth Bhavsar Medical Corporation, a California professional medical corporation
New York	Parth Bhavsar Medicine PLLC, doing business as TeleDirectMD
Texas	TeleDirectMD, PLLC, a Texas professional limited liability company
All other states we serve and Washington,	Mahavir Health Services LLC, a Georgia

Where you are during the visit	Practice that provides your care
D.C.	limited liability company, doing business as TeleDirectMD

Each practice is owned and controlled by Parth Bhavsar, MD. Mahavir Health Services LLC may provide administrative support to the other practices.

Dr. Bhavsar practices from Georgia. Our business address is 113 S Perry St, Ste 206 #5077, Lawrenceville, GA 30046. We do not offer in-person visits at this address.

Checking Dr. Bhavsar's license. You can check Dr. Bhavsar's license for your state using the online license lookup of that state's medical board. If you would like the license number for your state before your visit, email contact@teledirectmd.com and we will send it to you. Some states require us to give you the license number before every visit; the State-Specific Telehealth Disclosures say when.

3. Who we can see

- We see adults 18 and older. We do not see children at this time.
- You must be physically located in a state we serve for the whole visit. We serve patients in 40+ states and Washington, D.C.
- Visits are paused for patients located in Kansas and Wisconsin.
- We do not serve patients located in Arkansas, Massachusetts, New Mexico, Oregon or Rhode Island.
- Patients located in New York use a separate New York intake form.
- At the start of each visit, Dr. Bhavsar confirms who you are and the address where you are right now. If you are not in a state we serve, we cannot go ahead with the visit.

4. How visits work

- All visits are live, two-way video visits. We do not offer audio-only (phone) visits, visits by message or questionnaire alone, or in-person visits.
- Dr. Bhavsar reads your intake answers before or during the visit. Dr. Bhavsar does not diagnose or prescribe from your intake answers alone.
- Please join from a private place, on a device with a working camera and microphone and a reliable internet connection.
- If the video connection drops, we will try to reconnect. If that does not work, we will call you at the phone number you gave us. If the visit cannot be finished, you can rebook at no charge. Our Financial Responsibility Policy explains refunds.

5. Benefits of telehealth

Telehealth can make care easier to reach. You can see a physician from where you are, without travel or a waiting room, often sooner than an in-person appointment.

6. Risks and limitations of telehealth

- Dr. Bhavsar cannot examine you in person, touch you, or run tests during the visit. This may limit what can be diagnosed or treated by video.

- Video or sound quality problems may affect the evaluation.
- Dr. Bhavsar may not be able to make a diagnosis or recommend treatment by video, and may refer you to in-person, urgent or emergency care.
- The connection may be delayed, interrupted or lost.
- We use safeguards to protect your information, and the vendors that handle your health information for us sign agreements to protect it. No electronic system is completely secure. There is a small risk that information could be seen by someone who should not see it, or lost because of a technical failure.

7. AI note-writing tool

With your permission, Dr. Bhavsar uses an AI note-writing tool built into our electronic health record system, Elation. When the tool is on, the audio of your visit is recorded and sent to Elation, and to any company Elation uses to run the tool, so the tool can write a draft of the visit note. It does not make medical decisions. Dr. Bhavsar reviews every note before it becomes part of your record. Elation handles this information for us under a business associate agreement, a contract that requires it to protect your health information.

We ask your permission in your intake form. At the start of the visit, Dr. Bhavsar asks again, also asks anyone else who is with you, and notes the answers in your record. If anyone says no, the tool stays off. You can say no, or ask Dr. Bhavsar to stop the tool at any time during the visit. Your care and your fee stay the same either way.

8. Recording

We do not record your visit unless we ask you first and you agree. This includes the AI note-writing tool in section 7. If you want to record any part of your visit, please tell Dr. Bhavsar before you start recording. Some states require everyone in a conversation to agree before it is recorded.

9. Prescriptions

- Dr. Bhavsar decides whether a prescription is right for you. A visit does not guarantee a prescription.
- We do not prescribe controlled substances (Schedule II to V, and any drug the state you are in treats as a controlled substance).
- We do not prescribe GLP-1 medications, such as semaglutide or tirzepatide, for any reason.
- We do not prescribe more than a 90-day total supply of any medication, including refills.
- You choose the pharmacy. We do not have a preferred pharmacy, and neither TeleDirectMD nor Dr. Bhavsar has a financial interest in any pharmacy.

Our Controlled Substance and Prescribing Policy has the details.

Medication history. With your permission, Dr. Bhavsar may look up your medication history through the electronic prescribing network, pharmacies and pharmacy benefit managers. This shows medicines you have filled and allergies on file, so Dr. Bhavsar can avoid drug

interactions, duplicate treatment and allergy problems. What we retrieve becomes part of your medical record and is protected as described in our Notice of Privacy Practices. You can ask what was retrieved and ask us to correct it. You may say no, but Dr. Bhavsar may then be less able to prescribe safely.

10. Fees and payment

- A self-pay video visit costs a flat \$79, paid when you book. FSA and HSA cards are accepted.
- In some states we accept select Aetna, Blue Cross Blue Shield, UnitedHealthcare and certain Medicare Advantage plans. For an insured visit, you pay your plan's copay, coinsurance or deductible.
- Medicine, lab tests and any other care you get elsewhere are billed separately by whoever provides them.

Medicare. If you have Original Medicare (Part A or Part B), federal rules require that Medicare-covered visits be billed to Medicare, and we do not currently bill Original Medicare. If you have a Medicare Advantage plan we are not in network with, federal rules limit what we may charge for your visit. In either case, please do not book a self-pay visit. If you have a Medicare Advantage plan we are in network with, book using your plan. Not sure which you have? Check your card or call the number on it.

If we learn during a visit that you have Original Medicare or a Medicare Advantage plan we are not in network with, we will end the visit and refund your \$79 in full.

Our Financial Responsibility Policy explains cancellations, missed visits and refunds.

11. Emergencies

Telehealth is not for emergencies.

- If you think you are having a medical emergency, call 911 or go to the nearest emergency room.
- If you are having a mental health crisis, call or text 988.
- If Dr. Bhavsar believes you need emergency care during the visit, you will be told to call 911 or go to the nearest emergency room. If you cannot call for help yourself, we may contact emergency services for the address you confirmed at the start of the visit, and the emergency contact you gave us.

12. Your care relationship with us

- Each visit is a separate episode of care.
- We are not your primary care physician. We recommend that you have a primary care physician and see a physician in person at least once a year.
- We remain responsible for the care we give you at each visit, including following up on any tests we order and sending a summary of the visit to your primary care physician if you ask us to.

- You may ask for in-person care at any time. Because we do not offer in-person visits, Dr. Bhavsar will refer you to local in-person care when you ask for it or when it is needed.

13. Follow-up and your primary care physician

- At the end of your visit, Dr. Bhavsar gives you follow-up instructions and tells you when to seek in-person or emergency care. We also send you a written summary of your visit.
- If you consent, we send a summary of your visit to your primary care physician within 72 hours of the visit. In some states, such as Alaska, Iowa, Missouri and Utah, the law sets its own rule for sending your records or a report to your primary care provider; the State-Specific Telehealth Disclosures explain it. You can leave the primary care provider field in your intake form blank.
- For questions about your visit afterward, email contact@teledirectmd.com or call (678) 956-1855. Do not use email for emergencies.

14. Medical records

- Everything from your visit is documented in your medical record and kept as confidential as an in-person medical record.
- We keep your records for at least 10 years after your last visit, or longer if the law of your state requires it.
- To ask for a copy of your records, or to have them sent to another provider, email contact@teledirectmd.com. We respond within 30 days, and our Notice of Privacy Practices explains your rights to see, copy and correct your records and what we may charge for copies.
- If our practice ever closes, we will tell you by email before it closes how to get a copy of your records. Some states require more notice or other ways of telling you; the State-Specific Telehealth Disclosures say when.

15. Privacy

We use and share your health information as our Notice of Privacy Practices describes, for example to treat you, to send prescriptions to your pharmacy, and to bill your health plan for insured visits. Card payments are processed by Stripe, a PCI-DSS certified payment processor. Stripe handles payment information only. HIPAA does not apply to this kind of payment processing, so Stripe does not sign a business associate agreement with us, and we do not send it your health information.

If you book through Zocdoc, Zocdoc's own privacy policy covers the information Zocdoc collects for itself, such as your Zocdoc account. If Zocdoc asks you to sign a HIPAA authorization, that is between you and Zocdoc and is your choice. You do not need to sign it to receive care from TeleDirectMD.

We give you our Notice of Privacy Practices electronically when you book. You agree to receive it electronically, and you can ask for a free paper copy at any time.

We do not place analytics or advertising tags on our booking, intake, payment or patient portal pages. On our public web pages, analytics load only if you agree.

16. Language help and accessibility

If you need help in a language other than English, we can arrange interpreter services at no cost. If you have a disability and need a different format of this document or other help taking part in your visit, tell us when you book or call (678) 956-1855.

17. Your rights

- You may refuse telehealth, or withdraw your consent, at any time, including during a visit. This will not affect your right to future care or treatment, or any benefits you are otherwise entitled to.
- You may ask questions about your diagnosis, treatment options and their risks and benefits.
- You may see and get a copy of your medical record.
- You may choose your pharmacy.

18. Questions and complaints

If you have a concern about your care, please tell us first at contact@teledirectmd.com or (678) 956-1855.

You may also file a complaint with the medical board of the state you were in during your visit. You may file a privacy complaint as described in our Notice of Privacy Practices.

Texas patients: see our Texas Medical Board complaint notice.

California patients: see the Medical Board of California notice in our State-Specific Telehealth Disclosures.

19. Your agreement

By checking the consent box in your intake form, you confirm that:

- you have read this consent, or had it read to you, and had the chance to ask questions
- you are 18 or older
- you will be physically located in a state we serve for the whole visit
- you have received our Notice of Privacy Practices electronically and agree to receive it that way
- the information you give us is true and complete to the best of your knowledge
- you agree to receive care from TeleDirectMD by live video

Your permission for the AI note-writing tool in section 7 is a separate choice in your intake form.

20. Contact us

TeleDirectMD 113 S Perry St, Ste 206 #5077, Lawrenceville, GA 30046 Email: contact@teledirectmd.com Phone: (678) 956-1855 Website: teledirectmd.com