

# Terms and Conditions for EasyConsult

**Effective Date:** April 12, 2025

Welcome to **EasyConsult**, a telemedicine service owned and operated by **Zima Concierge Medical Services, PLLC** ("Zima Concierge", "we", "us", or "our"). These Terms and Conditions ("Terms") govern your access to and use of the EasyConsult platform, available at <https://easyconsult.zimamedical.com>. By accessing or using the platform, you agree to be bound by these Terms.

Please read these Terms carefully before using our services. If you do not agree with any part of these Terms, you must not use the platform.

## 1. Eligibility

EasyConsult is intended only for **adults aged 18 years or older** who reside in **Texas**, where our providers are licensed to practice. By using this platform, you confirm that you meet these criteria and that you are legally capable of entering into a binding agreement.

## 2. Services Provided

EasyConsult offers asynchronous telemedicine consultations for non-emergent and non-complex medical conditions. Common services include:

- Minor illnesses and infections
- Hair and skin conditions
- Smoking cessation support
- Travel-related prescriptions (e.g., malaria, sea sickness)
- Second opinions and review of test results

Our platform **does not** treat or manage emergency conditions, life-threatening illnesses, or severe psychiatric issues. We reserve the right to decline or cancel a consultation if the condition requires in-person or emergency care.

## 3. How It Works

To use EasyConsult:

- Create an account and enter accurate personal and medical information.
- Select a condition or service from the menu.
- Complete a detailed medical questionnaire.
- Submit payment for your consultation.
- Await provider review and response via secure messaging.

Our licensed medical providers will review your submission and respond with a treatment plan and/or prescription when appropriate. **Typical response time is within 2 hours**, but **responses may be delayed late at night or after hours**.

#### 4. Consultation Limitations and Risks

- EasyConsult consultations are based entirely on user-submitted data and do **not** include a physical examination.
- Communication is done via secure online forms and messaging; **no video or phone calls** are required.
- All users are advised to seek **in-person evaluation** if their symptoms worsen, persist, or are not adequately resolved.
- You understand that no online system is completely secure. While we employ encryption and security protocols, there is a minimal risk of data breach inherent in any digital communication.

#### 5. Financial Terms and Refund Policy

- The standard consultation fee is **\$49**, payable in advance and **non-refundable once a provider has responded** to your request or **sent a prescription to your pharmacy**.
- The consultation fee does **not include** the cost of medications. Any prescribed drugs must be purchased separately at a pharmacy of your choice.
- You may use your health insurance to cover medication costs at the pharmacy; however, **EasyConsult does not bill insurance for consultations**.

#### Refund Policy

- You may request a refund **only if** no provider has reviewed your case or issued a prescription.
- Once your case has been addressed or a prescription has been sent, **you are not eligible for a refund under any circumstances**.
- Refunds are **not issued** due to delays in response time, dissatisfaction with the

medication prescribed, or because of insurance denials at the pharmacy.

## 6. Response Time Expectations

- We strive to complete consultations **within 2 hours** during normal operating hours.
- **Delays may occur during overnight hours or weekends/holidays.**
- We ask for your patience during these times. If you no longer wish to wait, you may cancel your consultation, provided that the provider has not yet responded or issued a prescription.

## 7. Acceptable Use

By using the EasyConsult platform, you agree to:

- Provide accurate, complete, and honest health information.
- Use the platform only for personal, lawful medical needs.
- Refrain from attempting to reverse-engineer, copy, or disrupt any part of the platform.
- Avoid using the service to seek controlled substances, narcotics, or inappropriate medications.

## 8. Privacy and Security

Zima Concierge Medical Services complies with the Health **Insurance Portability and Accountability Act (HIPAA)**. All health information you provide is stored securely and used solely to facilitate your care. Please refer to our Privacy Policy for further details on how we protect your information.

## 9. Intellectual Property

All content and intellectual property displayed or used on EasyConsult—including but not limited to text, images, software, branding, and design—is owned by Zima Concierge Medical Services or its licensors and is protected under applicable copyright and trademark laws.

No content may be copied, reproduced, or redistributed without written consent from Zima Concierge Medical Services.

## **10. Changes to Terms**

We reserve the right to modify or update these Terms at any time without prior notice. Changes will be posted on the platform and will take effect immediately. Continued use of EasyConsult after changes have been made constitutes your agreement to the revised Terms.

## **11. Governing Law and Jurisdiction**

These Terms shall be governed by the laws of the **State of Texas**. Any disputes arising from or related to your use of EasyConsult shall be resolved in the appropriate courts located in **Bexar County, Texas**.

## **12. Contact Information**

If you have any questions or concerns regarding these Terms, please contact us at:

**Zima Concierge Medical Services, PLLC**

**Website:** <https://easyconsult.zimamedical.com>

**Email:** [contact@zimamedical.com](mailto:contact@zimamedical.com)

**Address:** 12030 Bandera Rd, Suite 128, Helotes, Texas 78023

By using EasyConsult, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions.