

Telemedicine Informed Consent

Passion Health Online Care · Version 2 · Effective October 26, 2026

Please read this before you start an online visit. It explains what telemedicine care from Passion Health is, what it can and can't do, and your rights. You agree to it by checking the consent box in the online intake. Texas law requires your informed consent before telemedicine care (Texas Occupations Code §111.002).

1. Who provides your care

- Your care is provided by Passion Health Primary Care (PHP INS TX PLLC) and Passion Health Physicians, PLLC, together “Passion Health,” a physician-owned practice with clinics across Dallas–Fort Worth.
- A Texas-licensed physician, nurse practitioner or physician assistant reviews your visit. Nurse practitioners and physician assistants work under the delegation and supervision of a Passion Health physician.
- Our clinicians are licensed in Texas, so Online Care is only for people who are physically in Texas at the time of the visit. You must be 18 or older.

2. What telemedicine care at Passion Health is

- **Online review.** For most conditions, you answer a condition-specific intake and may add photos and voice recordings. A clinician reviews everything, and calls or video-calls you if anything needs a conversation.
- **Live video.** Some visits, including every mental-health visit, are scheduled live video visits.
- **Follow-up.** Check-ins and questions by phone or text, and in the PHi patient portal once your PHi portal account is set up, as described on the visit page.

3. Benefits and limits

Telemedicine can give you timely care without travel. It also has limits you should know about:

- **No physical exam.** The clinician can't examine you in person. Some problems can't be assessed safely this way.
- **You may need to be seen in person.** The clinician may decide that online care isn't right for your problem, before or after reviewing your visit. If that happens, we tell you what kind of care you need and how soon, and refund the online fee.
- **Your information matters.** The quality of online care depends on the accuracy and completeness of what you tell us. Please answer every question honestly, including about your medicines, allergies and pregnancy.
- **Technology can fail.** Connections can drop, photos can be unclear, and messages can be delayed. If a video visit fails, we call you back or reschedule at no charge.
- **Privacy and security risks.** We use secure systems, but no electronic communication is perfectly private. Please use a private place for video visits, and the phone or the PHi portal, not ordinary email

or text, for detailed health questions.

4. Your alternatives and your right to withdraw

- You can choose in-person care instead, at a Passion Health clinic or with any clinician you choose.
- You can withdraw this consent at any time, before or during a visit, by telling us. Withdrawing it won't affect your right to future care with Passion Health.
- Telemedicine care is never required to be a Passion Health patient.

5. Emergencies

- Online Care is not for emergencies. If you have chest pain, trouble breathing, stroke signs, severe bleeding, a seizure, new confusion, or any emergency, call 911 or go to the nearest emergency room.
- If you are thinking about ending your life, call or text 988 (the Suicide & Crisis Lifeline), any time.
- The intake asks safety questions first. If your answers show you need emergency or in-person care, the online visit stops before you pay, and we tell you where to go.

6. Prescriptions

- You are paying for a licensed clinician's evaluation and care plan. A prescription is never guaranteed.
- Controlled medicines (for example, stimulants, benzodiazepines, opioids, testosterone, and sleep medicines like zolpidem) are never prescribed or refilled through Online Care.
- Prescriptions, when appropriate, go electronically to the pharmacy you choose. Passion Health doesn't sell, ship or mark up medicine.

7. Follow-up care and your records

- Your clinician gives you guidance on follow-up care after every visit (Texas Occupations Code §111.005(b)).
- If you have a primary care physician outside Passion Health and you ask us to, we send them a record of your visit within 72 hours.
- Your visit becomes part of your Passion Health medical record, which is stored in the United States and kept for at least seven years after your last treatment, as Texas law requires. You can ask for a copy by calling 214-666-6259, or read it in the PHi portal once your PHi portal account is set up.

8. Your information: collection and sharing

By consenting, you agree to the collection and sharing described here.

- **What we collect.** Your answers, photos and voice recordings; your medicines and allergies; your photo ID and insurance card; your contact details and emergency contact; your pharmacy; and, for video visits, where you are during the visit.
- **How we use and share it.** For your treatment, to get paid for your care, and to run our practice, as explained in our [Notice of Privacy Practices](#). Anything else needs your separate written permission.
- **Electronic disclosure.** Your health information may be disclosed electronically (Texas Health and Safety Code §181.154), for example when we send a prescription or a lab order.
- **Recording.** We don't record video visits unless we tell you first and you agree.
- **Text messages.** If you give us your mobile number and agree, we text you about your visit. Reply STOP to opt out at any time.

9. Artificial intelligence

- A licensed clinician makes every diagnosis and treatment decision. Online Care doesn't use artificial intelligence to diagnose you or decide your treatment.
- If we offer an optional AI-assisted way to answer the intake questions, we tell you before you start, you can switch to the standard form at any time, and your clinician reads what you said.
- If a clinician uses an AI tool in your diagnosis or treatment, we tell you no later than the date of your visit, as Texas law requires.

10. Fees

- The price of your visit is shown before you pay. If you use insurance, the visit is billed to your plan like any visit, and we show your estimated cost-share before review starts.
- If the clinician doesn't accept your case for online care, for any reason, the fee is refunded in full, or no claim is sent to your plan.
- If you pay cash, you have the right to a written Good Faith Estimate of what your care will cost. Ask us and we'll send it before you pay.
- The [Online Care Terms](#) cover payment, refunds and cancellations.

11. Questions and complaints

- Call 214-666-6259 or message us in the PHi portal.
- Complaints about physicians and physician assistants may be filed with the Texas Medical Board. The required notice, in English and Spanish, is in the footer of every Online Care page and in our clinics.
- Nurse practitioners are licensed by the Texas Board of Nursing (www.bon.texas.gov).

12. Your consent

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

- you have read this document, or had it read to you, and had the chance to ask questions;
- you are 18 or older and physically in Texas;
- you consent to telemedicine care from Passion Health, to the collection of your information through the intake, and to its sharing as described above and in the Notice of Privacy Practices;
- you understand the limits of online care and that you may be referred for in-person care; and
- you know you can withdraw this consent at any time.

We record your consent with the version of this document, the date and time, and the visit it was given for. It stays in your medical record. We ask you to confirm it at the start of every Online Care visit.

Language assistance services are available at no cost. Call 214-666-6259. *ATENCIÓN: si habla español, tiene a su disposición servicios de asistencia lingüística sin costo alguno. Llame al 214-666-6259.*

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Telemedicine Consent — Signature or Verbal Consent Record

Online Care visits record this consent electronically in the intake (document version, date and time). Use this page only when consent is taken on paper or verbally, for example by phone.

I have read, or had read to me, the Passion Health Telemedicine Informed Consent, Version 2, effective October 26, 2026, and I consent to telemedicine care from Passion Health, to the collection of my information, and to its sharing as described in that document and the Notice of Privacy Practices.

Patient name (print)	Date of birth
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Signature of patient or responsible party	Date
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If a responsible party consents: name and relationship to the patient (required by Texas Board of Nursing rule 22 TAC §217.24 and Passion Health policy):

Verbal consent (phone or audio-only)

☐ The patient (or responsible party) gave verbal consent after the consent was read or summarized to them.

Date and time	Staff or clinician name
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Keep this record in the medical record for at least seven years after the last treatment, or until a minor patient turns 21, whichever is longer.