

Revive Total Health & Wellness Clinic

Privacy Policy, Terms and Conditions, and Notice of Privacy Practices

Effective Date: June 2026

INTRODUCTION

Welcome to Revive Total Health & Wellness Clinic ("Revive," "Practice," "we," "our," or "us"). By accessing our website, scheduling appointments, utilizing our services, or communicating with our practice, you acknowledge that you have read, understood, and agree to the terms outlined in this Privacy Policy, Terms and Conditions, and Notice of Privacy Practices.

Revive Total Health & Wellness Clinic is a self-pay telemedicine practice serving patients located within the State of Alabama.

SECTION 1: WEBSITE PRIVACY POLICY

Information We Collect

We may collect information you voluntarily provide, including:

- Name
- Date of birth
- Address
- Email address
- Telephone number
- Payment information
- Medical and health information
- Information submitted through online forms
- Information provided during consultations

We may also automatically collect certain technical information, including:

- IP address
 - Browser type
 - Device information
 - Website usage information
 - Cookies and analytics data
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How We Use Information

We may use your information to:

- Schedule and manage appointments
 - Provide medical services
 - Communicate regarding treatment plans
 - Process payments
 - Send appointment reminders
 - Respond to inquiries
 - Improve our services and website functionality
 - Comply with legal and regulatory requirements
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Website Analytics and Cookies

Our website may utilize cookies and analytics tools to improve user experience and evaluate website performance.

Users may disable cookies through their browser settings; however, certain website functions may be limited.

Third-Party Services

We may utilize third-party vendors and platforms, including but not limited to:

- Wix
- OptiMantra
- Google Workspace
- Google Meet
- Payment processing providers

- Laboratory service providers
- Compounding and retail pharmacies

These vendors maintain their own privacy and security policies.

Data Security

We maintain reasonable administrative, technical, and physical safeguards designed to protect personal information.

Despite our efforts, no method of electronic transmission or storage can be guaranteed to be completely secure.

Children's Privacy

Our services are not intended for children under the age of 18 without the involvement of a parent or legal guardian.

Text Messaging and Electronic Communications

By providing a mobile telephone number, you consent to receive appointment reminders, scheduling notifications, account-related communications, and other practice-related messages via text message, email, or other electronic communication methods.

Message frequency may vary. Message and data rates may apply.

Consent to receive text messages is not a condition of receiving medical care.

Patients may opt out of non-essential text communications by notifying the practice; however, doing so may limit the practice's ability to provide appointment reminders and other service-related communications

Electronic communications may carry inherent privacy and security risks despite reasonable safeguards.

Changes to This Policy

We reserve the right to modify this policy at any time. Updated versions will be posted on our website with a revised effective date.

SECTION 2: TERMS AND CONDITIONS

Acceptance of Terms

By accessing our website or utilizing our services, you agree to comply with these Terms and Conditions.

Medical Disclaimer

Information provided through our website, educational materials, newsletters, social media platforms, and other communications is intended for informational and educational purposes only.

Nothing contained on this website or in our communications constitutes medical advice, diagnosis, or treatment.

No provider-patient relationship is established until you have completed the required registration process and have been evaluated by a licensed healthcare provider.

Telemedicine Services

Revive provides healthcare services primarily through telemedicine.

Patients must:

- Be physically located within Alabama at the time of service
- Provide accurate health information
- Maintain reliable internet or telephone access
- Complete required forms and questionnaires

Technical interruptions may occasionally occur and could require rescheduling.

Revive Total Health & Wellness Clinic does not provide emergency medical services. If you are experiencing a medical emergency, call 911 or proceed to the nearest emergency department immediately.

Medical services are provided only to patients physically located within the State of Alabama at the time of the telemedicine encounter and are subject to applicable Alabama laws and regulations.

Appointment Scheduling

Appointment availability is subject to provider availability.

Submission of an appointment request does not guarantee an appointment until confirmed by the practice.

Financial Responsibility

Revive is a self-pay practice.

Patients are solely responsible for:

- Consultation fees
- Membership fees
- Laboratory costs
- Medication costs
- Pharmacy fees
- Any additional services requested

Revive does not bill insurance.

Patients may independently submit receipts to FSA, HSA, or insurance plans when permitted by their plan.

Refunds are governed by the Revive Total Health & Wellness Clinic Refund Policy. By scheduling services or purchasing a membership, patients agree to the terms outlined in the Refund Policy.

Membership Services

Membership fees are billed monthly and automatically renew unless canceled according to the Membership Agreement.

Membership benefits are limited to those specifically described within the Membership Agreement and may be modified with reasonable notice.

Membership does not guarantee any medical outcome or treatment eligibility.

Prescription Policy

Prescription decisions are made solely at the discretion of the treating provider.

Revive does not guarantee:

- Prescription approval
- Medication availability
- Insurance coverage
- Pharmacy pricing
- Continued treatment eligibility

Patients may be required to complete laboratory testing, follow-up appointments, or additional evaluations before medications are prescribed or renewed.

Laboratory Testing

Laboratory testing may be required before initiating or continuing treatment.

Patients remain responsible for all laboratory costs.

Failure to complete requested laboratory testing may result in delays, modification, or discontinuation of treatment.

Intellectual Property

All website content, branding, logos, educational materials, graphics, and written content are the property of Revive Total Health & Wellness Clinic and may not be copied, reproduced, or distributed without written permission.

Limitation of Liability

To the maximum extent permitted by law, Revive Total Health & Wellness Clinic shall not be liable for indirect, incidental, special, consequential, or punitive damages arising from the use of our website or services.

Governing Law

These Terms and Conditions shall be governed by the laws of the State of Alabama.

SECTION 3: NOTICE OF PRIVACY PRACTICES (HIPAA)

Our Commitment to Your Privacy

We understand the importance of protecting your health information.

This Notice describes how medical information about you may be used and disclosed and how you may access your information.

Protected Health Information (PHI)

Protected Health Information includes information that identifies you and relates to:

- Your physical or mental health
- Healthcare services provided to you
- Payment for healthcare services

How We May Use and Disclose Your Information

Treatment

We may use and disclose your health information to provide treatment and coordinate your care.

Examples include:

- Reviewing medical records
- Communicating with pharmacies
- Reviewing laboratory results
- Developing treatment plans

Payment

We may use and disclose information necessary to collect payment for services.

Examples include:

- Processing payments
- Billing services
- Verifying financial transactions

Healthcare Operations

We may use information to operate and improve our practice.

Examples include:

- Quality improvement activities
- Staff training
- Compliance activities
- Risk management

Required by Law

We may disclose information when required by federal, state, or local law.

Examples include:

- Public health reporting
 - Abuse or neglect reporting
 - Court orders
 - Law enforcement requests
 - Regulatory audits
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Appointment Reminders and Communications

We may contact you regarding:

- Appointment reminders
- Follow-up care
- Laboratory testing
- Treatment recommendations
- Administrative matters

Communication may occur via:

- Telephone
 - Voicemail
 - Email
 - Text messaging
 - Patient portal messaging
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Your Rights Regarding Your Information

You have the right to:

Access Records

Request inspection or copies of your medical records.

Request Amendments

Request corrections to your health information.

Request Restrictions

Request limitations on certain uses or disclosures.

Confidential Communications

Request communications through alternative methods or locations.

Accounting of Disclosures

Request a list of certain disclosures made outside treatment, payment, and operations.

Obtain a Copy of This Notice

Receive a paper or electronic copy of this Notice at any time.

Our Responsibilities

We are required by law to:

- Maintain the privacy of your health information
 - Provide this Notice of Privacy Practices
 - Follow the terms of this Notice
 - Notify affected individuals following certain breaches of unsecured health information when required by law
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Complaints

If you believe your privacy rights have been violated, you may file a complaint with:

Revive Total Health & Wellness Clinic

Privacy Officer
Revive Total Health & Wellness Clinic

You may also file a complaint with:

U.S. Department of Health and Human Services

Office for Civil Rights

Filing a complaint will not affect your care or treatment.

CONTACT INFORMATION

Revive Total Health & Wellness Clinic

Website: revivetotalmd.com

Email: support@revivetotalmd.com

Mailing Address: 1401 Doug Baker Blvd Ste 107 #702 Birmingham, AL 35242

By using our website and services, you acknowledge receipt of this Privacy Policy, Terms and Conditions, and Notice of Privacy Practices. This document is effective as of the date listed above and remains in effect until amended or replaced by the Practice.