

TERMS OF SERVICE & REFUND POLICY

It is important that those we serve understand the services we provide and our commitment to the highest quality of service. Please review the enclosed policies and return the signature page prior to your appointment. If you have any questions about these details, please contact us and we will be happy to assist you.

INCLUDED IN YOUR SERVICE

When you book an appointment with Leaf411, you are paying for guidance on how to use cannabis safely and effectively. Our nurses are highly knowledgeable about cannabinoid therapy and will make every attempt to provide you with the best guidance on how to proceed with cannabis within our scope of practice. Cannabis is a highly complex approach to health care and treatments vary significantly from person to person due to the individual's unique endocannabinoid system (ECS). Unlike traditional medicine cannabinoid therapy is a clinician-guided, patient-managed approach to health care. For this reason, **Leaf411 makes every attempt to provide patients/clients with the guidance they need but Leaf411 and its staff are not responsible if products do not work or if the patient/client is unable to achieve the relief they are seeking with cannabis.**

Below is a summary of the services that are included when you book an appointment. Please refer to our website, www.leaf411.org for a more comprehensive description.

For qualified patient/clients:

- A review of the condition(s)/symptom(s) the caller is seeking to treat and a determination if cannabis would be an appropriate approach for potential treatment;
- A generalized summary regarding typical formulas, routes of administration, and manufacturers suggested serving size dosing that has helped others with similar conditions/symptoms;
- A discussion about how to administer suggested formulations;
- Whenever possible, Leaf411 nurses will help the caller locate the retailers and/or manufacturers that are carrying the suggested formulations;
- A follow-up check-in, either via email or text message after 2 weeks, to document the progress of the treatment, answer a question, or provide any necessary modifications regarding the initial calls' topic.
- Post-service support via email or text is intended to address the initial treatment plan only. Changes in health conditions/symptoms, traditional medications, and other factors will not be addressed in a follow-up check in and will require the booking of a separate 30 or 15-minute consult with a Leaf411 nurse.
- A separate 15 minute follow-up call is available at an additional charge for any initial call that requires a specific dosing regimen provided by a Leaf411 Nurse Practitioner.

CORRESPONDING WITH LEAF411

Out of protection for our callers/clients, we utilize a vcita client portal to communicate with callers/clients and to store HIPPA protected electronic medical records.

Relaying Messages

The vcita portal can be used for brief communications with Leaf411 nurses and support staff. Callers/clients are encouraged to contact us with any urgent inquiries or if they need to communicate more than a brief message. Generally, there is no charge for exchanging client portal messages with Leaf411 support staff. Support staff will respond to client portal messages within 48 business hours. The client portal is not monitored on weekends or holidays.

Do not use the client portal to communicate emergencies. For medical emergencies, please do not wait for a response from Leaf411. Please call 911 immediately or go directly to the nearest emergency room.

Uploading your Documents

You can upload documents directly to the client portal (for example, medical records, new caller/client health history forms, and lab tests) by visiting www.leaf411.org, clicking the Share Document button, and following

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the on-screen prompts. You can also schedule, reschedule, or cancel appointments, and send nonurgent messages to Leaf411 nurses in the client portal.

Please note that all callers/clients are identified by and contacted through one primary email address. We can store and track information using only a single email for each caller/client as provided on the intake documents. Leaf411 can use an email other than the caller's/client's, however, we must receive verbal or written consent in order to share Personal Health Information with an alternative point of contact. Family members or caregivers with durable power of attorney can also act as a point of contact for a caller.

PAYMENT & INSURANCE

The healthcare professionals and the Leaf411 nurses are able to meet with a small number of callers/clients each day. Because there is typically a waitlist for these appointments, we need to ensure that callers/clients are committed to their reservation and we therefore require payment at the time that you book the appointment. We accept credit cards (MasterCard, VISA, Discover, and American Express), check, or cash payments through PayPal and Square.

Because of the Federal Government's classification of cannabis as schedule 1 drug, insurance companies refuse to work with or reimburse costs for medical cannabis clinics. For this reason, Leaf411 is not able to accept insurance or to bill Medicare for any services.

LATE ARRIVALS

We do not overbook appointments to account for potential cancellations or no-shows—you will see your healthcare professional at the time of your appointment. To ensure that we talk to all callers/clients in a timely manner, we cannot accommodate caller/clients who connect late to appointments or extend the appointment past the originally scheduled time frame. Our nurses will make 1 call attempt at the time of the scheduled appointment. If there is no answer, you will immediately receive an email stating an attempt was made and to please re-book this appointment if our guidance is still needed. The nurse will also turn on the hotline for 5 minutes, after the scheduled call appointment, to receive any call-backs from the scheduled appointments phone number just to ensure all attempts were made to connect.

CANCELLING/MISSING/RESCHEDULING APPOINTMENTS

You can reschedule or cancel your appointment for a full refund up to 48 hours prior to the appointment.

You can cancel or reschedule your appointment through the vcita client portal and by calling the office at 844-532-3411 and leaving a message.

Cancellations not made within 48 hours of your appointment will result in a \$25 cancellation fee. Emergencies or financial hardships are always taken into consideration so please contact Leaf411 if you need to cancel less than 48 hours of your scheduled appointment or if you had an emergency during your scheduled call.

REFUNDS

We are unable to offer full refunds to callers/clients who miss appointments or to those who reschedule or cancel appointments with fewer than 48 hours' notice. If you must reschedule or cancel an appointment inside of this time period, please call 844-532-3411 as soon as possible to speak with a Leaf411 representative or leave a message on the voicemail.

Leaf411 provides guidance on treating illness with cannabis. As with all other treatment modalities, cannabis might not work for all patients or all conditions. While Leaf411 can offer you the best guidance on using cannabis, Leaf411 is not responsible for caller/client outcomes, for product efficacy, or for services or products obtained from dispensaries, delivery services, or other companies and organizations.

CONSULTING WITH YOUR OTHER PHYSICIANS

Leaf411 healthcare professionals request that you share all information from your call with your primary healthcare provider and any of your specialty clinical team members.

Leaf411 healthcare professionals are not primary care clinicians and do not address urgent care or primary care issues. We recommend that you retain a primary care physician for your routine and emergency medical problems.