



## ChatRx Powered by ChatMD

### Comprehensive Warnings, Precautions, and Limitations

This document provides required warnings, limitations, and safety information associated with the use of the ChatMD medical device and the ChatRx telemedicine service. Users must read and understand all sections before proceeding. Use of the ChatRx system confirms acknowledgment and acceptance of these terms.

#### 1. Intended Use and Limitations on Clinical Scope

1. ChatRx and the ChatMD device are intended solely for the evaluation and treatment of **common, low-acuity, non-emergency infectious conditions** that have been specifically qualified within the ChatRx clinical program and approved by the ChatRx Medical Advisory Council.
2. The system is **not designed for emergency care**, severe illness, chronic disease management, complex infections, or conditions that require a physical exam, imaging, or laboratory diagnostics not supported through ChatRx.
3. ChatRx does not establish ongoing primary care. It provides episodic, condition-specific treatment only.
4. Users must be **18 years or older** to create an account.
  - Minors may be treated only if they meet state criteria for independent consent or are supported by a legally authorized adult as determined by the ChatRx Minor Consent and Emancipation Policy.

## 2. Emergency Warning

ChatRx and the ChatMD device **must not** be used for life-threatening symptoms, rapidly worsening conditions, or any medical situation requiring urgent evaluation. Seek emergency care or call 911 immediately if you experience:

- Difficulty breathing
- Chest pain
- Sudden confusion, severe dizziness, or loss of consciousness
- Severe or escalating pain
- High fever with lethargy
- Symptoms of sepsis, meningitis, stroke, heart attack, or any condition causing acute distress

ChatRx is not a substitute for an emergency department, urgent care center, or in-person clinical evaluation when required.

## 3. Use of Artificial Intelligence: Disclosures, Limitations, and Safety Considerations

1. ChatRx uses an **AI-assisted structured symptom intake system** (ChatMD).
2. The AI agent **does not diagnose, does not determine medical treatment, and does not provide medical advice.**
3. The AI agent's role is limited to guiding users through a **dynamic, adaptive, store-and-forward structured messaging process**, which complies with state restrictions prohibiting:
  - Static questionnaires
  - Instant messaging
  - SMS texting
  - Email-based medical evaluations
  - Checkbox-only intake
4. AI systems have inherent limitations, including the potential for incomplete recognition of atypical symptoms or nuanced clinical presentations.
5. All clinical assessments, diagnoses, treatment decisions, safety determinations, and prescription authorizations are made exclusively by **licensed healthcare providers.**

6. Users should understand that no automated or semi-automated system can perfectly reflect the complexity of human health. Unexpected or concerning symptoms require in-person evaluation.

## 4. Accuracy of User-Provided Information

1. Clinical decisions rely on the accuracy and completeness of information provided through the ChatMD system.
2. Users are responsible for disclosing:
  - All symptoms
  - All current medications
  - All allergies
  - Any chronic or high-risk medical conditions
3. Failure to provide complete information may result in:
  - Incorrect risk stratification
  - Ineligibility for treatment
  - Suboptimal therapy
  - Missed diagnosis of a serious condition

Users assume responsibility for the accuracy of all information submitted.

## 5. Medication-Related Risks and Responsibilities

1. Medications prescribed through ChatRx may cause side effects, adverse reactions, or interact with other medications.
2. Users must:
  - Review all included medication instructions
  - Follow the prescribed dosage exactly
  - Avoid sharing medications
  - Report any unexpected or severe reactions to a healthcare provider immediately
3. ChatRx is not responsible for complications arising from:
  - Medication misuse
  - Non-adherence
  - Undisclosed allergies or conditions

4. Antibiotics or antimicrobial treatments should not be used unnecessarily. Overuse contributes to resistance and may reduce future effectiveness.

## 6. Telehealth Modality Limitations

1. ChatRx uses an asynchronous, store-and-forward structured-messaging telehealth modality, which is:
  - Not real-time
  - Not audio or video-based
  - Not an instant messaging service
2. Certain medical conditions **cannot** be safely managed without:
  - Physical examination
  - Vital signs
  - Laboratory testing
  - Imaging
3. The ChatMD device is not intended to evaluate or treat conditions outside the defined list of qualified infections.
4. Users must seek in-person care when symptoms require direct clinical evaluation.

## 7. Qualifying Conditions and Service Eligibility

1. ChatRx can only treat conditions that are explicitly supported in its FDA Class I SaMD scope and ChatRx Clinical Guidelines.
2. Users with ineligible medical conditions, red flag symptoms, or social determinants requiring higher acuity care will be directed to seek in-person medical services.
3. Eligibility is reassessed at every encounter. A user may be eligible at one time and ineligible at another.

## 8. Data Privacy, Security, and Regulatory Compliance

1. ChatRx complies with applicable federal and state privacy laws, including HIPAA and relevant consumer health data laws.

2. Data is transmitted using secure encryption and stored in accordance with regulatory and industry standards.
3. Users should review the ChatRx Privacy Policy for full information about data use and rights.
4. Compliance with State Privacy Laws
  - a. This service is governed by federal (HIPAA) and applicable state privacy laws, including the CCPA, ensuring consumer transparency and data control.

## 9. No Guaranteed Outcomes

1. ChatRx seeks to provide safe, effective, and timely telemedicine care, but outcomes vary by individual.
2. Clinical decisions remain at the full discretion of the consulting licensed provider.
3. ChatRx does not guarantee symptom resolution, prevention of complications, or treatment effectiveness.

## 10. Need for Follow-Up Care

1. Users must monitor symptoms closely.
2. Seek immediate in-person care if:
  - Symptoms worsen or do not improve
  - New symptoms develop
  - Medication side effects occur
3. ChatRx is not intended for long-term management of chronic infections or recurrent illness patterns.

## 11. User Acceptance

By using ChatRx and the ChatMD device, users confirm that they have read, understand, and agree to all warnings, precautions, and limitations described in this document. For questions, users should contact ChatRx before proceeding.

Support Contact: [trust@chatrx.md](mailto:trust@chatrx.md)

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Support Hours: Monday through Friday, 9 AM to 5 PM EST