
InChargeClinic Terms of Use & Terms of Service

Effective Date: July 1, 2026

For Information and Review Purposes only—a signable copy will be included in your New Patient Packet for signature.

Important Eligibility Note:

All services provided by InChargeClinic are **available only to Florida residents over the age of 18**. Patients must provide a valid government-issued Florida photo ID (such as a Florida driver's license or state ID card) uploaded on registration and when requested.

Please read these Terms of Use carefully before using our services or booking an appointment. By accessing our portal, booking an appointment, or receiving care from InChargeClinic, you agree to be bound by these terms.

1. Practitioner & Practice Information

Medical Care is provided by a Florida Autonomous Adult Advanced Practice Registered Nurse (APRN) who is nationally board certified as a Certified Addiction Registered Nurse – Advanced Practice (CARN-AP). The practice is a participating provider with **Medicare and Florida Medicaid**. Medical documentation, records, and medical office tasks such as scheduling are performed and stored on the Charm Health EHR platform using a secure patient portal to assure your security and privacy.

A welcome email will be sent to those eligible for services with details regarding how to access our HIPPA secure portal (it's like a secure virtual medical office). Your email will also include the standard new patient forms that are filled out for new patient visits at any medical provider's office and forms/documents referenced below.

2. Scope of Services

InChargeClinic offers a range of telehealth services including:

- Medication-Assisted Treatment (MAT) for **uncomplicated** Opioid Use Disorder at **ASAM Level 1.0 (Outpatient)**
- General adult health management and minor acute illnesses
- Transitional chronic disease management (as a medical resource between primary care providers or during care setting transitions)
- Second opinions about complex, chronic, or end-stage illnesses

- Advance care planning
- In the near future--Telehealth wound care consultation for patients receiving home health, hospice, or transition from inpatient facilities
- In the near future--GLP-1 and other medication management (subject to clinical appropriateness and current protocols)

Service availability may vary based on individual patient needs and clinical guidelines.

3. Telehealth Services

- All services are delivered via secure, HIPAA-compliant live video and audio telehealth.
- You must have a private location, reliable internet, and a device with a working camera and microphone.
- Telehealth is for **scheduled, non-emergency care only**. In an emergency, call 911 or go to the nearest emergency room.
- There are inherent risks associated with telehealth, including potential data security and privacy risks.

4. Medication-Assisted Treatment (MAT) Program

InChargeClinic provides outpatient virtual Medication-Assisted Treatment primarily with **buprenorphine/naloxone** for **uncomplicated** Opioid Use Disorder at **ASAM Level 1.0 (Outpatient)**. Our goal is to stabilize patients, transition to routine chronic disease management, and restore personal autonomy.

By agreeing with these Terms, you acknowledge that you have reviewed and agreed to the full **InChargeClinic MAT Program Agreement** (included form with New Patient Packet).

5. Controlled Substances & Safety Policies

- You will receive **buprenorphine/naloxone** prescriptions **only from InChargeClinic**.
- You must notify the clinic **immediately** if you receive any prescription for other controlled substances or medications from another provider, for safety and interaction review.
- A live telehealth visit is required for every controlled substance prescription.
- We query the **Florida E-FORCSE (PDMP)** and you consent to query of MD Toolbox before every prescription for safety and interaction review.

- You must use one designated pharmacy (changes require prior approval).
- Medication must be picked up personally or delivered via commercial carrier.
Delivered medications must be signed for by you personally.
- All medication must be stored securely in a locked location.
- **Stolen Medication Policy:** If your medication is stolen, you must immediately file an official police report and provide a copy to this clinic. Please note that pharmacies may refuse to provide an early refill for stolen controlled substances, even if you provide a police report.
- Selling, sharing, or diverting medication is strictly prohibited and will result in immediate discharge.
- Additional details are provided in the InChargeClinic MAT Program Agreement.

6. Toxicology Monitoring Overview

Regular urine drug screening is required. Testing is generally performed through a laboratory, **but home CLIA-waived testing may be approved** in certain situations. We believe home testing is a practical harm-reduction strategy. Common situations justifying home testing include inability to pay lab co-pay, placing one at risk for losing or being penalized at work due to time delays going to lab, family member caregiver requirements, inability to pay high cash charges at lab or rural areas—discuss your situation with your provider. Generally, a urine drug screen is required within **2 weeks of your first appointment to confirm your follow-up appointment**, then **monthly prior to your appointment to confirm your monthly appointment**, then if graduating to the Goal 90 Program a urine drug screen is required to confirm your quarterly appointment for 90-day chronic medication prescription. Please see the full MAT Program Agreement form for detailed procedures, photo requirements, and reflex lab testing policy.

7. Financial Overview & Policies

- **Payment Information on File:** All patients must have a valid credit/debit card or banking information on file. We use **Blue Fin** as our payment processor.
- We may charge your account for any outstanding deductible, copay, coinsurance, or cash-pay balance. You will be notified of the amount prior to or at the time of processing.
- **Insurance:** We file with participating plans, including Medicare and Florida Medicaid. You are responsible for all deductibles, copays, and non-covered services.

- **We will notify you if your insurance information is no longer valid or we are considered out-of-network and steps to take.**
- **Cash-Pay Patients:** New visits \$130 | Follow-up visits \$75 (subject to change). Cash-pay patients must agree and sign an **Affidavit of Uninsured**.
- Appointments must be prepaid for cash-pay patients 24 hours prior to scheduled appointments.
- Cancellations require **at least 24 hours' notice. No-shows or late cancellations are charged in full.**
- Outstanding balances must be paid before future appointments or prescriptions.

8. Discharge / Termination of Services

InChargeClinic reserves the right to discharge a patient for situations that create a safety issue. These include, but are not limited to acute changes in ASAM criteria and:

- Repeated missed appointments (3 or more without proper notice).
- Failure to comply with drug screening requirements.
- Providing false or misleading information.
- Medication diversion or sharing.
- Abusive, threatening, or inappropriate behavior toward staff.
- Need for a higher level of care, including worsening psychiatric symptoms, worsening physical symptoms, unstable chronic disease, or polysubstance use.
- Non-payment of fees.
- Unstable social situations, example family member stealing medication etc

Upon discharge, patients will be provided with referrals including the SAMHSA National Helpline (1-800-662-HELP).

9. General Provisions

- You agree to provide accurate information and notify us of any changes.
- We reserve the right to modify these Terms of Use. Continued use of our services constitutes acceptance of updated terms.
- These terms are governed by the laws of the State of Florida.

You will receive a copy of this agreement by email to sign if you are eligible for participation. By accessing our portal, booking an appointment or receiving services from InChargeClinic, you acknowledge that you have read, understood, and agree to these Terms of Use and Terms of Service.

[FOR REVIEW PURPOSES ONLY]
