

Nucore Health Telehealth Consent

TELEHEALTH CONSENT, AUTHORIZATION TO USE AND DISCLOSE HEALTH INFORMATION, CONSENT TO COMMUNICATIONS, AND ASSIGNMENT OF BENEFITS

Nucore Technologies, LLC (“Nucore,” “we,” “our,” or “us”) facilitates access to telehealth services provided by independent licensed healthcare providers and affiliated medical groups through the Nucore Health platform.

Nucore partners with third-party technology and operational vendors, including OpenLoop Health, pharmacies, laboratories, payment processors, and affiliated healthcare providers to support telehealth operations, communications, scheduling, documentation, care coordination, and related platform services.

OUR HEALTHCARE PROVIDERS DO NOT ADDRESS MEDICAL EMERGENCIES. IF YOU BELIEVE YOU ARE EXPERIENCING A MEDICAL EMERGENCY, CALL 911 OR GO TO THE NEAREST EMERGENCY ROOM IMMEDIATELY.

By clicking “I Agree,” checking a related box, electronically signing, or otherwise using the Nucore Health platform, you acknowledge that you have reviewed, understood, and agreed to this Telehealth Consent.

CONSENT TO TELEHEALTH SERVICES

Telehealth involves the delivery of healthcare services using electronic communications, information technology, video conferencing, asynchronous messaging, telephone communications, remote monitoring technologies, and other digital tools.

You understand and agree that:

- Telehealth services are provided remotely and your healthcare provider may not be physically present with you.
- Your healthcare provider may be a physician, nurse practitioner, physician assistant, or other licensed healthcare professional.
- Telehealth may not be appropriate for every condition or patient.
- Your provider may determine that you require in-person evaluation or emergency treatment.
- No specific outcome, prescription, diagnosis, or treatment result is guaranteed.

You understand that participating in telehealth is voluntary and that you may seek care through traditional in-person services instead.

TECHNOLOGY, AI, RECORDING, AND PLATFORM DISCLOSURES

You understand and agree that telehealth services may involve the use of video conferencing systems, secure messaging technologies, electronic health records, artificial intelligence (“AI”) technologies, clinical documentation tools, ambient listening systems, automated workflows, and third-party software vendors.

AI technologies may assist with transcription, documentation, quality assurance, operational support, clinical workflow optimization, patient communications, and data analysis.

AI systems are intended to support—not replace—the professional judgment of licensed healthcare providers.

You understand that technical failures, interruptions, unauthorized access, software defects, transmission delays, AI inaccuracies, or other technology-related issues may occur.

You agree that Nucore, affiliated medical providers, OpenLoop Health, and third-party vendors shall not be responsible for delays, interruptions, or data loss resulting from technical failures beyond reasonable control.

PRIVACY AND HEALTH INFORMATION AUTHORIZATION

You authorize healthcare providers and affiliated service providers involved in your care to use, disclose, transmit, and maintain your protected health information (“PHI”) for purposes including treatment, care coordination, payment, pharmacy fulfillment, laboratory testing, healthcare operations, customer support, platform administration, and legal and regulatory compliance.

You understand that your information may be shared with affiliated healthcare providers, pharmacies, laboratories, technology vendors, OpenLoop Health, payment processors, customer support vendors, and electronic medical record systems.

Information will be handled in accordance with applicable law, including HIPAA where applicable.

Please review:

<https://openloophealth.com/notice-of-privacy-practices>

<https://openloophealth.com/telehealth-consent>

CONSENT TO COMMUNICATIONS

You authorize Nucore and affiliated providers to contact you through phone calls, SMS/text messages, email, automated communications, and AI-assisted communication systems.

Communications may include appointment reminders, refill reminders, account

notifications, patient support, wellness information, care coordination, and marketing communications where permitted.

Customer care and provider communications may originate from:
(877) 451-2775

Marketing and promotional communications may originate from:
(833) 322-6480

Consent is not a condition of purchase.

Message frequency varies. Message and data rates may apply.

Reply STOP to unsubscribe or HELP for assistance.

You understand that electronic communications may involve some level of security risk despite commercially reasonable safeguards.

PRESCRIPTIONS AND MEDICATIONS

You understand and agree that prescriptions are issued solely at the discretion of licensed healthcare providers, providers may deny treatment or prescriptions if not clinically appropriate, medications may involve risks, side effects, contraindications, or adverse events, compounded medications are not FDA-approved, and pharmacies and laboratories are independent third parties.

Nucore does not guarantee prescription approval, medication availability, specific pricing, insurance coverage, or treatment outcomes.

FINANCIAL RESPONSIBILITY

You understand that you are financially responsible for consultations, subscriptions, medication costs, laboratory testing, pharmacy charges, and applicable fees.

You authorize affiliated medical providers and service providers to bill your payment method and/or insurance carrier where applicable.

LIMITATIONS OF TELEHEALTH

You understand that telehealth has limitations compared to in-person care, providers may not have access to your complete medical history, certain conditions require physical examination or emergency care, and delays in treatment may occur due to technical limitations.

You agree to provide accurate, truthful, and complete information at all times.

EMERGENCY DISCLAIMER

Telehealth services are not appropriate for medical emergencies.

If you experience chest pain, severe shortness of breath, stroke symptoms, suicidal thoughts, severe allergic reactions, or any medical emergency, call 911 immediately or seek emergency medical care.

CONTACT INFORMATION

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