TERMS OF SERVICE
Effective Date: January 5, 2026

Elite Faith Health ("Elite Faith Health," "we," "our," or "us") is a brand of Elite Faith Mobile Medical Clinic, PLLC ("Practice"). These Terms of Service ("Terms") govern your access to and use of the Elite Faith Health website, digital platforms, membership program, and services.

By accessing the website, enrolling in membership, scheduling services, or otherwise using any services offered by Elite Faith Health, you acknowledge that you have read, understood, and agree to be legally bound by these Terms.

SERVICES AND PRACTICE MODEL
Elite Faith Health operates as a virtual Direct Primary Care (DPC) practice and therefore provides membership-based virtual primary care services delivered exclusively through secure telehealth technologies. All services are rendered at the sole professional discretion of licensed clinicians employed or contracted by the Practice and are subject to clinical appropriateness, availability, and applicable federal and state licensure and regulatory requirements.

Elite Faith Health does not bill or participate in commercial or government insurance plans. Membership fees do not constitute insurance coverage, a health plan, prescription coverage, or a substitute for comprehensive medical insurance. Members are encouraged to maintain separate health insurance coverage for services not provided through the Practice.

GOVERNMENT PROGRAM ELIGIBILITY
Eligibility for the Direct Primary Care membership program may be limited for individuals enrolled in certain government healthcare programs, including Medicare and Medicaid, depending on the Member's state of residence and applicable regulations. Additional details are provided in the Membership Agreement.

SCOPE AND LIMITATIONS OF SERVICES
Membership provides access to virtual primary care services as determined appropriate by the clinician. Services may be limited or declined based on, without limitation:

- The nature or complexity of the medical concern
- Clinical appropriateness for telehealth delivery
- The need for in-person examination, diagnostic testing, procedures, or specialty care
- Clinician availability

Elite Faith Health does not provide emergency medical services. Telehealth services are not suitable for medical emergencies.

Certain services are expressly excluded from the scope of care, including but not limited to the prescribing of controlled substances and the management of insulin or injectable therapies for diabetes. Pediatric services are limited to virtual sick visits; members are encouraged to maintain an in-person pediatrician for minors due to the need for physical examinations, immunizations, and preventive services.

Membership is based on access and availability and does not guarantee visit frequency, specific diagnoses, treatment outcomes, or results.

ELIGIBILITY AND LOCATION REQUIREMENTS
You must be at least eighteen (18) years of age or the legal guardian of a minor patient to enroll in or use the services. At the time services are rendered, you must be physically located in a state in which the Practice and its clinicians are duly licensed, including **Virginia, Maryland, Florida, and Texas**.

Use of telehealth services is subject to state-specific regulations. Members are responsible for understanding these requirements.

Elite Faith Health reserves the right to deny or discontinue services if these requirements are not met.

TELEHEALTH DISCLAIMERS
Telehealth involves the delivery of healthcare services using electronic communication technologies and has inherent limitations. These limitations may include the inability to perform hands-on physical examinations, obtain certain diagnostic testing, or fully assess certain medical conditions.

In-person evaluation, diagnostic testing, referral to another healthcare provider, or specialty consultation may be required at any time based on the clinician's professional judgment. No guarantees are made regarding diagnoses, treatment outcomes, or results.

Members agree to provide accurate information, comply with platform usage guidelines, and refrain from abusive or unsafe behavior.

NO EMERGENCY SERVICES
Elite Faith Health does not provide emergency or urgent care services. If you believe you are experiencing a medical emergency, call 911 or seek immediate in-person medical care.

WEBSITE AND SERVICE DISCLAIMERS
To the fullest extent permitted by law, the website, digital platforms, and services are provided on an "as is" and "as available" basis. Elite Faith Health disclaims all warranties, express or implied, including but not limited to any implied warranties of merchantability, fitness for a particular purpose, or non-infringement.

These Terms apply to the use of our website, digital platforms, and access to membership services, and do not replace the Membership Agreement, Privacy Policy, or Telehealth Consent, which also govern your rights and responsibilities.

By using digital platforms, you consent to receive communications electronically. It is your responsibility to maintain secure access and verify your contact information.

LIMITATION OF LIABILITY
To the maximum extent permitted by applicable law, Elite Faith Health, the Practice, and their respective clinicians, officers, employees, and agents shall not be liable for any indirect, incidental, consequential, special, or punitive damages arising out of or related to your use of the website, telehealth services, or membership, including but not limited to

technology failures, service interruptions, delays, or third-party platform interruptions, data breaches, or errors.

INTELLECTUAL PROPERTY
All content on the Elite Faith Health website, including text, graphics, logos, trademarks, and other materials, is the exclusive property of Elite Faith Health or its licensors and is protected by applicable intellectual property laws. Unauthorized use, reproduction, or distribution is strictly prohibited.

MODIFICATIONS TO TERMS
Elite Faith Health reserves the right to modify these Terms at any time. Revised Terms will be posted on the website and will become effective upon posting. Continued use of the website or services following such posting constitutes acceptance of the revised Terms.

GOVERNING LAW
These Terms shall be governed by and construed in accordance with the laws of the state in which services are rendered, without regard to conflict-of-law principles.

CONTACT INFORMATION
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Please do not submit medical or sensitive health information via email or phone.