



# Terms & Conditions

*Effective Date: August 2025*

Welcome to **North Georgia Medical Solutions**. By accessing our website, booking our services, or engaging in care provided by our nurses, you agree to the following Terms & Conditions. Please read them carefully.

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## 1. Scope of Services

- North Georgia Medical Solutions provides **concierge and private duty nursing services** within the scope of a Registered Nurse (RN) license in the State of Georgia.
  - Services may include post-operative recovery care, wellness visits, medication management and administration, and related add-on services.
  - Our services are not a substitute for emergency medical treatment. In the event of a medical emergency, call 911 immediately.
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## 2. Booking & Consultation

- All services require a consultation prior to care.
  - A consultation fee of \$75 applies and will be credited toward the first booked service, unless otherwise waived under a promotional offer.
  - Appointments are confirmed only after full payment is received.
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### 3. Payments

- Full payment is required at the time of booking.
  - Accepted payment methods: Credit/Debit Cards. Buy Now, Pay Later options are also available via our payment processor.
  - We do not accept insurance.
  - All payments are **non-refundable and non-transferable**.
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### 4. Cancellations, Rescheduling, and No-Shows

- One reschedule is allowed within 30 days of the original appointment date.
  - Reschedule requests must be made at least 48 hours before the scheduled appointment.
  - Cancellations with less than 24 hours' notice, same-day cancellations, or failure to appear for an appointment will result in forfeiture of payment.
  - A new booking and full payment will be required for future services.
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### 5. Refund Policy

- All payments are non-refundable once services are booked.
  - Exceptions may only be considered if services cannot be provided due to circumstances on the part of North Georgia Medical Solutions (e.g., nurse illness or scheduling conflict).
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### 6. Service Area

- We provide mobile concierge and private duty nursing services within North Georgia and the Atlanta Metro area.

- Travel outside of this area may incur additional fees or may not be available.
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## 7. Client Responsibilities

- Clients must provide a safe, clean, and respectful environment for nursing care. We ask that all pets be secured and put away during your visit.
  - Clients are required to disclose accurate medical history, medications, allergies, and relevant health information.
  - North Georgia Medical Solutions reserves the right to refuse or discontinue services if unsafe conditions or inappropriate behavior are encountered.
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## 8. Privacy & HIPAA Compliance

- We are committed to protecting your health information under HIPAA (Health Insurance Portability and Accountability Act).
  - Client information will only be used or disclosed as required for care, legal compliance, or with written authorization.
  - Please review our separate **Notice of Privacy Practices** for detailed information on how we safeguard your health data.
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## 9. Liability Disclaimer

- While our nurses provide professional care within their scope of practice, North Georgia Medical Solutions is not responsible for outcomes outside of our control, including but not limited to:
  - Complications arising from surgery, medications, or procedures performed by other providers.
  - Client's failure to follow medical or aftercare instructions.

- Pre-existing conditions or undisclosed health information.
  - By engaging our services, clients acknowledge these limitations and agree to release North Georgia Medical Solutions from liability related to such events.
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## **10. Intellectual Property**

- All content on our website, marketing materials, and branded documents—including logos, text, and images—are the property of North Georgia Medical Solutions and may not be copied, reproduced, or distributed without prior written consent.
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## **11. Governing Law**

- These Terms & Conditions are governed by the laws of the State of Georgia.
  - Any disputes arising from services provided by North Georgia Medical Solutions will be resolved under Georgia jurisdiction.
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## **12. Amendments**

- North Georgia Medical Solutions reserves the right to update or amend these Terms & Conditions at any time.
  - Clients will be notified of significant changes through our website or email communication.
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## **13. Acknowledgment**

By booking or receiving services from North Georgia Medical Solutions, you acknowledge that you have read, understood, and agree to these Terms & Conditions.

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 **Contact Information**  
North Georgia Medical Solutions  
 [info@northgaims.com](mailto:info@northgaims.com)  
 [www.northgaims.com](http://www.northgaims.com)