



CLIENT CONSENT TO ELECTRONIC COMMUNICATIONS

Quest CHC offers to communicate with you through electronic methods such as email, text, videoconferencing (e.g., Zoom, FaceTime), website/portal, social media, and AI-assisted communication tools (e.g., secure chatbots, automated appointment reminders, or other AI-based systems). We ask for your informed consent to proceed, understanding the risks involved.

Client Acknowledgment and Agreement:

By providing verbal or written consent, you acknowledge that you understand and accept the risks, conditions, and instructions for using these Services, as outlined in the Appendix. You are aware that electronic communications, including those using AI-assisted tools may not be encrypted and may be subject to privacy risks. You or your provider can withdraw consent at any time with written notice.

APPENDIX: Risks & Conditions of Use

Risks include:

- Possible disclosure to third parties
- Limited security and potential for interception
- Employers or service providers may access communications
- Risk of malware or unauthorized alteration
- Possible legal disclosure
- Videoconferencing may be less secure
- Misdelivery, falsification, or difficulty verifying sender/recipient identity
- AI-assisted communications may involve automated processing of your information, which could introduce additional privacy considerations

Conditions:

- Not for emergencies or urgent medical issues
- No guaranteed response time; follow up if needed
- Not a substitute for in-person care or examinations
- Communications may be added to your medical record and accessed by your care team
- No sharing with third parties without consent, unless required by law
- Do not use to discuss certain sensitive health matters (e.g., HIV, mental health) unless agreed
- Inform provider of changes to your contact information
- Communications may be used for education or admin only, not for clinical use in some cases
- Quest is not liable for technical issues on your end
- AI tools will not make independent medical decisions; they are intended to support, not replace, the judgment of qualified health professionals

Client Responsibilities:

- Avoid using employer/shared computers
- Include clear subject and your name in messages
- Confirm receipt when needed (e.g., read receipts)
- Use privacy measures (e.g., screen savers, passwords)
- Withdraw consent in writing or via email
- For urgent matters, call Quest or go to the ER/urgent care
- When using AI-assisted communication (e.g., automated reminders or secure chatbots), review all