

## Terms of Use

Last Update: December 8th, 2021

### Acceptance

Welcome to Birchcliff Medical Concierge!

Please read this agreement carefully as it governs your use of the Birchcliff Medical Concierge program (“Birchcliff Medical Concierge”, “BMC”, “Birchcliff Medical Concierge”, “BMC”, “we”, “us” or “our”). By accessing this program, registering as a client and/or using the services you (“You”) are agreeing to a formal contract and are bound to the terms and conditions that appear below. You must also read and complete the BMC Consent Form before using BMC services. This includes the risks and limitations of our program and consent for our team to advocate and communicate for you when required and to provide care through both in-person appointments and over virtual platforms.

BMC may update or revise this Terms of Use at any time by updating this posting. Use of the BMC program after such changes are posted will signify your acceptance of these revised terms. You should visit this page periodically to review this Agreement. You will be deemed to have accepted the Terms of Use as amended if you continue to use the services after any amendments are made. If you do not accept these terms, please do not enroll in or use the services of the Birchcliff Medical Concierge program.

### Provision of the Service

BMC provides a medical concierge service whose focus is to support clients through their health care journey. BMC is an optional service provided as a benefit through Birchcliff Energy, that works in supplement to your current health care providers. BMC intends to provide high quality, empathetic, care through personalized health care services (“Service(s)”). Participation in BMC program is voluntary, and you may withdraw your consent to participate or stop using the service at any time without giving reason.

***The BMC is not intended to replace your existing healthcare providers such as your family doctor.***

BMC services including but not limited to:

- medical issue management
- specialist referral management
- medical liaison and advocacy services
- complex case reviews/recommendations
- new consultation attendance
- Surgical and Procedure Resource/Aftercare

By enlisting BMC services, you are agreeing to BMC advocating on your behalf to external health care providers to assist with medical management and medical options.

Medical services may be provided over multiple modes of communications including but not limited to in-clinic appointments, or through secure electronic messaging by means of videoconferencing, email, phone, website/portal, and chat messaging. BMC services will be delivered by the modalities outlined above by health care professionals licensed to practice in your province or territory of residence, including but not limited to, physicians, nurses, and other allied health professionals. The BMC program will use medical resources to

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achieve a solution to your BMC service request; however, it should be noted that not all health conditions are solvable.

During your use of the BMC you and the BMC Medical Team will discuss your personal information, health history, symptoms, care plan management, and any test or treatment recommendations that you may require. BMC provides medical concierge services for non-life-threatening medical concerns and is NOT intended for medical emergencies.

***If you have a medical emergency, please dial 9-1-1 and access the medical emergency services in your area.***

## How to Access the Service

Consent is required for ALL Birchcliff Employees and their spouses/dependents to participate in the program prior to the first BMC service request. Consents are to be signed and returned via DocuSign to initiate the registration process. After registration has been completed, your secure medical portal will be activated within 24-48 business hours. You will receive a notification via SMS Text and/or email once you are active in the system.

Once you have received your notification please visit [www.concierge.inputhealt.com/portal](http://www.concierge.inputhealt.com/portal) to access Birchcliff Medical Concierge services

From the portal you will be able to book a service request at a time that is most convenient for you and also directly message the Birchcliff Medical Concierge Team for any service inquiries or assistance you may need.

Please have the following information ready to assist with login:

- Patient's Alberta Health Care number (PHN)
- Phone number linked to the account
- E-mail address linked to the account

A quick verification process will follow and give you secure access to your medical concierge.

Service Requests: Clients are required to log into their accounts, request an appointment through the medical portal, and provide a brief description of the medical concern. Once we receive your service request you will receive confirmation of your request in a timely manner. A member of the Birchcliff Medical Concierge Team will connect with you at the time selected to assess and manage your health care needs.

No medical information is to be shared over non-secure platforms (email or text messages). All medical communication will be directed through the secure portal to ensure confidentiality and privacy of your medical information.

## Contact Information for Birchcliff Medical Concierge:

Registered Address: Suite 975, 600 3rd Ave SW, Calgary AB, T2P0G5

Email address: [concierge@birchcliffhealth.com](mailto:concierge@birchcliffhealth.com)

Phone: 587-393-6904

## Hours of Operation

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- Birchcliff Medical Concierge will be available to access services, 9:00am-4:30pm, during standard Business Days that Birchcliff Energy is open
- BMC will be closed on weekends, Statutory holidays, and days that Birchcliff Energy’s office is also closed

All BMC communications will be monitored during BMC’s business hours outlined above and triaged appropriately based on BMC resources and availability. Services that are requested during off hours will be reviewed the next operational business day.

## Laboratory Appointments Overview

The BMC Lab will be open Tuesday and Thursday 9:00am -12:00pm.

We can collect most laboratory tests that are commonly requested in general medical practice. Please note however that there are limitations to what tests we can do. We are unable to collect the following tests:

Laboratory Tests Unavailable	
24-hour Urine Specimens	Glucose Tolerance Test
D-Dimer	H-Pylori*
Drug Screenings/Levels	PTT
Epstein Barr Serology Panel	Transfusion Medicine
Fibrinogen	Vitamin D*
FIT Testing	

*\*Can be considered with some restrictions*

You must bring your laboratory requisition to your appointment.

Please note that on your requisition form there could be “additional tests” listed. There is a possibility that we may not be able to draw those additional labs. If you are unsure or have questions, please consult with our BMC staff.

**Pediatric laboratory requests** will be reviewed on an individual basis for those between the ages of 7 – 12 years of age. Please message the Birchcliff Medical Concierge Team prior to booking a laboratory appointment to discuss your child’s blood work requirements.

## User Accounts and Registration

Primary Account Holders and Eligible Dependents:

Use of this service is limited to Birchcliff Energy employees and their eligible spouses and dependents, as classified by Birchcliff Energy dependent criteria. Agreement to the Terms of Use and Consent Forms must be signed and received prior to your first appointment.

All Birchcliff Energy employees, spouses, and dependents are eligible to access the BMC program. Dependents under the age of 18 require parental consent to access the program and will be registered under a primary account holder’s contact information (phone number and email). A dependents account may only be link to one primary account holder. When logging into the portal for a dependent, you will have to enter the dependents

Personal Health Number (PHN) and the primary account holders phone number and email address. All medical correspondence and notifications for dependents registered in the program will go to the primary account contact information.

The BMC team reserves the right to assess whether a person has capacity to provide consent to his/her/their medical care on a case-by-case basis.

During your registration for the official launch, your personal health number and contact information is required to securely access your BMC portal. For your safety and privacy, you will be asked to provide this information with each login. Two-point identifiers are required to ensure your medical information is protected and secure.

You will provide BMC with accurate and complete registration information on your account sign-up which shall include any medical information requested by BMC, and it is the “users” responsibility to update BMC with any changes to your registration or personal information by emailing BMC at the address listed above. Please note that for the interest of patient safety, BMC reserves the right to require you provide evidence to verify any aspect of your account or personal demographics when requested.

### **Electronic Communications**

The BMC team will use all reasonable means to protect the security and confidentiality of information sent and received using the BMC service. However, please note that there are certain limitations and risks associated with the use of the BMC service and electronic communications including but not limited to:

- Telemedicine and virtual visits are susceptible to degradation and loss of connection.
- The use of electronic communications to discuss sensitive information increases the risk of such information being disclosed or intercepted to/by third parties.
- BMC will use all reasonable means to protect the security and confidentiality of information sent and received during the consultation. However, despite our efforts to protect the privacy and security of electronic communications and medical information storage platforms, it is not possible to completely secure the information and thus there is no guarantee against data breaches, which may result in the unauthorized collection, use an/ or disclosure of your personal health information.

We may send you communications relevant to your interactions and request for services with BMC. Any communications containing personal medical information will be sent using our secure electronic medical record software. In the circumstances that we are unable to contact you through our secure modalities, we may be required to reach out to contact a family member or emergency contact to ensure we are providing safe medical care.

BMC will also be communicating with third party medical services and external health care providers using electronic means. All communication to external health care providers or medical services will be sent through secure electronic platforms.

### **Collection, Storage and Sharing of Personal Information**

BMC collects, uses and shares personal information in accordance with the Health Information Act, Personal Information Protection and Electronic Documents Act. Information collected includes but is not limited

to name, contact information, personal health number, and medical information including health information for both you, your spouse, and your dependents.

This information is collected to allow us to provide comprehensive medical assessments, treatments, and health care services to you. Only relevant medical information will be requested, collected, and shared with the necessary health care professionals. Written consent will be requested when information sharing is to a third-party healthcare provider.

Personal and medical information collected will be stored on a cloud-based Electronic Medical Record. Personal information collected may be used to create anonymous statistics to aid in monitoring service utilization. Please note that no personally identifying information will be included in the statistics. We may use the personal information collected to also provide you information on upcoming wellness programs, services, and educational information.

If you believe that there has been a breach of security such as the disclosure, theft, or unauthorized use of your username and password (ID) you must notify BMC. If BMC reasonably believes that you are utilizing these services in any way which is not permitted under this Agreement, BMC reserves the right to immediately suspend access to the services.

## **Confidentiality**

Your interactions with BMC are strictly confidential. Your personal medical information will not be shared with your employer. You may however request that your medical information is shared with your employer for certain situations, this will only be done with your consent.

You agree to utilize the BMC services for your benefit, your spouse and your dependent's benefit where applicable. You will not use the service to gain information or medical care for individuals who are not enrolled and registered in the program. You agree that any medical information, prescriptions, or management plans shared or given to you by the BMC team are solely for the personal use of the individual named on the information/documentation or for use of a dependent registered under the account.

Accounts are not transferrable. It is not recommended to share your account information.

## **Privacy**

By accessing the BMC program, you are agreeing to allow us to collect and use certain information about you and/or your dependents. This will include personal and health information as outlined in our Privacy Policy.

## **Indemnity**

You agree to indemnify and hold BMC, our affiliated companies and their respective agents, its directors, employees, affiliates, agents, contractors, and licensors harmless with respect to any suit or claims arising out of (i) your use of the service, (ii) your breach of terms and conditions, including but not limited to, and infringement by you of the copyrights or intellectual property rights of any third party; or (iii) your misuse of this service (iv) any misrepresentations made by you.

## **Medical Emergency**

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If you have a medical emergency, call a physician or qualified healthcare provider, or CALL 911 immediately. Under no circumstances should you attempt self-treatment. BMC is not an urgent care facility. BMC provides medical concierge services for non-life-threatening medical concerns and is NOT intended for medical emergencies.

***If you have a medical emergency, please dial 9-1-1 and access the medical emergency services in your area.***

## **Termination of Services**

You may terminate services with BMC at any point in time. Please contact us via email to disable your account.

## **Copyright**

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