OLSON MEDICAL PLLC

PATIENT DOCUMENT

Patient Policies & Care Expectations

Scheduled, physician-led telehealth weight-management care with clear responsibilities, communication boundaries, and patient rights.

VERSION	REVISED	PRACTICE CONTACT
0.2	July 11, 2026	info@drolsonmed.com | (305) 615-9770

Read this first

These policies work together with the documents you sign for treatment, telehealth, privacy, membership, payment, and medication-specific care. Applicable law and the signed agreement control if a conflict exists. Olson Medical is not an emergency or urgent-care service. Call 911 or seek local emergency care for an emergency.

CARE EXPECTATIONS AT A GLANCE

What membership supports	What it does not include	What safe care requires
Scheduled physician visits, treatment monitoring, continuity, and secure nonurgent portal communication within the practice scope.	Emergency or urgent care, continuous monitoring, guaranteed same-day replies, comprehensive primary care, or unrelated services.	Accurate information, required follow-up and monitoring, safe medication use, respectful communication, and timely questions.

01 / PATIENT POLICY

The Olson Medical care model

Olson Medical provides focused weight-management and lifestyle care in a scheduled telehealth specialty model. Dr. Olson directs the clinical plan and may use trained staff for appropriate administrative support.

- Patients should maintain an established primary care clinician for preventive, routine, acute, and non-weight-related care.
- Membership supports planned follow-up and nonurgent communication. It does not provide 24-hour concierge access, on-demand visits, continuous monitoring, urgent care, or emergency care.
- A prescription, specific medication, insurance approval, compounded preparation, or treatment result is never guaranteed.
- The practice does not provide comprehensive primary care or unrelated administrative services, including emotional-support-animal letters.
- Some concerns require laboratory testing, an in-person examination, urgent or emergency evaluation, or care from another clinician.

Coordinate broader care

Weight loss may change blood pressure, blood sugar, or other medication needs. Continue follow-up with the clinician who manages those conditions and do not change another clinician's medication without guidance.

02 / PATIENT POLICY

Telehealth location, privacy, and safety

Telehealth care depends on the patient's physical location, a private setting, reliable communication, and access to local in-person services.

- Identity and physical location will be confirmed at each visit. The patient must be in a jurisdiction where Dr. Olson is licensed and Olson Medical is accepting patients for the service requested.
- Join from a quiet, private location. Do not participate while driving or operating a vehicle.
- Tell Dr. Olson who else can see or hear the visit and whether that person is authorized to remain. An unauthorized person will be asked to leave.
- The visit may be paused or rescheduled when privacy, identity, location, technology, or clinical safety cannot be established.
- Patients must maintain access to local emergency, urgent, laboratory, pharmacy, and in-person care when clinically needed.

03 / PATIENT POLICY

Communication and response expectations

Established patients should use the secure portal for nonurgent treatment questions, possible side effects, refill requests, records, and care coordination.

- The portal is reviewed during published business hours and is not monitored continuously. A portal message does not guarantee a same-day response.
- Some concerns cannot be managed safely by message and will require a scheduled visit or local evaluation.
- Ordinary email and the website interest form are for nonclinical administrative matters. Do not send medical details through those channels.
- Submit refill requests with the lead time stated in the portal and complete required follow-up before medication runs out.
- Do not change a medication's dose, schedule, route, concentration, or use without guidance from Olson Medical.
- For an urgent concern, use the appropriate local service. For an emergency, call 911 or seek local emergency care.

04 / PATIENT POLICY

Appointments, monitoring, and active participation

Safe telehealth treatment is a partnership. Patients are expected to provide accurate information, stay engaged, and complete the follow-up needed for clinical decision-making.

- Provide complete, accurate information and prompt updates about material changes in health, medications, pregnancy status, procedures, or treatment obtained elsewhere.
- Attend required visits, respond to reasonable outreach, and complete requested laboratory testing, vital signs, home measurements, or in-person evaluation.
- Report possible side effects, treatment interruptions, dosing errors, and questions promptly through the secure portal.
- Ask for clarification before changing how medication is taken or restarting treatment after a gap.
- Tell the practice about technology, disability, language, health-literacy, work, or caregiving barriers so reasonable problem-solving or accommodation can be considered.

05 / PATIENT POLICY

Medication safety

Medication may be useful when clinically appropriate, but it is one part of care and must be used exactly as directed.

- Use only the medication, formulation, concentration, dose, route, and schedule prescribed for you.
- Never share, sell, transfer, alter, or use another person's medication. Do not obtain duplicate treatment without disclosure.
- Disclose relevant prescribers, pharmacies, prescriptions, over-the-counter products, supplements, allergies, and adverse effects.
- Prescribing or refills may be paused when identity, location, required information, monitoring, follow-up, or a safe legal and clinical basis is missing.
- Continuation of treatment started elsewhere is considered only after evaluation and verification and is not guaranteed.
- When a compounded medication is clinically appropriate, Olson Medical uses appropriately licensed pharmacies and reviews available quality documentation. Independent testing is represented only when documented for the preparation involved.

Safety before convenience

A medication may need to be held or discontinued immediately even while the broader care relationship and appropriate transition steps are reviewed. Honest disclosure of a mistake is used to improve safety, not to punish the patient.

06 / PATIENT POLICY

Respectful care and conduct

Olson Medical is committed to respectful, evidence-based, nondiscriminatory care. Questions, disagreement, second opinions, records requests, complaints, and reasonable accommodation requests are welcome.

- Patients may decline a recommendation or request additional explanation without retaliation.
- Credible threats, intimidation, stalking, discriminatory or sexual harassment, doxxing, fraud, prescription alteration, or repeated abusive communications may require protective action.
- A single expression of frustration or criticism is not, by itself, grounds for ending care.
- The practice will consider disability, communication, technology, and other relevant barriers before treating missed care or nonresponse as a conduct issue when reasonably possible.

07 / PATIENT POLICY

Membership and financial expectations

Membership supports continuity and reserved access to the services stated in the signed agreement. It is not a promise of unlimited availability or a guaranteed prescription.

- Membership is required for prescribing, routine refills, medication management, monitoring, and nonurgent clinical portal care unless the signed agreement or applicable law provides otherwise.
- A patient may request cancellation at any time. No additional medication will be prescribed after the request is received.
- Cancellation becomes effective after the expected use period for the final prescribed supply. When medication is expected to last 28 days, membership continues through at least a 30-day clinical-coverage window associated with that final prescription.
- When membership ends, routine clinical portal messaging, physician guidance, medication supervision, refills, and additional prescribing end. Records access, required notices, and appropriate transition information remain available as required by law and policy.
- Medication, laboratory testing, pharmacy charges, and outside services are separate unless the signed agreement expressly states otherwise.
- Fees for completed visits and elapsed membership periods are nonrefundable because access was available whether or not used. Any credit or refund for an unused prepaid period follows the signed membership agreement and applicable law.
- Cancellation, nonrenewal, payment failure, deposits, missed visits, re-engagement, and any grace period follow the current signed membership agreement and applicable state law.
- A treatment interruption may require reassessment, new testing, or re-titration before medication can be restarted.
- Canceling membership, pausing prescribing, resolving a payment issue, and formally ending the medical relationship are related but distinct processes.

08 / PATIENT POLICY

Insurance, forms, and administrative support

Olson Medical is a direct-pay practice. Administrative help is limited to matters that are clinically related to care within the practice's focused scope.

- Olson Medical does not submit insurance claims. An itemized receipt or superbill may be provided on request for eligible professional services, but reimbursement is not guaranteed.
- The practice may submit routine prior-authorization requests and supporting documentation for medications it prescribes when clinically appropriate. Approval, coverage, copay, and continued access remain the insurer's decisions.
- Forms or letters unrelated to weight-management care are outside the practice scope.
- Individuals covered by Medicare Part B or Medicare Advantage are not eligible to enroll at this time, including when they wish to pay privately.

09 / PATIENT POLICY

When care may pause, change, or end

The practice may pause prescribing, change the care plan, recommend another setting, or end the physician-patient relationship when continued care is unsafe, outside scope, legally unavailable, or no longer workable.

- When safe and appropriate, the practice may clarify expectations, identify barriers, provide education or accommodation, document a care plan or warning, and then consider a prescribing pause or formal termination.
- Immediate restrictions may be necessary for a credible threat, fraud, diversion, prescription alteration, dangerous medication use, an unverified location, or another serious safety or legal concern.
- Repeated missed care, missing monitoring, persistent nonresponse, unresolved payment, conduct that threatens safety, or needs outside the practice scope may also require transition after review.
- Formal termination will follow applicable law and may include written notice, an effective date, emergency instructions, records access, reasonable transition information, and clinically appropriate bridge or taper decisions.
- Records and appropriate transition assistance will not be withheld because of a billing dispute.

10 / PATIENT POLICY

Privacy, records, and AI-assisted documentation

Safe medical care requires an accurate health record. Patients receive applicable privacy information and may request access, amendment, or transfer through the designated process.

- A Notice of Privacy Practices acknowledgment confirms receipt of the notice and is not a blanket waiver of privacy rights.
- If AI-assisted documentation is used, patients receive a separate disclosure and consent when applicable, including information about what the tool does and the data it processes.
- Dr. Olson reviews and corrects AI-assisted drafts and remains responsible for the final medical record and clinical decisions.
- AI does not independently diagnose, prescribe, or make final treatment decisions. A visit will not be secretly recorded.
- When available and required, a patient may decline or withdraw consent for future AI-assisted documentation without losing access to appropriate medical care.

11 / PATIENT POLICY

Patient rights and current documents

Patients should receive understandable information, access to applicable documents, and a respectful way to raise concerns.

- Ask questions and receive understandable information about recommended care, reasonable alternatives, material risks, and expected costs.
- Request reasonable communication or accessibility accommodations.
- Decline a recommendation, request a second opinion, request records, or raise a privacy, billing, conduct, or care concern without retaliation.
- Review the version and revision date on this document. Current documents are posted on the patient-documents page and applicable signed copies are available through the secure portal.
- Olson Medical may update policies. Material changes will be communicated when required by law or the signed agreement.

RELATED PATIENT DOCUMENTS

- Consent to evaluation and treatment
- Telehealth consent and any applicable state notice
- Membership agreement and payment authorization
- Notice of Privacy Practices and acknowledgment
- AI-assisted documentation consent, if applicable
- Medication-specific informed consent, when recommended

Questions or records requests

Use the secure patient portal once enrolled. General nonclinical questions may be sent to info@drolsonmed.com or directed to (305) 615-9770. Do not include medical information in ordinary email. Call 911 for an emergency.