

DOBROMED ONLINE

Financial Policy

Effective Date: May 16, 2026

Practice: DobroMed Online

Website: <https://dobromedonline.com>

FINANCIAL POLICY

DobroMed Online is committed to providing transparent, straightforward, and patient-centered telehealth services.

Please review the following financial and scheduling policies carefully.

By scheduling an appointment or receiving services through DobroMed Online, you acknowledge and agree to the following policies.

1. CASH-PAY PRACTICE

DobroMed Online operates as a cash-pay telehealth practice unless otherwise stated.

Payment is required before services are provided.

DobroMed Online does not guarantee insurance reimbursement for services.

Patients are responsible for understanding their own insurance benefits if they choose to submit claims independently.

2. PATIENT RESPONSIBILITIES BEFORE THE VISIT

To help maximize appointment time and avoid delays, patients are responsible for:

- Completing all required intake forms and consent documents before the scheduled visit
- Uploading requested medical records, laboratory results, imaging reports, or photographs before the visit when requested
- Logging into the telehealth platform on time for the scheduled appointment
- Ensuring a stable internet connection and working device when possible
- Providing accurate and updated medical information

Time spent during the appointment completing paperwork may reduce the time available for the medical consultation.

3. APPOINTMENT TIMING AND TECHNICAL ISSUES

While DobroMed Online strives to remain on schedule, occasional delays may occur due to:

- Technical difficulties
- Connectivity problems
- Extended patient care needs
- Unexpected clinical situations

If a visit must be canceled or significantly delayed due to provider-related or technical issues on the provider side, the patient may choose:

- Rescheduling the appointment, or
- Receiving a refund

DobroMed Online appreciates patient understanding regarding occasional unforeseen delays.

4. LATE ARRIVALS, MISSED VISITS, AND NO-SHOW POLICY

Patients are expected to attend appointments on time.

If a patient arrives late, the visit may need to be shortened, rescheduled, or canceled depending on provider availability.

Missed appointments and no-shows are non-refundable.

As a one-time courtesy, DobroMed Online may allow one rescheduled appointment for a missed visit at provider discretion.

Additional missed visits or repeated late arrivals may require a new appointment payment.

5. CANCELLATION POLICY

Patients may cancel an appointment with at least 48 hours notice before the scheduled appointment time.

If cancellation is made at least 48 hours in advance, the patient may choose:

- A full refund, or
- Keeping the payment as a credit toward a future appointment

Cancellations made less than 48 hours before the appointment are generally non-refundable.

6. LABORATORY, IMAGING, PHARMACY, AND THIRD-PARTY SERVICES

Patients are financially responsible for all services provided by outside facilities or third parties, including but not limited to:

- Laboratory testing
- Imaging studies
- Pharmacies

- Specialist consultations
- Urgent care or emergency room visits

Payments for these services are made directly to the outside provider or facility.

DobroMed Online does not control pricing, billing, or insurance processing for outside providers.

7. PRESCRIPTIONS AND REFILLS

Prescription decisions are made solely at the clinical discretion of the provider.

Payment for a visit does not guarantee:

- A diagnosis
- Prescriptions
- Medication refills
- Laboratory orders
- Imaging orders

Additional follow-up appointments may be required before medications or refills are provided.

8. REFUND POLICY

Refunds are evaluated according to the policies described in this document.

Completed medical consultations are generally non-refundable.

Refunds will not be provided due to dissatisfaction with medical opinions, treatment recommendations, inability to prescribe requested medications, or clinical decisions made in the patient's best medical interest.

9. CHARGEBACKS AND PAYMENT DISPUTES

By using DobroMed Online services, patients agree to first contact DobroMed Online regarding any billing concerns before initiating chargebacks or payment disputes.

Fraudulent or inappropriate chargebacks may result in dismissal from the practice and collection actions when appropriate.

ACKNOWLEDGMENT

By signing below, I acknowledge and agree that:

- I have read and understood this Financial Policy
 - I agree to the scheduling, cancellation, and refund policies
 - I understand my financial responsibilities
 - I understand that outside laboratory, imaging, pharmacy, and specialist services are billed separately
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PATIENT INFORMATION

Patient Full Name: _____

Date of Birth: _____

SIGNATURE

Patient / Legal Representative Signature:

Date: _____

If signed by legal representative:

Representative Name: _____

Relationship to Patient: _____

DobroMed Online
Telehealth Medical Services
<https://dobromedonline.com>