

INMOTION HEALTH, PA

TERMS AND CONDITIONS FOR DIRECT BOOKING

Last Updated: March 31, 2026

These Terms and Conditions govern the scheduling and cancellation of appointments with InMotion Health, P.A. By making a direct booking, you acknowledge and agree to the following:

1. Service Area for In-Home Visits

In-home visits are available only within our designated service area. Direct bookings must be scheduled at an address located in one of the following zip codes:

33069, 33060, 33062, 33309, 33334, 33308, 33306, 33311, 33305, 33304, 33312, 33301, 33315, 33316

If a direct booking is made for an address outside the listed service area, it will not be honored, and a 25% (twenty-five percent) fee of the normal, predetermined service rate in effect as of the date of the appointment will be charged.

2. Telemedicine Appointments

Patients utilizing telemedicine services must physically be located within the State of Florida at the time of their virtual visit.

If this condition is not met, the appointment will not be honored, and a 25% (twenty-five percent) fee of the normal, predetermined service rate in effect as of the date of the appointment will be charged.

3. Appointment Location

All in-home visits take place at the patient's home or designated location within the approved service area. Appointments will never be conducted at the business address listed on the direct booking page.

4. Eligibility to Book

- You must be at least 18 years of age to make a direct booking.
- If you are booking on behalf of someone else, please specify this in the comments section when booking.

5. Cancellation Policy

- Appointments may be canceled without penalty up to twelve (12) hours prior to the scheduled time.
- Cancellations made with less than twelve (12) hours' notice will incur a cancellation fee equal to 50% (fifty percent) of the normal, predetermined service rate in effect as of the date of the appointment.
- No-shows will be treated as late cancellations and subject to the same cancellation fee.

6. Fees and Payment

- All service fees are predetermined and current as of the date of the appointment.

- Payment is due at the time of service. Accepted payment methods include major credit cards and debit cards.
- Applicable fees (including ineligible service area charges or cancellation fees) will be billed to the payment method on file or collected prior to making subsequent direct bookings.
- InMotion Health, P.A. is a self-pay practice and does not bill insurance. Patients are responsible for all charges at the time of service.

7. Scope of Services and Medical Limitations

InMotion Health, P.A. provides urgent care services and is not a substitute for emergency medical care. If you are experiencing a medical emergency, call 911 or go to your nearest emergency room immediately. By booking an appointment, you acknowledge that InMotion Health, P.A. does not provide emergency services.

Our services are limited to conditions within the scope of urgent care. InMotion Health, P.A. reserves the right to refer patients to a higher level of care when clinically appropriate.

8. Right to Refuse or Discontinue Service

InMotion Health, P.A. reserves the right to decline, reschedule, or discontinue care at its discretion, including but not limited to circumstances involving patient safety, provider safety, scope of practice limitations, or behavior that is disrespectful or threatening to our provider. In such cases, any applicable fees will be handled in accordance with Section 5 and Section 6 of these Terms.

9. Provider Availability and Rescheduling

All appointments are subject to provider availability. InMotion Health, P.A. reserves the right to reschedule appointments due to unforeseen circumstances, including provider illness, emergency, or conditions beyond our control. In such cases, we will make every reasonable effort to notify you promptly and offer the earliest available alternative appointment.

10. Agreement

By making a direct booking with InMotion Health, P.A., you acknowledge that you have read, understood, and agreed to abide by these Terms and Conditions.

11. Consent Forms and Privacy Notices

The following consent forms will be collected with your signature prior to your visit via our EHR platform, Athena Health:

- General Patient Consent To Treat Form
- Financial Consent Form
- Cancellation/No-Show Policy Acknowledgment
- HIPAA Notice of Privacy Practices
- Patient Rights and Responsibilities
- Minor Procedures Consent
- Arbitration Patient Agreement
- Home Visit Safety Acknowledgment

- Authorization to Share Medical and Insurance Information with Third-Party Providers for Coordination of Care and Related Billing

Our Website Privacy Policy is available for review at inmotionhlth.com.