

Community Standards

For Patients

At My Fluids, our primary mission is to empower patients, anchored in our core value of prioritizing patient well-being. This commitment shapes every aspect of our platform, from how we structure our services to the accessibility we aim to provide. Consequently, booking appointments through My Fluids comes at no cost to patients. We firmly uphold the principle that patients should not bear any financial burden when utilizing our platform or engaging with our network of healthcare providers. Moreover, My Fluids maintains a strict policy of never soliciting credit card or payment information via phone or email.

We hold all users of My Fluids to high standards of respect towards our service, participating providers, and fellow patients seeking care. To this end, the guidelines below outline our expectations for user conduct. Consistent with our Terms of Service, failure to adhere to these guidelines may result in suspension or termination from the My Fluids platform.

Safety

Always treat others with respect and adhere to all relevant laws. Never engage in bullying, harassment, profanity, threats, intimidation, or any form of harm towards providers, their office staff and administrators, or My Fluids representatives. Avoid any form of discrimination or use of inappropriate language towards providers, their office staff and administrators, or My Fluids representatives.

Accuracy

Ensure that all information provided, including in-network insurance details, is accurate, complete, and regularly updated when filling out pre-appointment forms from My Fluids or your healthcare provider. Only schedule appointments that you genuinely plan to attend, out of

respect for the provider's time and other patients seeking care. Provide honest, fair, and accurate reviews in accordance with our guidelines.

My Fluids User Obligations

Make every effort to honor your confirmed appointments, recognizing that these slots are reserved for you and unavailable to other patients seeking care. In case of any changes to your appointment attendance, promptly inform your provider with as much notice as possible. Last-minute changes disrupt providers' schedules and limit their ability to accommodate other patients in need of care. Excessive no-shows, rescheduling, or cancellations may result in limitations or termination of your access to My Fluids's services. Arrive on time for your appointments; if unable to do so, notify the provider's office promptly, understanding that they may need to reschedule. In cases where My Fluids or a participating provider suspects unlawful drug-seeking behavior, we reserve the right to suspend or terminate the user's access to My Fluids's services.

For Providers

While My Fluids is dedicated to patient empowerment, we recognize the essential role of a collaborative partnership with providers in delivering exceptional patient experiences within our Marketplace.

The following guidelines establish a code of conduct for participating providers, reflecting our expectations for professional behavior. Violation of this code, as outlined in the My Fluids User Agreement, may lead to suspension or termination from our platform.

Safety

1. Treat all individuals with respect and dignity, adhering to the highest standards of civility and decency. This includes following all relevant laws governing interactions within the My Fluids community.

2. Refrain from engaging in any form of bullying, harassment, or intimidation towards My Fluids users or representatives. This encompasses abstaining from the use of profanity, threats, or any behavior that may cause emotional or psychological harm.
3. Avoid any form of discrimination, including the use of inappropriate, disparaging, derogatory, or prejudiced language towards individuals based on their characteristics or affiliations.
4. Never undertake any unlawful or unethical actions against patients, particularly in response to reviews, whether positive or negative, including actions that may be perceived as retaliatory or vindictive.

Professional Obligations

1. Adhere rigorously to all professional rules and ethical guidelines relevant to your field of practice, including but not limited to those outlined in the [AMA's Principles of Medical Ethics](#).
2. Safeguard the confidentiality and privacy of patient data in accordance with the Health Insurance Portability and Accountability Act (HIPAA) and other pertinent regulations governing the use and disclosure of health information.
3. Maintain a valid, current, and unrestricted license to practice in all jurisdictions where you provide services, ensuring compliance with legal requirements for displaying your specialties on My Fluids.
4. Prioritize the best interests of patients above all other considerations, including financial interests, by ensuring transparency and impartiality in your treatment recommendations.
5. Refrain from facilitating or condoning any form of unlawful drug-seeking behavior by patients under your care.

Accuracy

1. Promptly inform My Fluids of any changes in the status of your professional license or ability to practice, maintaining transparency and compliance with regulatory requirements.
2. Ensure that patients booking appointments with you through My Fluids are directed to the provider they selected, thus upholding the integrity of the booking process.
3. Honor the appointment times selected by My Fluids users, as confirmed at the time of booking, by maintaining accurate and up-to-date availability and location information.
4. Make every effort to adhere to scheduled appointment times and minimize cancellations or rescheduling, thereby respecting the time and expectations of My Fluids users.
5. Maintain meticulous records of appointments made through My Fluids, including timely confirmation, accurate documentation of cancellations or rescheduling, and reporting of patient no-shows.

Fraud

1. Avoid imposing fees exclusively on My Fluids users or passing on any portion of My Fluids fees to them, including refraining from implementing booking or cancellation fees specific to My Fluids users.
2. Refrain from discouraging or diverting My Fluids users from utilizing the platform as intended, including abstaining from directing them to book appointments outside of My Fluids or to engage in actions aimed at avoiding platform fees.
3. Ensure prompt and fair payment for services rendered to My Fluids users, without resorting to fraudulent disputes or refusals of payment for bookings generated through the My Fluids marketplace.
4. Abstain from directing My Fluids users to engage in any activities that violate the platform's Terms of Use and Acceptable Use Policy, including providing false information or engaging in deceptive practices.

5. Refrain from disseminating inaccurate, misleading, or defamatory information about My Fluids's services, policies, or procedures to users or third parties, and avoid misrepresenting oneself as a representative of My Fluids.
6. Obtain explicit consent before using any of My Fluids's trademarks, logos, or intellectual property for any purpose.

Content

1. Do not solicit or accept reviews from individuals with a conflict of interest, including current or former employees, competitors, friends, family members, or anyone incentivized to leave a biased review.
2. Refrain from attempting to prevent or manipulate reviews, whether positive, negative, or neutral, by My Fluids users, and abstain from submitting fraudulent reviews for any purpose.
3. Maintain an accurate, truthful, and current profile on My Fluids, including professional statements, location details, and information regarding accepted in-network insurances and visit reasons.