

Fair Use Protocol

Guidelines
Draft Version 1.0

A Company-wide guideline recommended for use

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Introduction

Teladoc Healthcare is committed to providing excellent service to all our patients by ensuring that the use of our services is fair and reasonable. However, we recognise that sometimes we may get things wrong or are unable to help patients in the way they would like.

We treat any expressions of dissatisfaction seriously and value feedback from our patients which may help us identify learning points and improve our services.

Our Fair Use Policy outlines what we expect from our patients so that we can continue to deliver safe and excellent care.

We meet the requirements of the Equality Act 2010 to make 'reasonable adjustments' for disabled patients. Patients may have a disability that makes it difficult to either express themselves or communicate clearly and/or appropriately. Where this may be the case, we will consider the needs of the patient before deciding on how best to manage the situation.

Our commitment to you

We will:

- Treat all patients equally, with dignity and respect.
- Aim to provide a personal, friendly, and high-quality service.
- Aim to keep patients informed of our services, their rights, and other information which directly affects the way our service is provided.
- Offer access to our services in line with the patients' assessed need.
- Monitor and improve our systems to ensure we operate as efficiently as possible within the resources available to us.
- Welcome and consider all feedback from our patients.

Our request to you

We ask that you:

- Attend appointments in a quiet, secure location, with minimal distractions.
- Dress appropriately if attending a video consultation.
- Please treat us with respect. Abuse of any kind is not expected or tolerated.
- Refrain from unreasonable behaviour.

Unreasonable behaviour

Unreasonable behaviour can occur in any interaction with any member of our staff (over the phone, via video, in person, or in writing). We do not view the behaviour of patients as unreasonable simply because their communication is forthright or because they are determined

in their approach. Our staff are trained to handle interactions with patients appropriately and are expected to make reasonable allowance for their behaviour.

On occasion however, the behaviour of our patients may go beyond what is reasonably acceptable. Examples of such unreasonable behaviour include (but are not limited to):

- Threats
- Verbal abuse
- Derogatory or insulting personal remarks
- Harassment based on personal characteristics e.g., racism, sexism, or homophobia
- Obscene remarks
- Derogatory, abusive, or insulting comments made about our staff online or in the media
- Harassing, abusing, or threatening our staff on social networks
- Physical intimidation or aggression

Fair use guidance

We reserve the right to review your access to our service. Decisions about restricting or denying your access to our service are made on a case-by-case assessment, however we would consider this (temporarily or permanently) if we believe:

- you have repeatedly booked appointments that we reasonably believe are clinically inappropriate;
- your medical problems or needs are deemed to be too complex or unsafe for our service and we have repeatedly advised you of this;
- you have been responsible for any abuse, harassment, or inappropriate behaviour towards our staff.

Acceptable use policy

You agree not to use our Teladoc services for any purpose other than to communicate with us about your case. In particular, you agree that you will not attempt to:

- use the app/portal in any unlawful manner, for any unlawful purpose, or in any manner inconsistent with this policy, or act fraudulently or maliciously, for example, by hacking into or inserting malicious code, such as viruses, or harmful data, into the app/portal or any operating system;
- not infringe our intellectual property rights or those of any third party in relation to your use of the app/portal
- not transmit any material that is defamatory, offensive or otherwise objectionable in relation to your use of the app/portal;
- not use the app/portal in a way that could damage, disable, overburden, impair or compromise our systems or security or interfere with other users;
- not collect or harvest any information or data from the app/portal or our systems or attempt to decipher any transmissions to or from the servers running the app/portal;
- Impersonate any person or entity, or misrepresent your affiliation with the person or entity; and/or

- circumvent any security safeguarding that we use to protect the security of our information systems; or otherwise use the app/portal or the service in any manner that exceeds its scope of use.

Breach of fair use policy

In the event you do not follow any terms of the policy, we may take some or all of the following actions:

- issue a warning to you;
- agree specific limitations to your use of the service;
- suspend or terminate our services to you;
- take legal action; and/or
- disclose such information to law enforcement authorities if we reasonably believe this is necessary or if required by law.