

Terms and Conditions for Balance Midwifery and Women's Health

Effective Date: March 7, 2025

1. Introduction

Welcome to Balance Midwifery and Women's Health ("we," "us," "our"). By using our services, website, or mobile applications, you agree to comply with and be bound by the following Terms and Conditions ("Terms"). These Terms govern your use of our services and facilities, and by accessing or using our services, you agree to be bound by these Terms. Please read them carefully.

2. Services Provided

Balance Midwifery and Women's Health offers midwifery and women's health services including, but not limited to:

- Prenatal and postnatal care
- Home birth and hospital birth planning
- Reproductive health consultations
- Birth education and prenatal classes
- Women's health screenings and support
- Counseling and emotional support services

Our services are provided by licensed professionals who are experienced in the areas of midwifery and women's health. All services will be rendered in accordance with professional and ethical guidelines and local laws.

3. Appointments and Scheduling

- **Booking:** You may book appointments via our website, phone, or email. By booking an appointment, you agree to the terms outlined here.
- **Cancellations:** Cancellations must be made at least 24 hours before the scheduled appointment to avoid cancellation fees. If you fail to attend your appointment without prior notice, a cancellation fee may apply.
- **Late Arrivals:** If you arrive late for your scheduled appointment, we may not be able to provide the full service, and you may be charged for the time reserved.

4. Payment and Fees

- **Fees:** Fees for services provided will be outlined during your consultation and are subject to change. We will provide you with an estimate of costs before services are rendered.
- **Payment:** Payments can be made through cash, credit card, or other methods we may accept. We also accept payments through insurance where applicable.
- **Refunds:** Refunds for services rendered will be provided at our discretion and in accordance with our refund policy.

5. Insurance and Billing

Balance Midwifery and Women's Health may accept insurance for certain services. It is your responsibility to verify coverage, and we are not responsible for any insurance denials or delays. You will be required to pay any outstanding balances not covered by your insurance.

6. Confidentiality and Privacy

We respect your privacy and are committed to maintaining the confidentiality of your health information. All personal and medical information you provide will be used solely for the purpose of providing healthcare services to you, in accordance with local privacy laws.

We may, from time to time, collect personal information such as:

- Name, address, phone number, email
- Medical history and health-related information
- Insurance details (if applicable)

This information will only be shared with authorized healthcare professionals as required by law or to ensure the continuity of care.

7. Client Responsibilities

- **Accurate Information:** You are responsible for providing accurate and complete information about your health and medical history. Failure to do so may affect the quality of care and services provided.
- **Compliance with Instructions:** You agree to follow any instructions or advice provided by our midwives and healthcare professionals to ensure the best possible outcomes.

- **Respect and Behavior:** You agree to conduct yourself respectfully during all appointments, and to follow our policies regarding conduct in the clinic or home setting. Disruptive or abusive behavior may result in termination of services.

8. Terms and Conditions

By using the Site, you acknowledge that you have read, understood, and agree to be bound by these Terms, as well as our

https://www.gilbertfamilybirthcenter.com/uploads/1/1/3/3/113346479/privacy_policy.pdf

If you are using the Site on behalf of an organization, you represent that you have the authority to bind that organization to these Terms.

SMS Terms & Conditions

SMS Consent Communication:

The information 480-739-2259 obtained as part of the SMS consent process will not be shared with third parties for marketing purposes.

Types of SMS Communications:

If you have consented to receive text messages from Balance Midwifery and Womens Health along with DBA Gilbert Family Birth Center, you may receive messages related to the following :

Conversational messages: Your lab results have come in, the midwife will call you shortly to review your labs with you.

This is a reminder you have an appointment with Balance Midwifery and Womens Health tomorrow at 9am. If you need to reschedule, please call, contact the main office line at 480-664-7463 or respond within this text. Reply STOP to opt out.

Your lab results have come in, the midwife will call you shortly to review your labs with you. Reply STOP to opt out.

By opting into SMS from a web form or other medium, you are agreeing to receive SMS messages from Balance Midwifery and Womens Health. This includes SMS messages for appointment scheduling, appointment reminders, post-visit instructions, lab notifications, and billing notifications. Message frequency varies. Message and data rates may apply. See

privacy policy at

https://www.gilbertfamilybirthcenter.com/uploads/1/1/3/3/113346479/privacy_policy.pdf

Message HELP for help. Reply STOP to any message to opt out.

Potential Fees for SMS Messaging:

Please note that standard message and data rates may apply, depending on your carrier's pricing plan. These fees may vary if the message is sent domestically or internationally.

Opt-In Method:

You may opt-in to receive SMS messages from [Company Name] in the following ways:

- By submitting an online form

Opt-Out Method:

You can opt-out of receiving SMS messages at any time. To do so, simply reply "STOP" to any SMS message you receive. Alternatively, message and data rates may apply, Messages frequency may vary, you can contact us directly to request removal from our messaging list.

Help:

If you are experiencing any issues, you can reply with the keyword HELP. Or, you can get help directly from us at info@balancemidwifery.com

Additional Options:

- If you do not wish to receive SMS messages, you can choose not to check the SMS consent box on our forms.

Standard Messaging Disclosures:

- Message and data rates may apply.
- You can opt out at any time by texting "STOP."
- For assistance, text "HELP" or visit our [Privacy Policy] and [Terms and Conditions] pages.
- Message frequency may vary.

9. Limitation of Liability

Balance Midwifery and Women's Health makes every effort to provide quality care and services. However, we do not guarantee any particular outcomes related to health, birth, or other services provided. You acknowledge that all healthcare services carry inherent risks, and by utilizing our services, you agree to hold us harmless for any adverse events, injuries, or complications that may arise.

10. Termination of Services

We reserve the right to discontinue or terminate services for any client at our discretion, including in cases where:

- There is non-compliance with our policies.
- There are any threats or abusive behavior toward our staff or other clients.
- We believe it is in your best interest or the best interest of the practice to discontinue services.

11. Changes to Terms and Conditions

Balance Midwifery and Women's Health reserves the right to modify or update these Terms and Conditions at any time. You will be notified of any significant changes through our website or other communication channels. By continuing to use our services after any changes to these Terms, you agree to be bound by the updated Terms.

12. Governing Law

These Terms and Conditions are governed by and construed in accordance with the laws of Arizona, without regard to its conflict of law principles. Any disputes arising out of these Terms or your use of our services will be resolved in the appropriate courts located in Maricopa.

13. Contact Information

If you have any questions or concerns about these Terms and Conditions, please contact us:

Balance Midwifery and Women's Health

Phone: 480-664-7463

Email: info@balancemidwifery.com

Address: 875 N Greenfield Rd. Suite 101 Gilbert AZ 85234