

PreVisit

Clinician User Agreement

Agreement between PreVisit and the subscribing clinic or clinician

Version 1.0 · Effective: March 27, 2026 · Jurisdiction: British Columbia, Canada

This Clinician User Agreement ("Agreement") is entered into between PreVisit ("PreVisit", "we", "us") and the clinic or individual clinician subscribing to the PreVisit service ("Clinic", "Clinician", "you"). By activating or using a PreVisit account, you agree to be bound by this Agreement.

1. Definitions

- **"Service"**: The AI-powered patient intake and SOAP note generation service provided at app.previsit.ca and previsit.ca
- **"SOAP Note"**: The AI-generated clinical summary produced from patient intake responses
- **"Patient"**: A patient who completes a PreVisit intake form at your clinic's request
- **"Patient Data"**: Any information submitted by a Patient through the PreVisit intake form

2. Service Description

PreVisit is a patient intake documentation tool. It collects structured health information from Patients prior to their appointments and generates a SOAP Note for clinician review. The Service is designed to supplement, not replace, clinical assessment and judgment.

Important limitation: PreVisit is not a medical device, electronic medical record (EMR), diagnostic tool, or clinical decision support system. SOAP Notes generated by PreVisit are AI-assisted drafts and must be reviewed, verified, and amended by a qualified clinician before being used for any clinical purpose.

3. Acceptable Use

You agree to use the Service only for lawful purposes and in accordance with this Agreement.

You agree not to:

- Use the Service as a substitute for direct patient assessment or clinical judgment
- Rely solely on AI-generated SOAP Notes without independent clinical review
- Use the Service to provide medical advice directly to Patients
- Share your clinician credentials or account access with unauthorized individuals
- Attempt to reverse-engineer, copy, or redistribute any part of the Service
- Use the Service for any purpose prohibited by applicable Canadian law or professional regulatory requirements

4. Clinician Responsibilities

- You are solely responsible for all clinical decisions made in connection with or following use of the Service
- You must review all AI-generated SOAP Notes for accuracy before incorporating them into any clinical record
- You are responsible for obtaining any Patient consent required under your professional obligations and applicable law
- You must ensure Patients are informed about the use of AI-assisted intake tools at your clinic
- You remain responsible for compliance with all applicable professional standards, regulations, and privacy legislation

5. Data Handling

Patient Data submitted through the Service is processed by PreVisit as a service provider on your behalf. PreVisit's handling of Patient Data is governed by the Data Processing Agreement ("DPA"), which forms part of this Agreement. By entering this Agreement, you also agree to the terms of the DPA.

Your obligations: You represent and warrant that you have authority to direct PreVisit to process Patient Data on your behalf and that you have complied with all applicable privacy law obligations in collecting and submitting Patient Data.

6. Subscription and Payment

Access to the Service is provided on a subscription basis. Subscription fees, billing cycles, and payment terms are set out in your subscription confirmation. Fees are non-refundable except as required by applicable law. PreVisit reserves the right to modify subscription pricing with 30 days written notice.

7. Intellectual Property

All software, algorithms, interfaces, and content comprising the Service are owned by PreVisit and protected by applicable intellectual property law. This Agreement grants you a limited, non-exclusive, non-transferable licence to use the Service during the term of your subscription. No other rights are granted.

Your data: Patient Data you submit remains your data. PreVisit does not claim ownership of Patient Data and will not use it for purposes beyond providing the Service.

8. Disclaimer of Warranties

The Service is provided "as is" and "as available" without warranty of any kind. PreVisit does not warrant that SOAP Notes will be accurate, complete, or suitable for any clinical purpose. PreVisit does not warrant that the Service will be uninterrupted or error-free. You assume all risk arising from your use of the Service and reliance on any AI-generated output.

9. Limitation of Liability

To the maximum extent permitted by applicable law, PreVisit shall not be liable for any indirect, incidental, special, consequential, or punitive damages arising from your use of or inability to use the Service, including any clinical harm resulting from reliance on AI-generated SOAP Notes. PreVisit's total liability under this Agreement shall not exceed the fees paid by you in the three months preceding the claim.

10. Indemnification

You agree to indemnify and hold harmless PreVisit and its personnel from any claims, damages, losses, or expenses (including legal fees) arising from: (a) your use of the Service; (b) your breach of this Agreement; (c) any clinical decisions made in connection with the Service; or (d) your violation of any applicable law or professional obligation.

11. Term and Termination

This Agreement begins on the date you activate your account and continues until terminated. Either party may terminate this Agreement with 30 days written notice. PreVisit may suspend or terminate your access immediately if you breach this Agreement or if required by law. Upon termination, your access to the Service will cease and Patient Data will be handled in accordance with the DPA.

12. Amendments

PreVisit may amend this Agreement at any time by posting updated terms at previsit.ca and providing notice to your registered email address. Continued use of the Service after the effective date of any amendment constitutes acceptance of the updated terms.

13. Governing Law

This Agreement is governed by the laws of the Province of British Columbia and the federal laws of Canada applicable therein. Any disputes shall be resolved in the courts of British Columbia.

14. Entire Agreement

This Agreement, together with the Data Processing Agreement and any subscription confirmation, constitutes the entire agreement between the parties regarding the Service and supersedes all prior agreements or representations.

Contact: Questions about this Agreement? Contact us at noreply@previsit.ca