

# ChatMD-ChatRx Physician Licensing and Patient Matching Policy

## Purpose

This policy outlines ChatMD's commitment to ensuring that all patients are connected with physicians who are appropriately licensed to practice in the state where the patient is located. By adhering to state medical licensing requirements, ChatMD aims to maintain legal compliance, uphold the highest standards of patient care, and promote trust in our platform.

## Policy Statement

ChatMD guarantees that all patients are matched with physicians licensed to practice in the state where the patient is physically located during their telemedicine treatment. This is achieved through robust consumer vetting mechanisms, geolocation technology, IP address analysis, and chat-based verification.

## Consumer Vetting Mechanisms

### 1. Geolocation Technology

ChatMD uses advanced geolocation tools to determine the physical location of the patient at the time of accessing our platform. This includes:

- **GPS Data:** Collected through mobile device permissions for accurate location tracking.
- **Wi-Fi and Cellular Network Data:** Used to approximate the patient's location when GPS data is unavailable.
- **Location Verification:** A geolocation API automatically cross-references the user's location with the state physician licensing database to ensure compliance.

### 2. IP Address Analysis

For additional verification, ChatMD leverages IP address data to:

- Pinpoint the geographic region of the patient accessing the platform.
- Detect and flag potential discrepancies, such as the use of VPNs or proxies, which might obscure true location.
- Trigger manual verification if the IP address location differs significantly from the stated location during registration.

### 3. Chat-Based Verification

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In cases where geolocation or IP address analysis requires further confirmation, ChatMD employs real-time chat-based verification to:

- Prompt the patient to confirm their location within the chat session.
- Collect supplemental documentation or responses if the automated tools indicate a mismatch or uncertainty.
- Use intelligent scripts to guide patients through verification, ensuring accuracy and legal compliance.

## Physician Licensing Protocol

- 1. Licensing Database Integration** ChatMD maintains a comprehensive, real-time database of physician licensing information across all U.S. states and territories. Physicians registered on the platform are required to:
  - Provide proof of current state licensure.
  - Update licensing credentials periodically as required by ChatMD and state regulations.
- 2. State-Specific Physician Matching** Patients are automatically matched with a physician licensed in their current location. This ensures:
  - Full compliance with state-specific medical practice laws.
  - A seamless patient experience by avoiding delays or cancellations due to licensing issues.
- 3. Regular Audits and Compliance Checks** ChatMD conducts quarterly audits of physician licensure records and consumer verification processes to ensure adherence to policy. Physicians who fail to maintain valid licensure are immediately removed from the platform until compliance is restored.

## Handling Discrepancies and Exceptions

- 1. Discrepancy Detection** If a patient's geolocation, IP address, or chat-based verification raises concerns about their stated location:
  - A temporary hold is placed on initiating the medical visit.
  - ChatMD's AI support team may request additional options for treatment once the patient is located in a state where the platform supports treatment.
- 2. Exceptional Cases** For patients using VPNs or other tools that obscure their location for privacy reasons:

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- ChatMD prompts them to disable such tools temporarily or provide verification of their actual location.
- Consultations are only permitted after location verification is successfully completed.

## **Consumer and Physician Communication**

ChatMD ensures that both patients and physicians are informed about the location-based matching policy:

- Patients are required to acknowledge their understanding of location-based physician matching during the registration process.
- Physicians are notified whenever a consultation involves a location-sensitive patient verification process to allow for transparent communication during medical treatment.

## **Data Privacy and Security**

ChatMD is committed to maintaining the highest standards of data privacy and security while implementing location-based verification:

- All geolocation, IP address, and chat-based verification data are encrypted and stored securely.
- Data collection is strictly limited to what is necessary for compliance and is handled in accordance with HIPAA and other relevant data protection laws.

## **Policy Review and Updates**

This policy will be reviewed annually or as necessary to reflect changes in medical licensing regulations, geolocation technologies, or organizational needs. Updates will be communicated to all ChatMD users and providers in advance of implementation.