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## ChatRx & ChatMD Dependents Identification Documents Policy

### *Purpose:*

The purpose of this policy is to establish guidelines for verifying and managing the identification of dependents using the ChatRx platform, ensuring that caretakers can effectively access healthcare services for those under their care, ranging from children to adults, in compliance with legal and privacy standards.

### *Scope:*

This policy applies to all users of the ChatRx platform who are caretakers, guardians, or legal representatives of dependents, including minors, elderly individuals, or adults who are unable to manage their healthcare independently due to physical or mental conditions.

### *Policy Overview:*

ChatRx recognizes the importance of providing a seamless and secure way for caretakers to access telehealth services on behalf of their dependents. In doing so, ChatRx requires proper identification and documentation to verify the caretaker's authority to act on behalf of the dependent, thereby protecting patient confidentiality, ensuring compliance with legal requirements, and providing accurate healthcare delivery.

### *Key Definitions:*

- **Dependent:** An individual, child or adult, who is unable to manage their healthcare independently and relies on a caretaker for medical decisions.
- **Caretaker:** A person who has legal authority to make healthcare decisions on behalf of a dependent. This includes parents, legal guardians, caregivers, or individuals with power of attorney.
- **Legal Guardian:** An individual who has been appointed by a court to make medical and other decisions on behalf of a dependent.

### *Required Documents for Dependent Identification:*

Caretakers must provide appropriate documentation to verify their authority to act on behalf of the dependent. The required documents may vary based on the dependent's age and legal status.

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For Minors (Under 18 Years Old):

1. **Birth Certificate** - A copy of the child's birth certificate, showing the caretaker's name as the parent.
2. **Legal Custody Documents** (if applicable) - In cases of legal guardianship or custody, a court order or legal document proving the caretaker's legal custody of the child.
3. **Government-Issued Photo ID** of the caretaker - For identity verification purposes (e.g., driver's license, passport).

For Adults with Disabilities or Special Needs:

4. **Power of Attorney (POA)** - Legal documentation indicating the caretaker has medical decision-making authority on behalf of the dependent.
5. **Guardianship Order** (if applicable) - A court-appointed guardianship document, showing that the caretaker is the legal guardian.
6. **Government-Issued Photo ID** of the caretaker - For identity verification purposes.
7. **Medical or Disability Documentation** (optional) - Any relevant documents that outline the dependent's medical condition or needs (not mandatory but may expedite the approval process).

For Elderly or Adults in Assisted Care:

8. **Written Consent**- Consent form from elderly or adults in assisted care consenting to another adult serving as proxy for them.
9. **Power of Attorney (POA)** - Documentation showing the caretaker has the authority to make healthcare decisions for the dependent.
10. **Guardianship Documents** (if applicable) - Court orders establishing the caretaker as the legal guardian.
11. **Government-Issued Photo ID** of the caretaker - For identification and verification purposes.
12. **Government-Issued ID** of the Dependent (if available) - For cross-verification, such as a passport, driver's license, or state ID.

*Process for Submission and Verification:*

**13. Initial Submission:**

- Caretakers must submit required documentation through the ChatRx platform during account setup or when adding a dependent to their account.
- Documents must be uploaded via a secure, encrypted portal to protect sensitive information.

**14. Document Review:**

- ChatRx will review submitted documents to ensure they meet legal requirements and accurately verify the caretaker's authority to act on behalf of the dependent.
- Document review typically takes 2-3 business days. During this time, the caretaker will receive notifications of any missing or incomplete information.

**15. Approval or Denial:**

- If all documents are approved, the caretaker will receive confirmation and full access to manage the dependent's healthcare through the platform.
- If documents are denied (e.g., due to missing information or invalid documentation), the caretaker will be notified with an explanation and instructions for re-submission.

**16. Re-verification:**

- In certain situations, such as when a dependent reaches the age of majority or when there is a change in guardianship, ChatRx may request updated documentation for continued access to the dependent's healthcare.

*Privacy and Confidentiality:*

All documents and personal information provided will be handled in compliance with HIPAA and other applicable data privacy regulations. ChatRx uses encryption and secure data storage to protect sensitive information from unauthorized access or breaches.

*Changes in Dependent Status:*

**17. Age of Majority (18 Years Old):**

- When a minor reaches the age of 18, they will automatically assume control of their own healthcare decisions unless legal documentation (e.g., POA or guardianship) is provided indicating the caretaker's continued authority.

**18. Changes in Guardianship or Custody:**

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- Caretakers must notify ChatRx immediately of any changes in legal guardianship or custody status and provide updated documentation if necessary.

*Caretaker Responsibilities:*

- **Accuracy of Information:** Caretakers are responsible for ensuring that all documentation provided is accurate and up to date.
- **Compliance with Legal Requirements:** Caretakers must comply with all legal requirements governing their authority to make healthcare decisions on behalf of the dependent.
- **Updating Dependent Information:** Caretakers must update dependent profiles as necessary, including providing new or updated documentation when there is a change in status.

*Consequences for Non-Compliance:*

Failure to provide proper identification documents or misuse of the dependent's information may result in suspension or termination of access to ChatRx services, as well as potential legal action in cases of fraud or unauthorized use.

*Contact Information:*

For questions or assistance regarding the dependent identification process, caretakers can contact the ChatRx support team via email at [trust@chatrx.md](mailto:trust@chatrx.md)