

Patient Concierge — Terms & Conditions

Effective Date: March 6th 2026

Patient Concierge (“Company,” “we,” “our,” or “us”) operates www.patientconcierge.ca (the “Website”) and provides patient intake, research, and referral-matching services connecting individuals with cosmetic dental clinics and specialists (the “Services”).

By accessing the Website, creating an account, submitting an intake form, uploading photos, or otherwise using the Services, you agree to these Terms & Conditions (“Terms”). If you do not agree with these Terms, you must discontinue use of the Services immediately.

1. About the Service

1.1 Service Overview

Patient Concierge provides a digital intake and research platform designed to help patients explore cosmetic dental treatment options and connect with clinics that may be suitable based on the information provided.

1.2 Independent Clinics

Clinics listed or matched through the platform operate independently. Patient Concierge does not employ, manage, or supervise clinics or dental professionals.

1.3 Information Purpose Only

Information provided through the Services is intended to assist with research and consultation matching and should not be interpreted as medical or dental advice.

2. Not Medical Advice

2.1 No Medical or Dental Advice

Patient Concierge does not provide medical advice, dental advice, diagnoses, or treatment recommendations.

2.2 Clinical Decisions

All treatment decisions, consultations, procedures, and outcomes are solely between the patient and the clinic.

2.3 Emergency Situations

The Services are not intended for medical or dental emergencies. If you are experiencing an emergency, contact emergency services or seek immediate medical care.

3. Eligibility and Age Requirement

3.1 Minimum Age

You must be **18 years of age or older** to independently use the Services.

3.2 Users Under 18

If you are under the age of 18, you may only use the Services with the consent and supervision of a parent or legal guardian who agrees to these Terms on your behalf.

3.3 Representation of Age

By using the Services, creating an account, or submitting an intake form, you represent and confirm that you are either:

- at least 18 years old, or
 - using the Services with the permission and supervision of a parent or legal guardian.
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4. Accounts and Security

4.1 Account Creation

Certain features of the Services may require you to create an account.

4.2 Password Responsibility

You are responsible for maintaining the confidentiality of your login credentials and for all activity that occurs under your account.

4.3 Unauthorized Access

You agree to notify Patient Concierge promptly if you suspect unauthorized use of your account.

5. Your Submissions and Uploaded Content

5.1 Patient Information

You may be asked to provide personal details, treatment preferences, budget information, photos, and other information as part of the consultation intake process.

5.2 Ownership and Permission

By uploading photos or other content, you confirm that you have the right to share that content and that it does not violate the rights of any other person.

5.3 Purpose of Content Use

Submitted information and photos may be used by Patient Concierge solely for the purpose of evaluating your request and connecting you with appropriate clinics.

5.4 Prohibited Content

You agree not to submit unlawful, harmful, misleading, or fraudulent information or materials.

6. Consent to Use and Share Information

6.1 Matching Process

Information submitted through the intake process may be reviewed by Patient Concierge systems and shared with clinics for the purpose of evaluating potential consultation opportunities.

6.2 Clinic Review

Clinics may review the information you submit in order to determine whether they are able to provide consultation or treatment services.

6.3 Patient Choice

You are not obligated to proceed with any clinic match or consultation.

7. No Guarantees

7.1 Treatment Outcomes

Patient Concierge does not guarantee treatment outcomes, aesthetic results, or patient satisfaction.

7.2 Pricing Variability

Pricing estimates or ranges are informational only and may vary between clinics.

7.3 Consultation Availability

Patient Concierge does not guarantee that a clinic will offer a consultation, appointment, or treatment plan.

7.4 Financing Availability

If financing options are discussed, approval and availability depend on clinics or third-party financing providers.

8. Patient Responsibilities

8.1 Accurate Information

You agree to provide accurate and truthful information when using the Services.

8.2 Independent Decisions

You are responsible for evaluating clinics, reviewing treatment options, and deciding whether to proceed with any consultation or treatment.

8.3 Direct Communication

All clinical discussions, treatment planning, and medical decisions occur directly between you and the clinic.

9. Fees

9.1 Patient Use of the Platform

The Services are generally provided to patients without charge unless otherwise stated.

9.2 Clinic Fees

Clinics may charge consultation fees, treatment fees, or other service fees that are determined independently by the clinic.

10. Privacy and Data Protection

10.1 Privacy Policy

The collection, storage, and use of personal information are governed by the Patient Concierge Privacy Policy.

10.2 Legal Compliance

Patient Concierge operates in accordance with applicable Canadian privacy laws, including the Personal Information Protection and Electronic Documents Act (PIPEDA) and applicable provincial privacy legislation.

10.3 Data Protection

Reasonable administrative, technical, and organizational safeguards are used to protect personal information.

11. Intellectual Property

11.1 Ownership

All content, technology, software, branding, and materials on the Website are the property of Patient Concierge unless otherwise stated.

11.2 Limited License

Users are granted a limited, non-transferable license to access and use the Website solely for personal, non-commercial purposes.

12. Acceptable Use

You agree not to:

12.1 Attempt to access restricted areas of the Website without authorization.

12.2 Use automated systems to scrape or collect data from the Website.

12.3 Submit fraudulent or misleading information.

12.4 Use the Services in a manner that disrupts the operation of the platform.

13. Service Modifications

Patient Concierge reserves the right to modify, suspend, or discontinue any aspect of the Services at any time without notice.

14. No Warranty

The Services are provided “**as is**” and “**as available.**”

Patient Concierge makes no warranties regarding:

- the accuracy of information
 - the availability of clinics
 - the outcome of consultations or treatments.
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15. Limitation of Liability

To the maximum extent permitted by law, Patient Concierge will not be liable for:

- any clinical decisions or treatment outcomes
 - disputes between patients and clinics
 - any indirect, incidental, or consequential damages arising from the use of the Services.
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16. Indemnification

You agree to indemnify and hold harmless Patient Concierge from any claims, damages, or expenses arising from:

- misuse of the Services
 - violation of these Terms
 - disputes between you and any clinic.
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17. Governing Law

These Terms are governed by the laws of the **Province of British Columbia and the laws of Canada applicable therein.**

Any disputes arising from the use of the Services will be subject to the jurisdiction of the courts of British Columbia.

18. Changes to These Terms

Patient Concierge may update these Terms from time to time.

Continued use of the Services after updates constitutes acceptance of the revised Terms.

19. Contact Information

For questions regarding these Terms, please contact:

Patient Concierge

Email: hello@patientconcierge.ca
