TERMS AND CONDITIONS

ADHDPLUS HEALTH LIMITED

Company Details: ADHDPLUS HEALTH LIMITED ("APH")

Company Number: 16455228, Registered Address: Office 2, First Floor, 110 Golders Green Road, London, NW11 8HB, United Kingdom

Last Updated: June 2026

Our Commitment to Patients

ADHD Plus Health Limited is committed to providing safe, ethical, evidence-based, and person-centred mental health services. We offer assessments, treatment, management, coaching, psychological therapies, and specialist psychiatric services through appropriately qualified healthcare professionals.

We reserve the right to determine whether our services are clinically suitable for a prospective patient. In circumstances where we believe that our services are unable to meet an individual's needs safely or effectively, we may decline a referral, assessment, treatment request, or ongoing care arrangement. We are not obligated to provide detailed reasons for such decisions, although we will endeavour to offer guidance towards alternative sources of support where appropriate.

ADHD Plus Health Limited is committed to promoting equality, diversity, inclusion, and respect. We will not discriminate on the grounds of age, disability, sex, gender identity, marital status, pregnancy, race, ethnicity, religion, sexual orientation, socioeconomic background, or any other protected characteristic.
We recognise the importance of confidentiality and privacy. All personal information is handled in accordance with applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and other relevant legal obligations. Further information can be found within our Privacy Policy.

To ensure safe and effective care, we may communicate with your General Practitioner (GP), primary care provider, psychiatrist, psychologist, therapist, pharmacist, social worker, school, employer, healthcare organisation, or other professionals directly involved in your treatment where clinically appropriate and lawful to do so.

Our assessments and treatment recommendations are based upon the information available at the time of consultation. Additional investigations, specialist reports, physical health assessments, laboratory tests, imaging studies, psychological assessments, or collateral information may be required before a diagnosis is confirmed or treatment can commence.

ADHD Plus Health Limited provides services internationally through secure telehealth systems. The availability of certain treatments, prescriptions, investigations, or recommendations may vary depending on local laws, regulations, and healthcare systems within your country of residence.

Your Commitment
By booking an appointment or using any service provided by ADHD Plus Health Limited, you agree to comply with these Terms and Conditions.

You are responsible for providing accurate, complete, and up-to-date information regarding your health, medication, previous diagnoses, personal circumstances, and any other information relevant to your care.

You must complete and return all questionnaires, forms, consent documents, and requested information within the required timescales. Failure to do so may delay, reschedule, or prevent the delivery of services.

Where additional investigations, reports, physical examinations, blood tests, ECGs, psychological assessments, school reports, occupational assessments, or specialist opinions are requested, you remain responsible for obtaining these unless alternative arrangements have been agreed. Any associated costs remain your responsibility.

You must promptly inform ADHD Plus Health Limited of any significant changes in your physical health, mental health, medication, safeguarding circumstances, legal status, risk profile, or social circumstances. We cannot accept responsibility for adverse outcomes resulting from information that has not been disclosed.

You are responsible for ensuring that any contact details provided to us remain accurate and up to date, including your telephone number, email address, postal address, emergency contact information, and details of your healthcare providers.

Appointments may be conducted online, by telephone, or face-to-face depending on service availability and clinical requirements. You are responsible for attending appointments punctually and ensuring that you have access to suitable technology, internet connectivity, camera, microphone, and a private environment where required.

Failure to attend appointments may result in cancellation fees, discharge from services, or delays in treatment.

Respect and Conduct
ADHD Plus Health Limited is committed to maintaining a safe, respectful, and professional environment for patients, families, carers, staff members, contractors, and healthcare professionals.

We operate a zero-tolerance policy towards abuse, harassment, discrimination, intimidation, threats, violence, or inappropriate behaviour directed at any member of our organisation.

Examples of unacceptable behaviour include but are not limited to:

- Aggressive or threatening language.
- Abusive or offensive communications.
- Harassment of staff members.
- Discriminatory comments or conduct.
- Threats of violence or legal action intended to intimidate.
- Persistent disruptive behaviour.
- Inappropriate use of social media directed at staff or services.

Where such behaviour occurs, ADHD Plus Health Limited reserves the right to:

- Terminate consultations immediately.
- Suspend or withdraw services.
- Refuse future appointments.
- Inform relevant authorities where necessary.
- Seek police involvement where threats or criminal conduct are identified.

Withdrawal of services under these circumstances may occur without refund.
Nothing within this section affects your right to raise legitimate concerns, complaints, feedback, or requests for review through our formal complaints procedure.

Patients who attend appointments whilst intoxicated by alcohol, illicit substances, or misuse of prescribed medication may have their appointment terminated immediately if the clinician determines that a safe and meaningful consultation cannot proceed.

Non-Emergency Care
ADHD Plus Health Limited is not an emergency service.
We do not provide:

- Emergency psychiatric assessments.
- Crisis intervention services.
- Emergency safeguarding responses.
- Emergency medical treatment.
- Twenty-four-hour clinical monitoring.
- Emergency prescribing services.

If you experience a mental health crisis, suicidal thoughts, self-harm risk, risk to others, severe deterioration in mental health, psychosis, mania, significant withdrawal symptoms, medical emergency, or safeguarding emergency, you must seek immediate assistance through local emergency services.

Patients within the United Kingdom should contact:

- NHS 111
- NHS Mental Health Crisis Services
- Local Crisis Resolution and Home Treatment Teams
- Accident and Emergency (A&E)
- Emergency Services (999)

Patients residing outside the United Kingdom should contact their local emergency healthcare services immediately.

If a clinician determines that your needs exceed the scope of services offered by ADHD Plus Health Limited, we may recommend referral to alternative services, including local healthcare providers, specialist teams, inpatient facilities, emergency services, safeguarding agencies, or community mental health teams.

Our role is limited to the services specifically agreed with you. We cannot guarantee availability of services in every jurisdiction and cannot assume responsibility for healthcare delivery outside our direct involvement.

This is **Part 1** of the fully rewritten ADHD Plus Health Limited Terms & Conditions. It keeps the same structure and legal protections as the original document while using substantially new wording and expanding it for ADHD Plus Health's broader international mental health services. Next I can draft **Part 2 (Fees, Cancellation, Refunds, Prescriptions and Medication)** in the same style.

FEES

Charges and Payment Requirements

ADHD Plus Health Limited operates as an independent healthcare provider. Unless explicitly stated otherwise, all consultations, assessments, reports, treatment reviews, therapy sessions, coaching appointments, prescriptions, administrative services, and related professional services are chargeable.

Current fees are displayed on PsychiatryGlobal.com and may be updated periodically. The fee applicable to your appointment will be the fee displayed at the time of booking unless otherwise agreed in writing.

Full payment is required at the time of booking unless an alternative payment arrangement has been agreed by ADHD Plus Health Limited.

For certain services, deposits, staged payments, or payment plans may be offered at our discretion. Acceptance of a payment plan does not alter your responsibility to settle all outstanding balances in accordance with the agreed schedule.

All fees are quoted in Pound Sterling (GBP) unless otherwise stated.
International patients may be subject to currency conversion charges, banking fees, or payment processing costs imposed by their financial institution. These charges remain the responsibility of the patient.

Late or Outstanding Payments

Where payment has not been received by the required deadline, ADHD Plus Health Limited reserves the right to:

- Cancel or postpone appointments.
- Suspend access to treatment services.
- Delay the release of reports, letters, prescriptions, or recommendations.
- Suspend ongoing care arrangements.
- Refer outstanding balances for debt recovery.

If a consultation proceeds without payment having been received, payment shall become immediately due upon completion of the consultation.
Any costs reasonably incurred in recovering unpaid fees may be added to the outstanding balance where legally permissible.

Patient Responsibility for Fees

Patients remain responsible for ensuring that payments are made on time.
If another individual, family member, employer, insurer, organisation, or government body has agreed to fund your treatment, you remain responsible for ensuring that payment arrangements are in place before services are delivered.

Failure by a third party to make payment does not remove your responsibility for the fees incurred.
If you anticipate difficulty meeting payment deadlines, you should contact ADHD Plus Health Limited as soon as possible so that we can discuss available options.

CANCELLATION AND RESCHEDULING

General Appointments

We understand that circumstances may change and that appointments occasionally need to be cancelled or rearranged.
Requests to cancel or reschedule appointments must be submitted in writing by email wherever possible.

More than 7 days' notice

Appointments cancelled or rearranged more than seven days before the scheduled appointment may be eligible for transfer or refund, subject to any administrative costs already incurred.

Less than 7 days' notice

Appointments cancelled, postponed, or rearranged within seven days of the appointment date may incur a rebooking charge of up to 100% of the appointment fee.
This is because clinical time has been reserved exclusively for you and may not be capable of being reallocated at short notice.

Non-Attendance

Failure to attend a scheduled appointment without notice will normally result in the full appointment fee being retained.
Repeated non-attendance may result in discharge from our services.

Late Attendance

Patients are expected to attend appointments on time.
If you arrive late, the clinician may:

- Continue the consultation within the remaining appointment time.
- Shorten the consultation.
- Rearrange the appointment.
- Terminate the appointment if insufficient time remains.

Where a consultation must be rebooked because of late attendance, an additional fee may apply.

Service-Specific Cancellation Policies

Certain services, including multidisciplinary assessments, psychological testing, autism assessments, ADHD assessments, coaching programmes, therapy packages, medico-legal work, corporate services, or international assessments, may have separate cancellation arrangements.
Where such arrangements apply, they will be communicated at the time of booking and shall take precedence over the general cancellation policy.

REFUNDS

General Principles

ADHD Plus Health Limited aims to provide fair and transparent refund arrangements.
Refund eligibility depends upon the nature of the service purchased, the stage of delivery reached, and the circumstances surrounding the cancellation.

Refunds are generally not available for:

- Completed consultations.
- Delivered reports.
- Issued prescriptions.
- Administrative work already undertaken.
- Missed appointments.
- Services cancelled within the applicable cancellation period.
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Approved Refunds

Where a refund is approved, ADHD Plus Health Limited will normally process the refund within ten working days.
Depending on banking systems and payment providers, funds may take additional time to appear in your account.
Refunds will usually be made using the original payment method.

Partial Refunds

In certain circumstances, only a partial refund may be available where work has already commenced or costs have already been incurred.

Examples may include:

- Partial completion of assessments.
- Report preparation.
- Administrative processing.
- Clinical review of records.
- Appointment preparation.

Each case will be reviewed individually.

PRESCRIPTIONS

Prescribing Principles

ADHD Plus Health Limited is not a pharmacy and does not dispense medication.
Prescriptions may be issued only where clinically appropriate and only following assessment by a suitably qualified prescriber.

All prescribing decisions remain entirely at the discretion of the treating clinician.
The existence of a diagnosis does not automatically entitle a patient to receive medication.

Prescribers will consider:

- Clinical need.
- Risks and benefits.

- Physical health status.
- Relevant investigations.
- Previous treatment history.
- National prescribing guidance.
- Legal and regulatory requirements.
-

International Prescribing

Patients receiving services outside the United Kingdom should understand that prescribing regulations vary significantly between countries.

ADHD Plus Health Limited cannot guarantee that:

- Medications will be available locally.
- Prescriptions will be accepted by local pharmacies.
- Controlled medications can legally be supplied.
- Recommendations can be implemented within local healthcare systems.

Patients remain responsible for complying with the laws of their own jurisdiction.

Controlled Medications

Certain medications used in psychiatry, including ADHD treatments, may be subject to additional regulatory controls.

Prescriptions for controlled medications may require:

- Additional monitoring.
- Physical health investigations.
- Verification of identity.
- Communication with local healthcare providers.
- More frequent review appointments.

Failure to comply with monitoring requirements may result in treatment being suspended or discontinued.

MEDICATION

Medication Management

All medications carry potential risks, side effects, interactions, contraindications, and complications.
Patients are expected to:

- Follow prescribing instructions.
- Take medication only as directed.
- Attend monitoring appointments.
- Report side effects promptly.
- Inform clinicians of any concerns.

Failure to follow treatment recommendations may increase the risk of adverse outcomes and may result in discontinuation of prescribing.

Monitoring Requirements

Certain medications require ongoing monitoring.
Depending on the medication prescribed, this may include:

- Blood pressure monitoring.
- Pulse monitoring.
- Weight monitoring.
- Blood tests.
- ECG investigations.
- Physical examinations.
- Mental state reviews.

Patients are responsible for attending required monitoring appointments and providing requested results.

Repeat Prescriptions
Where a patient remains clinically stable, repeat prescriptions may be available following review by the treating clinician.
Repeat prescription requests must be submitted in accordance with our procedures.
Prescription administration fees may apply.
Issuing a repeat prescription remains subject to clinical approval and is not guaranteed.

Pharmacy Charges
Medication costs are separate from consultation fees unless specifically stated otherwise.
Patients remain responsible for all pharmacy charges, dispensing fees, delivery costs, customs charges, and any related expenses associated with obtaining medication.
ADHD Plus Health Limited has no control over medication pricing charged by pharmacies and accepts no responsibility for pharmacy-related delays, stock shortages, delivery failures, or pricing decisions.

GP COLLABORATION AND HEALTHCARE COMMUNICATION

Working with Your GP and Other Healthcare Professionals
ADHD Plus Health Limited believes that collaborative working between healthcare professionals is often essential to providing safe, effective, and coordinated care.

Where appropriate, and subject to applicable legal and confidentiality requirements, we may communicate with your General Practitioner (GP), family doctor, primary healthcare provider, psychiatrist, psychologist, therapist, pharmacist, social worker, school, occupational health provider, or other professionals involved in your care.

Such communication may include:

- Assessment outcomes.
- Diagnostic reports.
- Treatment recommendations.
- Medication information.
- Monitoring requirements.
- Risk assessments.
- Safeguarding concerns.
- Discharge summaries.

Patients are encouraged to provide accurate and up-to-date contact details for their GP and other relevant healthcare professionals.

Requirement for GP Information
To promote continuity and safety of care, we may request your GP or primary healthcare provider details before commencing treatment.

This information may include:

- Name of healthcare provider.
- Practice or clinic address.
- Telephone number.
- Email address where available.

Failure to provide accurate healthcare provider information may restrict our ability to offer certain services, particularly those involving prescribing, shared care arrangements, physical health monitoring, or safeguarding responsibilities.

Communication in Emergencies
Where there are serious concerns regarding your safety, welfare, capacity, safeguarding status, or risk to yourself or others, ADHD Plus Health Limited reserves the right to contact your GP, emergency contact, healthcare provider, emergency services, or relevant authorities without prior consent where legally permitted or required.

SHARED CARE ARRANGEMENTS

General Principles
A Shared Care Agreement is an arrangement whereby prescribing and monitoring responsibilities are shared between ADHD Plus Health Limited and another healthcare provider, typically a General Practitioner.
Shared Care Agreements are designed to support continuity of treatment while ensuring that prescribing remains safe, clinically appropriate, and properly monitored.

No Guarantee of Acceptance
ADHD Plus Health Limited cannot guarantee that any GP, healthcare organisation, or healthcare system will agree to enter into a Shared Care Agreement.
Acceptance of Shared Care remains entirely at the discretion of the receiving healthcare provider.
Many healthcare providers operate local policies, formularies, or prescribing restrictions that may prevent them from participating in Shared Care arrangements.
We accept no liability for decisions made by third-party healthcare providers regarding Shared Care participation.

Ongoing Responsibilities
Where a Shared Care Agreement is established, patients must continue to engage with both providers.
This may include:

- Attending review appointments.
- Completing monitoring requirements.
- Providing physical health results.
- Reporting medication side effects.
- Maintaining contact with their GP.

Failure to comply with these requirements may result in the withdrawal of Shared Care arrangements and discharge from treatment.

International Patients
Shared Care models vary considerably between countries.
ADHD Plus Health Limited cannot guarantee that Shared Care arrangements will be available outside the United Kingdom.
International patients may require ongoing review by local healthcare providers in their country of residence.

INTERNATIONAL CARE PATHWAYS

Scope of International Services
ADHD Plus Health Limited provides remote mental health services to patients located in multiple countries, subject to legal, professional, and regulatory requirements.

Services may include:

- Psychiatric assessments.
- Psychological assessments.
- Autism assessments.
- ADHD assessments.
- Dementia assessments.
- Psychological therapies.
- Coaching services.
- Second opinions.
- Clinical reviews.

Local Legal Restrictions
Patients acknowledge that healthcare laws differ between jurisdictions.
Recommendations made by ADHD Plus Health Limited may not automatically be recognised or accepted within another country's healthcare system.

We cannot guarantee:

- Local recognition of diagnoses.
- Acceptance of prescriptions.
- Access to recommended medications.
- Access to recommended therapies.
- Insurance reimbursement.
- Eligibility for local disability benefits or educational accommodations.

Patients remain responsible for complying with local laws and regulations.

Requirement for Local Healthcare Support
In some circumstances, ADHD Plus Health Limited may require patients to maintain ongoing involvement with a local doctor or healthcare provider.

This is particularly important where:

- Medication monitoring is required.

- Physical examinations are necessary.
- Laboratory testing is needed.
- Emergency care arrangements are required.
- Safeguarding concerns arise.

Failure to maintain appropriate local healthcare support may limit the services that can be provided.

INACTIVE PATIENTS

Discharge Following Inactivity

To ensure safe clinical practice and accurate medical records, patients receiving ongoing treatment are expected to engage with recommended follow-up appointments.

Patients who have not attended an appointment, review, or treatment session within a continuous period of twelve months may be classified as inactive.

Inactive patients may be discharged from ADHD Plus Health Limited.

Where appropriate, notification of discharge may be provided to the patient's GP or relevant healthcare provider.

Re-Registration Following Discharge

Patients who have been discharged due to inactivity may be required to undergo:

- A new assessment.
- Updated questionnaires.
- New physical health investigations.
- Updated treatment reviews.

Additional fees may apply.

YOUNG PEOPLE (AGED 6–17 YEARS)

Scope

This section applies to services provided to children and young people under the age of eighteen years.

Examples include:

- ADHD assessments.
- Autism assessments.
- Psychological assessments.
- Therapy services.
- Psychiatric consultations.
- Family interventions.

Additional service-specific information may be provided before assessment.

Parental Responsibility

Individuals arranging services for a child or young person confirm that they possess parental responsibility or legal authority to make healthcare decisions on behalf of that child.

ADHD Plus Health Limited reserves the right to request documentary evidence where appropriate.

Where parental responsibility is shared, the individual arranging treatment confirms that they have authority to proceed or have obtained the necessary permissions.

Consent and Capacity
ADHD Plus Health Limited will assess a young person's ability to understand, retain, weigh, and communicate decisions relating to their healthcare in accordance with applicable legal and professional guidance.

Young People Aged 16–17
Individuals aged sixteen and seventeen will generally be presumed capable of consenting to their own healthcare unless there is evidence suggesting otherwise.

Children Under 16
For children under sixteen years of age, clinicians will assess whether the young person possesses sufficient maturity and understanding to make informed healthcare decisions.
Where a child is assessed as competent to make decisions regarding their care, their wishes will be respected wherever legally and clinically appropriate.

Confidentiality
We encourage the involvement of parents, carers, guardians, schools, and other supportive individuals wherever appropriate.

However, where a competent young person requests confidentiality, ADHD Plus Health Limited will respect their wishes unless:

- Disclosure is required by law.
- Safeguarding concerns arise.
- There is a significant risk of harm.
- Disclosure is necessary to protect the young person or others.

School and Third-Party Information
Assessments may require information from:

- Parents or carers.
- Schools.
- Colleges.
- Educational psychologists.
- Healthcare professionals.
- Social care professionals.

By proceeding with assessment, you authorise ADHD Plus Health Limited to request and receive relevant information from nominated individuals and organisations where appropriate consent has been obtained.

Online Appointments for Children and Young People
For remote assessments and consultations, parents or carers are responsible for ensuring:

- A suitable private environment.
- Reliable internet access.
- Functioning audio and video equipment.
- Availability of any required supervising adult.

Persistent disruption, refusal to participate, repeated technical difficulties, or inability to complete essential assessment components may require appointments to be rearranged.
Additional charges may apply where significant clinician time has already been allocated.

Safeguarding
ADHD Plus Health Limited takes safeguarding extremely seriously.
Where concerns arise regarding the welfare, safety, abuse, neglect, exploitation, or protection of a child or vulnerable individual, we may share information with relevant authorities and professionals in accordance with our legal and professional obligations.
Further information is available within our Safeguarding Policy.

COMPLAINTS

Our Commitment to Quality
ADHD Plus Health Limited is committed to delivering safe, professional, compassionate, and high-quality mental healthcare services. We value feedback from patients, families, carers, referrers, and healthcare professionals, as it helps us improve our services and maintain high standards of clinical care.
If you are dissatisfied with any aspect of our service, we encourage you to raise your concerns as soon as possible so that we have the opportunity to investigate and resolve the matter appropriately.

Informal Resolution
Where possible, concerns should first be raised directly with the relevant clinician, therapist, coach, administrator, or service representative involved in your care.
Many issues can be resolved quickly through discussion and clarification.

Formal Complaints
If your concern cannot be resolved informally, you may submit a formal complaint in writing.
Complaints should include:

- Your full name.
- Date of birth.
- Contact details.
- Description of the concern.
- Relevant dates.
- Any supporting documentation.

We will acknowledge receipt of your complaint and aim to investigate it fairly, impartially, and within a reasonable timeframe.
Where appropriate, complaints may be reviewed by senior management, clinical governance leads, or independent advisors.
Nothing within this policy affects your statutory rights or your right to seek independent advice.

PRIVACY, CONFIDENTIALITY AND DATA PROTECTION

Confidentiality
Protecting your confidentiality is a fundamental part of the services provided by ADHD Plus Health Limited.
Information shared during consultations, assessments, therapy sessions, coaching sessions, correspondence, reports, and treatment reviews will be treated as confidential unless disclosure is required by law or necessary to protect you or others from serious harm.
We maintain strict procedures to safeguard patient information and ensure that only authorised individuals have access to personal records.

Data Protection
ADHD Plus Health Limited processes personal information in accordance with:

- UK General Data Protection Regulation (UK GDPR).
- Data Protection Act 2018.
- Human Rights Act 1998.
- Applicable international privacy legislation where relevant.

Your information may be used for:

- Clinical assessment.
- Diagnosis.
- Treatment planning.
- Appointment management.
- Clinical governance.
- Audit and quality improvement.
- Safeguarding.
- Legal and regulatory compliance.

Further information is available within our Privacy Policy.

Legal Disclosure
There may be circumstances where we are legally required, professionally obligated, or ethically justified in sharing information without your consent.

Examples include:

- Serious risk of harm to yourself.
- Serious risk of harm to others.
- Child safeguarding concerns.
- Adult safeguarding concerns.
- Terrorism-related concerns.
- Serious criminal activity.
- Court orders.
- Regulatory investigations.
- Professional disciplinary proceedings.

Where possible and appropriate, we will inform you before disclosure takes place.

INFORMATION RETENTION

Retention of Records
ADHD Plus Health Limited is required to retain clinical records in accordance with legal, regulatory, professional, and clinical governance requirements.
Patient records will generally be retained for the minimum period required by applicable legislation and professional guidance.
In many circumstances, records may be retained for at least eleven years following discharge, the conclusion of treatment, or the last clinical contact.
For children and young people, records may be retained for longer periods in accordance with statutory requirements.

Secure Storage and Disposal
Records are stored using secure electronic systems and, where applicable, secure physical storage arrangements.
When records reach the end of their retention period, they will be securely destroyed or permanently anonymised in accordance with applicable legal requirements.

ELECTRONIC HEALTH RECORDS

Clinical Record Systems
ADHD Plus Health Limited uses secure electronic healthcare systems to manage patient information, appointments, clinical documentation, correspondence, invoicing, and treatment records.
These systems may include electronic patient record platforms, secure telehealth systems, encrypted communication platforms, and other approved healthcare technologies.
All systems used by ADHD Plus Health Limited are selected with regard to security, confidentiality, clinical governance, and regulatory compliance.

Data Security
Appropriate technical and organisational measures are implemented to protect personal information from:

- Unauthorised access.
- Accidental loss.
- Unlawful disclosure.
- Destruction or damage.
- Cybersecurity threats.

These measures may include encryption, access controls, audit trails, password protection, secure backups, and multi-factor authentication where appropriate.

ARTIFICIAL INTELLIGENCE AND DIGITAL SCRIBES

Use of AI-Assisted Documentation
ADHD Plus Health Limited may utilise approved artificial intelligence technologies and digital scribing tools to support clinical documentation and administrative efficiency.
Such technologies may assist clinicians by generating draft consultation notes, summaries, correspondence, or administrative records.
All clinical documentation remains subject to review, amendment, approval, and ultimate responsibility by the treating clinician.

Patient Consent
Where AI-assisted documentation tools are used during consultations, clinicians may explain their purpose and answer any questions you may have.
Patients may decline the use of such tools where clinically feasible.
Declining the use of AI-assisted documentation will not affect the quality of care provided.

Information Governance
Any AI-assisted systems used by ADHD Plus Health Limited will be required to meet appropriate standards of:

- Data protection.
- Confidentiality.

- Cybersecurity.
- Clinical governance.
- Regulatory compliance.

LIMITATION OF LIABILITY

Clinical Decision-Making

ADHD Plus Health Limited provides professional opinions and recommendations based upon the information available at the time of consultation.

Clinical opinions may change if additional information becomes available.

Patients remain responsible for ensuring that information provided to clinicians is accurate, complete, and up to date.

No Guarantee of Outcome

Healthcare outcomes cannot be guaranteed.

ADHD Plus Health Limited does not guarantee:

- Specific diagnoses.
- Eligibility for benefits or accommodations.
- Access to medication.
- Acceptance of recommendations by third parties.
- Clinical improvement.
- Employment outcomes.
- Educational outcomes.

All healthcare interventions involve varying degrees of uncertainty and individual response.

Third-Party Services

We are not responsible for the actions, omissions, delays, decisions, policies, or services of:

- Pharmacies.
- Laboratories.
- Healthcare providers.
- Insurers.
- Educational institutions.
- Employers.
- Government agencies.
- Regulatory bodies.

GOVERNING LAW

These Terms and Conditions shall be governed by and interpreted in accordance with the laws of England and Wales.

Any dispute arising from the use of ADHD Plus Health Limited services shall be subject to the exclusive jurisdiction of the courts of England and Wales unless otherwise required by applicable law.

CHANGES TO THESE TERMS

ADHD Plus Health Limited reserves the right to amend these Terms and Conditions from time to time.
Updated versions will be published on PsychiatryGlobal.com and will take effect from the date specified within the revised document.
Patients are encouraged to review the Terms and Conditions periodically.

ACKNOWLEDGEMENT STATEMENT

By booking an appointment, registering for services, accessing PsychiatryGlobal.com, or engaging with ADHD Plus Health Limited in any capacity, you confirm that:

1. You have read and understood these Terms and Conditions.
2. You agree to comply with these Terms and Conditions.
3. The information you have provided is accurate, complete, and up to date to the best of your knowledge.
4. You consent to ADHD Plus Health Limited processing your information for the purposes of assessment, treatment, administration, safeguarding, and clinical governance.
5. You authorise ADHD Plus Health Limited to communicate with relevant healthcare professionals involved in your care where clinically appropriate and legally permissible.
6. You understand that ADHD Plus Health Limited is not an emergency service and does not provide crisis intervention.
7. You acknowledge that treatment recommendations may be subject to local legal, regulatory, prescribing, and healthcare system requirements.
8. You understand that healthcare outcomes cannot be guaranteed.
9. You accept responsibility for complying with treatment recommendations, monitoring requirements, and follow-up arrangements.
10. You acknowledge that continued use of ADHD Plus Health Limited services constitutes acceptance of these Terms and Conditions.
11.

No.	Current Policy Name	Recommended ADHD Plus Health Policy Name
1	Terms and Conditions	**Patient Terms of Service and Care Agreement**
2	Privacy Policy	**Privacy and Data Protection Policy**
3	Cookie Policy	**Website Cookies and Tracking Policy**
4	App Privacy Policy	**Mobile Application Privacy Policy**
5	Refund Policy	**Fees, Refunds and Cancellation Policy**
6	Complaints Policy	**Complaints, Feedback and Resolution Policy**
7	Confidentiality Policy	**Confidentiality and Information Sharing Policy**
8	Safeguarding Policy	**Safeguarding and Patient Protection Policy**
9	Records Management Policy	**Clinical Records and Information Governance Policy**
10	Data Retention Policy	**Information Retention and Secure Disposal Policy**
11	Modern Slavery Statement	**Modern Slavery and Ethical Business Statement**
12	Equality and Diversity Policy	**Equality, Diversity and Inclusion Policy**
13	Consent Policy	**Consent and Capacity Policy**
14	Prescribing Policy	**Prescribing and Medication Management Policy**
15	Shared Care Policy	**Shared Care and Collaborative Prescribing Policy**
16	Telepsychiatry Policy	**Online Consultation and Telepsychiatry Policy**
17	AI Scribe Policy	**Artificial Intelligence and Clinical Documentation Policy**
18	Young Persons Policy	**Children and Young People Services Policy**
19	Accessibility Policy	**Accessibility and Inclusive Services Policy**
20	Service User Charter	**Patient Rights and Responsibilities Charter**