

Nexus Terms of Service

aiMD Labs Inc.

Effective date: October 19, 2026

1 About these terms

These Terms of Service govern use of Nexus, the appointment scheduling, forms, and related communication service provided by aiMD Labs Inc. (“we,” “us,” or “our”) at <https://nexus.aimd-labs.com>. They also describe the Nexus appointment text-message program. Read these terms together with the [Nexus Privacy Policy](#).

Use Nexus only if you can lawfully agree to these terms, or are acting with appropriate authorization for a patient or organization. If you do not agree, contact your healthcare provider to arrange another way to manage your care. Accepting these terms does not, by itself, enroll you in text messaging.

2 Appointments and healthcare

Nexus supports appointment booking and management, questionnaires, follow-up forms, and administrative requests offered by a participating provider. Your healthcare provider remains responsible for medical care, clinical decisions, appointment availability, and any fees or cancellation policies for that care. Entering insurance information does not confirm coverage or that a provider accepts your plan.

Nexus is not an emergency service. Messages, forms, and administrative requests may not be reviewed immediately. For a medical emergency in the United States, call 911 or seek emergency care. Contact your provider directly about urgent clinical concerns. A submitted request or automated message does not guarantee an appointment, prescription, treatment, or clinical response.

3 Your responsibilities

Provide accurate contact and appointment information, keep it current, and submit information only for yourself or someone you are authorized to represent. Parents, guardians, and other representatives must have the authority required for the relevant patient and service.

Keep account credentials and private appointment or form links confidential. Anyone with a private link may be able to access the information or actions that link permits. Use a device and contact methods appropriate for receiving potentially sensitive appointment information. Contact us promptly if a number changes, a link is exposed, or you suspect unauthorized access.

Do not impersonate another person, access records without permission, disrupt the service, evade security controls, send abusive or unlawful content, or use Nexus for unsolicited communications.

4 Nexus appointment text-message program

Program and sender. The Nexus appointment messaging program is operated by aiMD Labs Inc. Its toll-free sending number is +1 (877) 651-6838. The program provides transactional appointment confirmations, rescheduling notices, and notices that follow-up forms are available. It is not a promotional or marketing messaging program.

Separate consent. Text messages require your separate opt-in. For online booking, you provide a mobile number, select Text message as your communication preference, and affirmatively consent to communications through that method. An authorized representative may provide consent only where legally permitted. Agreeing to these terms or supplying a phone number alone is not SMS consent. SMS consent is not a condition of purchasing goods or services or receiving care; you may choose email or contact your provider about another communication method.

Frequency and charges. Message frequency varies with your appointments, rescheduling activity, follow-up forms, and requested resends. Message and data rates may apply to messages sent or received. Your wireless provider determines those charges.

Stop messages. Reply **STOP** to the number that sent a Nexus text to cancel participation in the SMS program. You may receive a final confirmation of your opt-out. An SMS opt-out does not cancel an appointment, withdraw a submitted form, or necessarily stop email. Contact your provider to arrange another communication method. To request re-enrollment, contact support and complete a new opt-in process; a previous carrier opt-out may also need to be cleared before messages can resume.

Help. Reply **HELP** for available messaging assistance, or email support@aimd-labs.com for Nexus program support. Routine SMS replies are not a monitored channel for medical questions, appointments, refill requests, or emergencies.

Delivery and privacy. Delivery depends on carrier coverage, registration approval, device settings, and other conditions. Carriers are not liable for delayed or undelivered messages. A notification should not be your only way to track important appointment information. Texts may show appointment timing or private links on a lock screen or shared device. Read the [Privacy Policy](#) for information about mobile data and consent records.

5 Email and electronic communications

Your selected communication preference is used for applicable appointment notifications. Some account, security, staff, or provider communications may use another appropriate channel. Email and SMS can be delayed, filtered, misdirected, or visible to other people who share your account or device. Use the portal or contact your provider to confirm important information. Keep the contact details associated with your appointment current.

6 Information and service content

You retain any rights you have in information you submit. You authorize its processing and delivery as needed to provide Nexus, support your requested workflows, and meet applicable obligations, as described in the Privacy Policy. This authorization is not permission to use your SMS consent for another messaging program or to market unrelated services to you.

Nexus software and service materials are protected by applicable intellectual property rights. Use them for the service's intended purposes and respect the rights of aiMD Labs Inc., participating providers, other users, and third-party licensors. These terms do not transfer ownership of software or provider materials to you.

7 Availability and applicable rights

Features may change, be unavailable, or be interrupted for maintenance, security, carrier issues, or other operational reasons. We do not guarantee continuous availability, error-free operation, or delivery of every notification. To the extent permitted by law, we are not responsible for losses caused solely by circumstances outside our reasonable control or by use that violates these terms.

Nothing in these terms excludes responsibility that cannot lawfully be excluded, limits mandatory consumer or health-privacy rights, or changes your healthcare provider's professional obligations. Separate provider agreements and applicable laws may govern your care and medical records.

8 Changes and access restrictions

We may restrict access where reasonably necessary to address misuse, security risks, or legal requirements. Access restrictions do not remove rights you may have to obtain records from your provider under applicable law. Contact your provider or support if you need another way to obtain appointment information.

We may update these terms by posting a revised version with a new effective date and providing additional notice when required. Changes to these terms do not replace any separate consent required for new SMS purposes.

9 Contact

For Nexus service questions, SMS help, or questions about these terms, contact aiMD Labs Inc. at support@aimd-labs.com. For privacy questions or requests, email privacy@aimd-labs.com. For appointment-specific or clinical questions, contact your healthcare provider directly. Do not send passwords, private links, or detailed medical information in an ordinary support email.