



## Consent to Online Dental Consultation

By booking an online consultation with **Dr Alex Cornell / The Root Cause Dentist**, I understand and agree that:

- The consultation is conducted remotely and has inherent limitations because Dr Cornell cannot physically examine me. It may therefore **not replace an in-person dental examination, X-rays, scans, clinical tests or treatment** where these are required.
- Advice and recommendations will be based on the information, photographs, X-rays and other records I provide. I agree to provide information that is **accurate and complete**, including relevant medical and dental history, medications, allergies and previous treatment.
- I may be advised to see a local dentist, specialist, doctor, hospital or emergency facility where an in-person examination, investigation or treatment is necessary.
- Online consultations are **not appropriate for medical or dental emergencies**, and Dr Cornell does not prescribe medication during online consultations.
- I consent to communicating electronically and understand that online consultations and electronic communication carry potential **technology, cybersecurity and privacy risks**.
- I consent to the collection, processing and secure storage of my personal and health information as necessary to provide the consultation, in accordance with applicable privacy legislation, including **POPIA**.
- I confirm that I have read and agree to **The Root Cause Dentist Terms & Conditions**, which form part of my agreement with the Practitioner.

☐ I have read and understood the above information, understand the nature and limitations of an online dental consultation, and consent to receiving online consultation services from Dr Alex Cornell / The Root Cause Dentist.



## Terms & Conditions for Online Dental Consultations

These Terms & Conditions govern online dental consultation services provided by **Dr Alex Cornell ("the Practitioner")**. By booking, paying for or participating in an online consultation, you confirm that you have read, understood and agreed to these Terms & Conditions together with the **Patient Informed Consent for Online Dental Consultations**.

### 1. Online Consultations

Consultations are provided remotely via an online video communication platform and may include dental assessment, oral-health guidance, treatment recommendations and discussion of symptoms, photographs, X-rays, scans and medical or dental history.

Online consultations have inherent limitations and **are not suitable for emergencies**. Certain conditions require physical examination, investigation or treatment by a local dentist or other healthcare professional. Dr Cornell does not prescribe medication through online consultations.

The Practitioner may reschedule, decline or cancel a consultation where remote consultation is inappropriate or where technical, safety, ethical or legal concerns arise.

### 2. Your Responsibilities

You are responsible for attending your appointment on time and having a suitable device and stable internet connection. You must provide accurate and up-to-date information relevant to your dental and medical history. Advice and recommendations can only be based on the information available to the Practitioner at the time of consultation.

### 3. Fees & Payment

Consultation fees are communicated before booking and payment must be made through the designated payment provider. Any transaction or currency-conversion fees charged by the payment provider are the patient's responsibility unless otherwise agreed.

Third-party payment platforms operate under their own terms and conditions, and The Root Cause Dentist is not responsible for failures, delays, security breaches or technical interruptions originating from these services. Services may be withheld where payment has not been received.

### 4. Cancellations & Refunds

Appointments may be cancelled by providing **at least 24 hours' written notice**.



**Cancellations made with less than 24 hours' notice and missed appointments are non-refundable.**

If a consultation cannot proceed because of a technical failure attributable to the Practitioner, the consultation may be rescheduled or a partial or full refund issued at the Practitioner's discretion.

### **5. Medical Disclaimer & Liability**

No specific medical, dental or cosmetic outcome can be guaranteed. Advice provided during an online consultation is based upon the information supplied by the patient. Failure to disclose relevant medical or dental information may affect the accuracy and quality of the service provided.

The Practitioner is not liable for issues arising from internet or technical failures, third-party platform interruptions, inaccurate information supplied by the patient or delays caused by external service providers.

### **6. Disputes**

If a dispute arises, both parties agree to first attempt to resolve the matter in good faith through mediation. Where a mediator cannot be agreed upon, mediation will be administered by the **Arbitration Foundation of South Africa (AFSA)** under its Mediation Rules, with the cost of the mediator shared equally.

If mediation is unsuccessful, the parties consent to the jurisdiction of the appropriate South African Magistrates' Court, without preventing proceedings in the High Court of South Africa where appropriate.

### **7. Acceptance**

These Terms & Conditions, together with the **Patient Informed Consent**, form the agreement governing your online consultation.

By proceeding with an online booking, payment or consultation, you confirm that you have **read and understood these Terms & Conditions, consent to electronic healthcare services and agree to be bound by them.**

**The Root Cause Dentist**  
**Dr Alex Cornell**

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