

Thrive Complete Patient Agreement

Auburn Direct Primary Care, LLC d/b/a New Leaf Online Patient Agreement and Consent for Participation in the Thrive Complete Program

This Agreement is entered into by and between Auburn Direct Primary Care, LLC, doing business as New Leaf Online (“Provider”), and the undersigned patient (“Patient”) who wishes to participate in the Provider’s Thrive Complete program (“Program”).

I. PROGRAM OVERVIEW AND PURPOSE

The Thrive Complete Program is an ongoing, medically supervised treatment plan designed to help peri- and postmenopausal women improve hormonal balance, metabolism, and weight management. The Program is delivered entirely through virtual care. No in-person office visits are included.

II. SERVICES INCLUDED

The Program includes:

- Regularly scheduled virtual visits with a licensed New Leaf Online provider
- Prescription and management of weight loss medications (e.g., semaglutide, tirzepatide) if medically appropriate
- Prescription and management of bioidentical hormone replacement therapy (estrogen, progesterone, testosterone, DHEA) as clinically indicated
- Thyroid hormone replacement if needed
- Recommendations for pharmaceutical-grade supplements (omega-3s, multivitamins, DIM, berberine, protein powder)

Note: The cost of medications, supplements, labs, and compounded products is not included in the Program fee.

III. PAYMENT TERMS

The Program fee is:

- **Annual Option:** \$2,189 per year (first year paid in full at enrollment)
- **Quarterly Option:** \$597 every 12 weeks

Patient must select one option. Regardless of choice, the Patient authorizes Provider to automatically charge the payment method on file for recurring membership renewal payments at the selected interval.

Membership fees are **nonrefundable**, even if the Patient does not utilize services.

IV. CONSENT TO TREATMENT AND DISCLOSURES

By signing this Agreement, Patient consents to:

- Comprehensive evaluation and management of hormonal, metabolic, and weight-related concerns
- Prescription and use of medications, including compounded drugs that are not FDA-approved
- Ongoing telehealth-based care, provided only while the Patient is physically present in a state where Provider is licensed

Patient understands that:

- Medical care is not an exact science and results cannot be guaranteed
 - Some therapies are considered off-label or not FDA-approved
 - Compounded medications carry risks and have not been evaluated by the FDA for safety or effectiveness
 - They may withdraw from treatment at any time
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V. BIOIDENTICAL HORMONE REPLACEMENT THERAPY (BHRT) CONSENT

If hormone therapy is prescribed, Patient specifically consents to receive bioidentical hormone therapy, which may include estrogen, progesterone, testosterone, DHEA, and/or thyroid hormone.

Patient understands and acknowledges:

- BHRT may involve compounded products that are not FDA-approved
 - Known risks include, but are not limited to: breast cancer, blood clots, heart attack, and stroke
 - Possible benefits include symptom relief, improved bone health, sexual function, and mood
 - Hormone replacement remains controversial and some claims are disputed by the FDA
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VI. PATIENT RESPONSIBILITIES

Patient agrees to:

- Attend all scheduled virtual provider visits
 - Notify Provider of any changes in health status or new diagnoses
 - Follow all medical recommendations and promptly report side effects
 - Maintain a valid payment method for recurring fees
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VII. TELEHEALTH AND COMMUNICATION CONSENT

The Program is exclusively virtual. Care is delivered via secure telehealth platforms, but Patient acknowledges that communication by phone, email, or text message may not always be secure. By signing, Patient consents to communicate with Provider through these means.

VIII. LIMITATION OF LIABILITY

To the fullest extent permitted by law, Provider's liability shall be limited to the amount paid by the Patient for Program services. Provider shall not be liable for indirect or consequential damages.

IX. DISPUTE RESOLUTION

Any dispute arising out of this Agreement shall be resolved through binding arbitration in Lee County, Alabama, under the rules of the American Arbitration Association. Each party shall bear its own costs.

X. TERM, RENEWAL, AND TERMINATION

This Agreement begins upon acceptance and continues based on the billing option selected. Membership automatically renews at the end of each term unless canceled in writing at least 7 days before the next billing date. Charges already processed are nonrefundable.

Provider may terminate this Agreement at any time with 30 days' notice.

XI. PATIENT ACKNOWLEDGMENTS

By agreeing, Patient confirms that:

- They understand this Program is not health insurance
- They are responsible for the full membership fee regardless of service utilization
- They consent to the use of compounded medications where clinically appropriate
- They have been informed of the risks and benefits of BHRT
- They understand that all services are provided virtually