



EDINBURGH PSYCHIATRY

Edinburgh Psychiatry Terms and Conditions

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1 Overview

At Edinburgh Psychiatry we want to make access to mental health treatment easier and more effective for everyone. When you use our services, you commission the services of our members and associates, all of whom are consultant psychiatrists listed on the specialist register at the General Medical Council (the “GMC”) which is the medical regulatory authority in the UK. We invite you to take a look at our Vision and Values

We are also registered with Healthcare Improvement Scotland which is the independent regulator of all health and social care services in Scotland.

By using Edinburgh Psychiatry, you accept these terms and conditions in full, along with all other policies and procedures that may be published by Edinburgh Psychiatry or otherwise communicated to you by Edinburgh Psychiatry (the “Terms & Conditions”).

There are some limitations on our obligations which are set out in these terms. The most important of these are:

We provide mental health advice, consultations and information services. We may not be able to accept all referrals made to us.

In order to provide our services we will need personal information from you. – We will store that information securely and we will not share it with anyone unless you authorise us to do so or if we have a legal obligation to do (eg serious concerns of significant risk to you or others).

We provide a secondary care service, and we emphasise linking back to your local primary care services, both for your safety, and for our peace of mind (in most cases, this is to your General Practitioner or a medical facility local to where you are based). We can provide the services to those who have good reason not to share details of a local medical practitioner, but this is on a case by case basis.

We are based in the UK and subject to UK law so, though you may be somewhere else, your interaction with us is considered to be taking place in the UK. However, though we can see people from outside the UK in some circumstances, we can’t take responsibility for any laws outside the UK regarding access to our services. Some of our services are specifically designed for use in the UK and if you use them from elsewhere you should check in your country or region that it is within the law and appropriate for you to do so.

These terms may have to be changed or amended from time to time. Please make sure that you have checked the terms and conditions when you start your treatment with us. These terms were last updated on: 26 September 2021

Edinburgh Psychiatry enables individuals in the United Kingdom (“Patient/s”) to attend the clinic or connect in real time, via streaming video, chat and instant messaging with participating psychiatrists (the “Clinicians”) via the EDINBURGH PSYCHIATRY writeupp in order to gain qualified and professional medical advice and be provided with related services including referrals. If agreed with a Clinician Patients may also purchase private prescriptions for certain medication(s) (collectively the “Services” or a “Service”).

Edinburgh Psychiatry offers consultations to privately paying patients via our websites in writing and accepts referrals for individuals, Gp’s, Healthcare providers, and allied professionals.

Registered office and address for correspondence:

10 A St Colme Street,
Edinburgh,
EH3 6AA

Telephone during our office hours (8am – 8pm): 07597979821

Email: admin@edinburghpsychiatry.com

You expressly understand, accept and agree that when providing the Services the Clinicians are independent medical professionals that are individually responsible for the medical advice they offer to you at EDINBURGH PSYCHIATRY.

By accessing EDINBURGH PSYCHIATRY you accept that the provision of Services by Edinburgh Psychiatry that enables you to consult with Clinicians on either a private self-pay basis. Edinburgh Psychiatry will automatically share your medical information with your NHS GP unless you opt out of this part of the Service. You will be presented with your options regarding medical record sharing before you start your first consultation on the EDINBURGH PSYCHIATRY and the choice to share your medical records is entirely yours.

You understand that by booking an appointment an electronic medical record (“EMR”) will automatically be created on the EDINBURGH PSYCHIATRY writeupp system.

2 Services provided

Services include:

Standard general adult psychiatric services, Standard
child and adolescent psychiatric services,

Some eating disorder services.

Some conditions are not suitable for private consultations.

Edinburgh Psychiatry does not make any representation or give any warranties regarding Clinician training, qualifications or skill, although regulatory requirements and UK law ensure appropriate checks are carried out to ensure certain aspects of the Clinician validity, such as their registration with the GMC and their right to practise in the UK.

3 What we need from you

You must ensure that:

any information you provide is accurate and in comprehensible English or in the language that it has been agreed that the consultation will take place;

if you have any concerns about the suitability of the Services we provide for you or any information on the website, you seek further medical advice from your GP or another medical professional; you follow any instructions you are given by our Clinicians;

you follow any instructions regarding the use of any medicines or other health care products we recommend or prescribe (including in respect of use-by dates); you report any adverse or unexpected effects of treatments, that we have recommended to us; you keep any medicines prescribed out of the reach of children and in a secure environment; you inform us if any information that you have given to us becomes incomplete or false;

you do not under any circumstances amend, alter or tamper with the contents of any documents created on the patient system or issued to you.

The Services and consultations are conducted according to your specific needs, as such please do not register multiple times for our services.

4 How our Services are regulated

Our services are provided from facilities in the UK in accordance with our registration with the Healthcare Improvement Scotland.

In the instance that you are using our services from outside the UK, you should check that the use of our services is legally permitted in the country or region in which you are residing. Our services are provided according to UK laws and regulations and we cannot take any responsibility for any differences between the laws in the UK and any other rules about healthcare services anywhere other than the UK.

5 Using our Services for children

Children using our services must follow certain guidelines.

Child and adolescent psychiatric services are offered to children over the age of 5. They are conducted after an initial interview with the parents or legal guardians of the child. Follow up appointments are then arranged with the parents or guardians.

Consultations for those under 18 must be arranged by the parents or legal guardians.

6 Accessing our Services

In order to access the Services you represent and warrant that you are at least eighteen (18) years of age and possess the legal right, capacity and ability, on your own behalf to accept and agree to these Terms and Conditions.

All clinical appointments take place via a in person or video meeting via the EDINBURGH PSYCHIATRY Writeupp Platform.

At any time you may be notified that information is available for your review that is considered private and possibly time-sensitive, so you should consider ease of access when determining which email address you use for your notifications and use of the patient system.

Edinburgh Psychiatry reserves the right to refuse access to the EDINBURGH PSYCHIATRY to anyone, at its sole discretion from time to time, whether or not the user has previously successfully registered, visited or used any services.

7 Delivery of Services

STATUTORY 14-DAY "COOLING OFF" PERIOD

The purchase of goods or services online, usually comes with a statutory right for you to cancel your order within fourteen (14) days after the day on which the contract is entered into ("Cooling-Off Period") without giving any reason.

When you make your first appointment with us (whether by phone or online) you have the choice to waive these rights. By booking an appointment that is less than 14 days from the date of booking, you acknowledge that you have waived your statutory right to cancel during the Cooling Off period. This is so we are able instantly to start providing the Services and/or secure time with a Clinician in advance to ensure their availability.

You agree that the provision of any Services is subject to your payment in full of any costs relating to consultation, administrative and/or delivery fees that you incur in relation to the services pursuant to Our Fees.

Any and all fees and charges, without exception, incurred at the time of booking are your responsibility as the account holder (If there is any question with regard to who is responsible for the fees and charges incurred, Edinburgh Psychiatry will refer to the details provided at the time of booking and that individual shall have the legal responsibility for all fees and charges and no alternative position shall be acceptable to Edinburgh Psychiatry) and MUST be pre-authorised prior to you receiving any of the services, in whole or in part, whatsoever and settled immediately after the services have been provided, in whole or in part.

You agree that any unpaid balance due hereunder shall immediately become overdue and bear daily interest at the rate of 10% per annum above [bank]'s lending rate, and that costs of collection, including any Court costs and reasonable legal costs shall be added as principal amounts to such balance.

Edinburgh Psychiatry reserves the right to modify its fees and/or pricing structure at any time, at its sole discretion and implement the new fees and/or price structure at any time prior to billing you for payments due pursuant to these Terms and Conditions. You understand that the EDINBURGH PSYCHIATRY Platform and / or services may not be provided or consultations ended or cancelled if your billing information is inaccurate, invalid, without funds (not in funds) or any pre-authorisation by us provides a negative response (as determined by Edinburgh Psychiatry).

You expressly grant Edinburgh Psychiatry license to pre-authorise or charge any debit and/or credit cards in your account before enabling the provision of the services (including the confirmation of an

appointment time and date has been allocated to you) and you accept that failure of our preauthorisation or authorisation processes by you is likely to result in the services not being provided to you.

9 Established Time Frames

Please see below the set timeline for receiving written reports and prescriptions from our psychiatrists.

- Reports sent within **28 days**
- Prescriptions written within **10 working days**
- Letters sent within **10 working days**
- Complaints addressed within **14 working days**

9 Prescribing medicines

Clinicians will not prescribe medicines unless it is, in their professional opinion, in the best interests of their patient (and they may not be able to prescribe some medicines on the basis of an online consultation, depending on the condition and your location).

You understand and accept there is no guarantee whatsoever that you will be issued or provided with a prescription for any medication and acknowledge that the issuing of any prescription is at the sole discretion of the Clinician, subject to the limitations applied by Edinburgh Psychiatry policies from time to time.

In most cases, we will seek your agreement to provide medication recommendations to your local primary care service, rather than prescribing to you ourselves. This will normally save you money, as well as allowing you access to local primary care support, if required.

You accept that if we provide you with prescriptions they will be private prescriptions unless otherwise stated during your consultation. We charge for a private prescription and you will also incur the cost of the medicine(s) prescribed. You acknowledge this price is set independently by the pharmacy and not by Edinburgh Psychiatry . The Patient is in no way obliged to get the prescribed medicine from a particular pharmacy.

Any prescription that you receive via Edinburgh Psychiatry is only valid for use at legal UK pharmacies. You understand and agree that any prescriptions you acquire from us are solely for your personal use. Furthermore, you agree carefully to read all information provided to you and to follow the instructions provided, on the prescription(s) itself (the label applied by the pharmacy) or otherwise, prior to taking any of the prescribed medicines. You also hereby agree to contact your Clinician, another doctor or a pharmacist if you have any questions or do not fully understand the reasons you have been prescribed any medication or the instructions related to the medication.

Edinburgh Psychiatry and its Clinicians are not responsible for any legal prescriptions provided to you that legal UK Pharmacies refuse to dispense. You accept that it remains an individual pharmacist's right to refuse to fulfil any prescription and/or dispense medications when presented with a legal prescription. None of this affects your legal rights.

Should you choose to collect your own prescribed medication and have the prescription sent to your address, we shall make reasonable effort to send a prescription acceptable to a recognised pharmacy close to your address.

Should you choose to have us send a prescription directly to a pharmacy, we will use reasonable efforts to deliver the prescription to a legal pharmacy of your choice but we are not connected with and have no control over or responsibility for any individual pharmacy, their policies in relation to acceptance or otherwise of prescriptions, opening hours, cost or availability of medicines prescribed.

The dispensing chemists are independent of our organisation and, to the extent permitted by law, we disclaim responsibility for their acts and omissions.

We will be unable to offer a private prescription to any Patient who has not given consent to share information with their GP. This includes your consent for Edinburgh Psychiatry to obtain a copy of your health summary.

10 Delivery of prescriptions

If you lose a prescription, letter or sick note, a copy may be issued, subject to the prescribing Clinician agreeing to re-issue the document. There is no guarantee that a Clinician will agree to reissue any document. In the event that the Clinician re-issues your lost prescription, letter or sick note you will be charged in accordance with the current cost for a copy. In order to request a prescription, letter or sick note previously issued via the system to be re-issued please contact us.

We will deliver it to the address (email or postal address) that you have provided in your account when booking. You accept that it is entirely your responsibility to ensure that the contact details you provide are accurate and up-to-date.

11 Delivery by email

The cost of delivering your prescription, letter or sick note, once only, by email is included in the relevant administration fee, as shown in our Fees.

You understand and agree that documents sent by email are deemed to have been sent to you once the system marks the email containing the document as “sent”, including time and date stamping that prescription for Edinburgh Psychiatry’s records. Such records shall be accepted by you, without question, as proof that we have sent the document and fulfilled our obligation to provide the same.

You accept that Edinburgh Psychiatry is not responsible for the spam, junk or mail receipt prevention tactics of your email service provider/host, which may for whatever reason outside of Edinburgh Psychiatry’s control filter emails from us away from your inbox. In such instances you understand and accept that you must take such access issues up with your email provider and not Edinburgh Psychiatry.

If you do not contact us and inform us of an issue, we will deem documents by email to have been received by you within twenty-four (24) hours of us marking them as sent.

12 Delivery by first class post

The cost of delivering your document to a UK mainland address, once only, by Royal Mail first class post is included in the relevant administration fee you pay, as shown in our fees from time to time.

We send your documents as letters using Royal Mail first class post (or equivalent) and we cannot and do not guarantee a delivery time. If you have not received your document within seven (7) working days of it being shown as sent in your account you should contact us.

If you do not contact us and inform us of an issue, we will deem documents sent by first class post to have been received by you within forty-eight (48) hours of us marking them as sent.

13 Electronic medical records (EMR)

Your EMR is created for you to document (by way of consultation with your clinician), store and access your personal health information online, including medical history, current health conditions, and medications etc, and for your Clinician to record the results of his or her medical encounters with you in accordance with his or her obligations under applicable UK law. Any information provided as part of a consultation (which may be made up of video, chat messages etc) becomes part of your EMR when attached to the records by your Clinician. If you want a particular detail added to your EMR it is your responsibility to express this view to your Clinician whilst in consultation. For additional information regarding use of your EMR, please see our Privacy Policy.

It is your responsibility to confirm any information during a consultation with a clinician so as to ensure the accuracy of your Edinburgh Psychiatry EMR. Edinburgh Psychiatry is not responsible for maintaining a complete record of all data arising from use of the Services. Edinburgh Psychiatry

reserves the right to maintain, process, review, delete or destroy all communications and materials posted or uploaded to the EDINBURGH PSYCHIATRY Platform pursuant to the Privacy Policy. Please note that your Clinician is obliged to use the information included in your EMR solely in accordance with their legal obligations including, without limitation, obtaining any consents or authorisations that may be required for your information to be shared with other participating providers. However, by requesting a consultation you agree to disclose the full contents of your EMR to the Clinician who will conduct your consultation.

If you would like a copy of your Edinburgh Psychiatry EMR please Contact Us.

14 Consultations

Subject to availability, you can choose to book an appointment in advance. After you have requested an appointment you will be sent written confirmation of the appointment in the form of an email; if you do not receive such confirmation within 24 hours of requesting your appointment (or, if sooner, within 4 hours of the start of your intended appointment) please contact us to check we have received your booking request.

Edinburgh Psychiatry will advise you by email as soon as possible if it has to amend, change or cancel any consultation that you have booked.

You may be asked to show photo ID during a video consultation to enable our psychiatrists to confirm your identity before prescribing certain medication. ID we are able to accept:

- Current signed passport
- Residence permit issued by the Home Office
- EU or Swiss national identity photo-card
- Valid UK photo-card driving licence
- Valid armed or police forces photographic identity card
- Photographic disabled blue badge

– Citizen card

– Valid student ID with photograph

15 Late arrival to appointment, cancellation of appointment and missed appointment

If you have booked a session in advance via the EDINBURGH PSYCHIATRY Platform, you may arrive and enter the consultation that you have booked up until fifteen (15) minutes after the scheduled start time of that session. For example, if you have a 1 hour session booked at 3pm, you may arrive and start the consultation as late as 3.15pm, but no later.

If you choose to cancel your appointment giving 7 or more days notice, we will provide a full refund. If you request to cancel your appointment between 3 and 7 working days before the appointment, a 50% fee (of the invoice total) will be payable. If you request to cancel an appointment within 3 working days of appointment, the full invoice amount will be payable.

You may cancel any booking you have made via the EDINBURGH PSYCHIATRY Platform or by contacting us via email or telephone. If your cancellation is successful you will receive an email from Edinburgh Psychiatry to that effect; if you do not receive the cancellation email then you must either try again or Contact Us. You accept that Edinburgh Psychiatry is not responsible and will accept no liability for any costs, expenses or losses arising from your failure properly to cancel any consultation on the EDINBURGH PSYCHIATRY Platform. You accept that failure to cancel an appointment may lead to you being charged a cancellation fee (see below) and/or the full fee for the appointment that you failed to cancel, subject to Edinburgh Psychiatry's sole discretion.

We may terminate our agreement with you:

If for reasons outside our control, we are unable to provide the Services as detailed in these terms

If any fees or charges are not paid when due, and you still do not make payment within fourteen (14) days of us reminding you that payment is due on time

You do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide the Services, for example valid contact details

If you breach (as determined by Edinburgh Psychiatry) any of these Terms and Conditions.

You must compensate us if you breach these Terms and Conditions. If this happens we may deduct from any refund due to you, or charge you, reasonable compensation for the net costs we will incur as a result of your breach. Edinburgh Psychiatry will advise you of any termination via the contact email you have provided us with.

Missed appointments occur when either you or a Clinician is not present in the video-consultation by the start time (as published by Edinburgh Psychiatry on the EDINBURGH PSYCHIATRY Platform) of an appointment confirmed by Edinburgh Psychiatry (save that you may be up to nine (9) minutes late, as explained above)(Missed Appointment). In these instances you understand and agree that the following rules apply:

- a) If an appointment is cancelled with more than 7 days notice we will provide a full refund. If an appointment is cancelled between 3 and 7 working days before the appointment, a 50% fee (of the invoice total) will be payable. If an appointment is cancelled within 3 working days of appointment, the full invoice amount will be payable.
- b) If a Missed Appointment occurs because a Clinician did not attend your appointment in time then we will refund the charge.

16 Refunds and Disruptions

If your consultation is determined by Edinburgh Psychiatry (at its sole discretion) to have been disrupted, which terms shall include but not be limited to Edinburgh Psychiatry's suspension of the EDINBURGH PSYCHIATRY Platform at the time of the appointment, a clinician ending an appointment at your request because you know them (Disrupted Consultation), Edinburgh Psychiatry will refund the appointment.

If you think you are due a refund you must contact us as soon as possible providing details of the consultation and a full description in writing of the issue or concern you are raising.

We do not provide refunds where Edinburgh Psychiatry is not at fault, such as in the following circumstances (which is not an exhaustive list but an indication only):

- a) If you are unable to have a private prescription, legitimately and correctly provided via the EDINBURGH PSYCHIATRY Platform, fulfilled and/or the associated medication dispensed at a pharmacy of your choice for whatever reason.
- b) If your consultation is disrupted because of your actions, as determined by us exclusively. Where and when appropriate we will provide a refund and at our sole discretion.

- c) If you have missed a booked appointment, as determined by us exclusively. In this instance you will be charged the cancellation fee as described above.
- d) If a Clinician fails to attend your appointment, as determined by us exclusively, we will provide a refund.
- e) If you do not receive a prescription, referral letter or sick note as a result of a consultation via the EDINBURGH PSYCHIATRY Platform.
- f) If it took longer than the published waiting time on the EDINBURGH PSYCHIATRY Platform for your consultation to start.
- g) If you did not use all available minutes in any appointment that you have started.

17 Circumstances beyond our control

Neither Edinburgh Psychiatry, nor its officers, employees or agents, shall be responsible if the supply of the Services is delayed or prevented by circumstances outside its control. If this happens we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay or failure. If there is a risk of substantial delay you may contact us to cancel your account and/or cancel any booked Services and receive a refund for any Services you have paid for but not received.

18 other Limitations to our services

We cannot guarantee the availability of any of our Clinicians at any particular time. If at all possible, we will arrange a consultation with a Clinician as soon as possible but we cannot guarantee a consultation at a particular time.

You accept that each Clinician, at its sole discretion, creates prescriptions, letters etc. based on their own professional judgement and legal obligations and that the content of such items is individual, based on information you provide us with. You must not tamper with the content of any such items. You acknowledge that there is no guarantee or warranty by Edinburgh Psychiatry that such items will contain the content you desire(d), hope(d) for, expect(ed), were informed of, understood or believed they would contain.

Clinicians may provide different clinical opinions on the same condition or set of symptoms. Provided that these opinions are reasonably held, the fact that two clinicians give differing opinions on the same condition should not indicate a defective service.

We do not tolerate abuse or offensive behaviour towards Clinicians.

19 Our use of your personal information

How we use your information

We only use your personal information as detailed in our Privacy Policy. Please read this statement as it includes important information which applies to you.

Any personal information that you give to us will be processed strictly in accordance with the Data Protection Act 1998 (as may be amended or superseded) and all other relevant privacy legislation.

The terms of our Privacy Policy form part of these terms of use and we both agree to comply with its terms.

20 Price and payment

If for any reason you are unable to authorise payment for the Services in advance, you acknowledge that neither Edinburgh Psychiatry nor the Clinician shall be obliged to provide such services.

Any and all fees and charges incurred by a Patient via the EDINBURGH PSYCHIATRY Platform are the sole responsibility of the individual whose details are held under the account and must be preauthorised prior to your receiving the Services and settled immediately after the services have been provided. Consultations may be curtailed or Services suspended if at any time there are outstanding payments.

Please familiarise yourself with Our Fees. We make an initial fee of £425 for all of our hourly consultation services. This pays for up to an hour with a consultant psychiatrist and a resultant letter to you and/or your primary medical health provider (GP).

Initial appointments can be made via the website, or by ringing our admin service on

After your initial appointment, you may need a follow up appointment. You will always be required to have a follow up appointment if the Clinician has prescribed medication for you.

The Clinician will then agree the follow up appointment time and date with you at the end of your consultation and you will receive an invoice for the appointment by email.

Follow up appointments cost £250 and take up to 30 minutes. A follow up letter is included in this fee.

All other appointments have to be made via our admin service on ...

We provide an initial parent/guardian consultation for £250, prior to a consultation with any child or adolescent. This pays for up to 30 minutes with a child and adolescent psychiatrist and a resultant letter to you and/or your primary medical health provider (GP). Any consultation with the child concerned and fees associated with this will be discussed in the consultation and set out in the letter.

We also provide 30-minute advice consultations for concerned relatives or friends to discuss third parties for whom they have concerns. These can only be made after discussion of the particular situation with our admin service and are at the discretion of the Clinician whom they approach. The fee for this service is £250. A summary letter is included in this fee.

The payment for any consultation is always payable prior to the appointment. If we do not receive payment before the time of the appointment, with funds cleared into our bank, the appointment will be cancelled or postponed.

Should there be a charge for extra time or for other items such as a private prescription, you will receive an invoice and be asked to make the payment via our admin service in advance.

If your appointment lasts longer than the allotted time, you will be liable for a charge of £6.00 per minute for the extra time taken, however, it is at the discretion of the Clinician as to whether they seek to collect this fee.

Prescriptions and letters without an appointment will incur a fee of £25.

You agree that any unpaid balance on your account shall become due within seven (7) days of notifying you of any such balance, after which date the balance shall bear daily interest at the rate of [3% per annum above [bank] lending rate from time to time. The reasonable costs of collection, including any Court costs and reasonable legal costs, may be added as principal amounts to any such balance. If you think any charge is wrong please contact us promptly to let us know and we will not charge you interest on any disputed amounts until we have resolved the issue.

22 Complaints and Disputes

You can always give us feedback on our services by contacting us and by leaving feedback about your experience of a consultation at the end of the appointment on the feedback screen which appears automatically.

Please tell us about any complaints you might have as soon as possible so we are able to resolve it promptly.

If you have a complaint, we may ask you for certain details about you and your complaint in order to address it. Please provide these as soon as possible so that we can handle your complaint quickly.

Our Clinicians are registered healthcare professionals and will deal with any complaints appropriately as per our complaints policy which can be accessed [here](#).

We will investigate any complaint and keep you updated on the results of the investigation.

We shall also discuss the investigation with you. If we are in the wrong, we shall apologise to you.

If the subject of your complaint is to do with the professional standards or behaviour of one of our Clinicians and we are unable to satisfy you that we have dealt with it appropriately, you can report your concerns or make a complaint to the GMC [here](#).

If any disagreement between you and us arises in connection with these terms, we will attempt to resolve it by discussing it with you.

These Terms are governed by Scottish law. This means that any dispute or claim arising out of it will be governed by Scottish law and the courts in Scotland will have exclusive jurisdiction over it.

23 Notices and Disclaimers

Medical Disclaimers: Edinburgh Psychiatry makes no representation or warranty as to the content of any treatment response from any clinician; Clinician's are independent contractors and not employees of Edinburgh Psychiatry and any views expressed or advice provided by clinicians are not necessarily endorsed by Edinburgh Psychiatry. You and your clinician are solely responsible for all information provided and/or advice given via the EDINBURGH PSYCHIATRY Platform and the services.

Always seek the advice of a doctor or other qualified healthcare provider regarding any medical concerns – and before starting, stopping or modifying any treatment or medication.

You agree to contact your Edinburgh Psychiatry consultant or your GP immediately should your condition change or your symptoms worsen (if you are not registered with a UK doctor you agree to contact your local walk-in centre or hospital for advice). If you require urgent care, you should contact your nearest emergency services centre immediately. Further advice for accessing support in an emergency or when Edinburgh Psychiatry is closed can be found on our website [here](#).

Content Disclaimers: No information whatsoever or howsoever found on this website or the EDINBURGH PSYCHIATRY Platform, (other than advice provided by a clinician in a consultation) should be relied on as medical advice, professional or otherwise. Nothing contained on the

EDINBURGH PSYCHIATRY Platform should be construed, directly or indirectly, as the practice of medicine by Edinburgh Psychiatry, which only arranges the service of connecting you to a clinician.

Edinburgh Psychiatry makes no warranties or representations as to the accuracy of articles and other material published on this website or the EDINBURGH PSYCHIATRY Platform and assumes no responsibility for any consequences relating directly or indirectly to any action or inaction you take based upon such material.

General Disclaimers: We do not guarantee that the EDINBURGH PSYCHIATRY Platform will be secure or free from bugs or viruses.

You are responsible for configuring your information technology and computer programmes in order to access the services. You should use your own virus protection software.

You are also responsible for ensuring that all persons who access the services are aware of and comply with these Terms and Conditions.

Edinburgh Psychiatry makes no representations or warranties about: the satisfaction of government regulations requiring disclosure of information on prescription drug products; or any treatment, action or application or preparation of medication based on information offered or provided through the Edinburgh Psychiatry EDINBURGH PSYCHIATRY platform or services.

Edinburgh Psychiatry does not endorse the promotions, products or services of any third parties, nor does it warrant or validate the accuracy of any third party advertisements, promotions, communications or other materials. Edinburgh Psychiatry does not assume any responsibility or liability for the accuracy of information contained on any third party websites.

24 Service Reliability and Warranties

Edinburgh Psychiatry makes no warranty that the EDINBURGH PSYCHIATRY Services will meet your requirements or that the Services will be uninterrupted, 100% secure or error-free, or that defects, if any, will be corrected. Edinburgh Psychiatry is not responsible for transmission errors or any corruption or compromise of data carried over local or interchange telecommunication carriers.

The Edinburgh Psychiatry mark, logo and combined mark and logo are our trademarks of the Company or its affiliates in the United Kingdom. Other graphics, logos, page headers, button icons, scripts, and service names are trademarks of other businesses or our affiliates or Partners.

25 No third party rights

Nobody else has any rights under these Terms and Conditions. This contract is between you and us. No other person shall have any rights to enforce any of its terms.

26 Other terms

Other provisions explaining how we may exercise our rights under these terms

We may transfer our rights and obligations under these terms to another organisation, but we will always notify you in writing if this happens, and this will not affect your rights under these terms.

Our services are personalised and so you may only transfer your rights or obligations to another person if we agree to it.

Only you can enforce the agreement between you and us although as per section 5 a parent or a guardian may enforce the agreement on behalf of a person who is under 18.

28 Applicable law:

These Terms and Conditions are governed by Scottish law and you can bring legal proceedings in respect of the EDINBURGH PSYCHIATRY Services in the Scottish or English courts.

29 Severability

If a court finds part of these Terms and Conditions illegal for any reason, the rest will continue in force. Each of the clauses operates separately; if any court or relevant authority decides that any clause is unlawful, the remaining clauses will remain in full force and effect.

30 Waiver

Even if we delay in enforcing any of these Terms and Conditions, we can still enforce them later. If we do not insist immediately that you do anything you are required to do under these Terms and Conditions, or if we delay in taking steps against you in respect of your breaching these Terms and Conditions, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date. For example, if you miss a payment and we do not invoice

you but we continue to provide the Services, we can still require you to make the payment at a later date.