



PRODUCT ADDENDUM

Teladoc

Updated: 25 September 2023

If Customer purchases the selected products outlined below, this product addendum will be part of and supplements the PCS [MSA](#) (the “MSA”) to reflect specific nature and terms and conditions associated with the purchase and provisioning of the selected products. In case of conflict between the MSA and this Addendum, this Addendum shall prevail. For clarity, the provision regarding the Right to update the terms under the MSA and other general provisions shall apply to this Product Addendum. The following product addendum applies to all Subscription Services branded as “Teladoc” (the “**Teladoc Services**”):

1 Teladoc Services Exclusion

1.1 In any of the Teladoc Services:

- 1.1.1** should there be a patient need for referral to the NHS then the patient will need to request this of their registered NHS GP. For the avoidance of doubt, this falls outside of the scope of the Teladoc Services provided by PCS.
- 1.1.2** where a patient is clinically judged to require physical examination, tests or interventions, they will be redirected to the appropriate services for their presentation. In addition, none of the Teladoc Services is designed to treat emergency conditions and presentations. For the avoidance of doubt, such cases fall outside of the scope of the Teladoc Services provided by PCS.
- 1.1.3** where a patient is located outside the United Kingdom, for purposes of business or leisure only, on a strictly transient basis, there may be restrictions that apply to the Teladoc Services that can be provided by PCS. For example:
 - 1.1.3.1** it would not be possible for PCS to provide the Teladoc Services to a patient who is located in a territory where sanctions are in place;
 - 1.1.3.2** PCS will not be able to provide any aspects of the Teladoc Services where to do so may breach the local laws applicable when the patient is located outside of the UK;
 - 1.1.3.3** PCS shall not be able to provide any support whatsoever in cases where the patient is located in a territory that may be subject to international trade sanctions applicable to the PCS or its subcontractors;
 - 1.1.3.4** no commitment regarding the availability (including the SLA) shall be applied in such cases.