



WEBSITE TERMS OF USE

Effective Date: 10/1/2026

Triangle Area Network

Website: www.tanhealthcare.org

Address: 1495 N. 7th St. Beaumont, TX 77702 **Telephone:** 409-832-8338

Welcome to the website of **Triangle Area Network, TAN Healthcare** (“Clinic,” “we,” “us,” or “our”). These Website Terms of Use (“Terms”) govern your access to and use of our website, including its content, online forms, appointment-request features, patient portal links, and other online services (collectively, the “Website”).

By accessing or using the Website, you agree to these Terms. If you do not agree with these Terms, please do not use the Website.

Purpose of the Website

The Website provides general information about the Clinic, including information about our providers, services, locations, office hours, contact information, and available online services.

The Website is intended for informational and administrative purposes. It is not intended to provide individualized medical advice, diagnosis, or treatment.

No Medical Advice

Information provided on the Website is for general informational and educational purposes only.

Information on the Website should not be considered a substitute for professional medical advice, diagnosis, or treatment from a qualified healthcare professional.

You should consult an appropriate healthcare professional regarding your individual medical condition, symptoms, medications, diagnosis, or treatment.

The Clinic does not guarantee that information on the Website is complete, current, or applicable to your particular circumstances.

Medical Emergencies

The Website is not intended for medical emergencies.

Do not use the Website, online contact forms, email, text messaging, or other electronic communications to seek emergency medical assistance.

If you believe you are experiencing a medical emergency, **call 911 or go to the nearest emergency department.**

No Provider-Patient Relationship

Accessing or using the Website does not by itself establish a physician-patient or other provider-patient relationship between you and the Clinic or any of its healthcare providers.



Submitting an online form, appointment request, email, or other communication through the Website does not necessarily establish a provider-patient relationship.

A provider-patient relationship is established in accordance with the Clinic's applicable policies and procedures and the provider's professional obligations.

Appointment Requests

The Website may allow users to request or schedule appointments. Submitting an appointment request does not guarantee that an appointment has been scheduled.

An appointment is considered confirmed only after confirmation is provided by the Clinic. The Clinic may contact you to confirm, reschedule, modify, or cancel an appointment.

Additional appointment cancellation, late-arrival, and no-show policies may apply.

Online Forms

The Website may provide forms for requesting appointments, contacting the Clinic, requesting information, or communicating for administrative purposes.

You agree to provide information that is accurate and complete to the best of your knowledge.

Unless a form or communication system is specifically identified by the Clinic as secure, you should not submit sensitive medical information through a general website contact form.

Patient Portal

The Website may provide a link to the Clinic's patient portal, Healow.

The patient portal is intended to provide patients with secure access to certain healthcare-related information and services. The patient portal may be operated using technology provided by a third-party electronic health record or healthcare technology company.

Use of the patient portal may be subject to additional terms, privacy policies, consent requirements, and security procedures.

You are responsible for maintaining the confidentiality of your username, password, and other account credentials. You should not share your patient portal credentials with another person.

If you believe your account credentials have been compromised, you should promptly notify the Clinic.

The patient portal should not be used for medical emergencies.

Privacy and Protected Health Information

The Clinic takes the privacy and security of patient information seriously.

The Clinic maintains a separate **Notice of Privacy Practices** describing how protected health information may be used and disclosed and explaining applicable patient rights. [It is available here.](#) A paper copy of the Notice of Privacy Practices is available at any clinic location.



The Clinic's Notice of Privacy Practices is separate from these Website Terms of Use.

Nothing in these Terms is intended to replace, modify, waive, or limit rights or protections provided under HIPAA or other applicable federal or Texas law.

Website Information and Personal Data

When you use the Website, certain information may be collected automatically, such as information relating to your browser, device, IP address, pages viewed, and general website usage.

Information you voluntarily submit through online forms or other Website features may also be collected.

The Clinic may use such information to operate, maintain, secure, and improve the Website; respond to requests; provide requested services; and perform other lawful business and administrative functions.

Additional information regarding the Clinic's collection and use of Website information is provided in the Clinic's Privacy Policy.

Google Analytics

The Website may use Google Analytics or similar analytics technology to understand how visitors use the Website and to improve Website performance and functionality.

Analytics technologies may collect information such as browser type, device information, IP-related information, pages visited, approximate geographic information, referral information, and interactions with the Website.

The Clinic intends to configure analytics technologies in a manner designed to avoid transmitting protected health information or other sensitive information to analytics providers.

Google Analytics and other analytics technologies may be subject to Google's applicable privacy practices and terms.

The Clinic may modify, disable, or replace analytics technologies as Website functionality and legal requirements change.

Tracking Technologies and Cookies

The Website may use cookies, pixels, tags, scripts, or similar technologies to support Website functionality, security, analytics, and performance. These technologies may allow the Clinic or service providers to collect information about how visitors interact with the Website.

The Clinic will take reasonable steps to configure Website tracking technologies in accordance with applicable privacy and healthcare requirements.

Tracking technologies will **NOT** be used as authorization to disclose protected health information to a third party.



Text Message Appointment Reminders

The Clinic may offer appointment reminders and other administrative communications by text message. By providing your mobile telephone number and requesting or consenting to text-message communications, you authorize the Clinic and its designated service providers to send applicable administrative messages to that number, subject to applicable law and any applicable consent requirements.

Text messages may include appointment reminders, confirmations, scheduling communications, and similar administrative information.

Text-message communications are not intended for emergency purposes or for the transmission of detailed medical information.

Message and data rates may apply depending on your mobile carrier or mobile service plan. You may opt out of applicable text-message communications by following the opt-out instructions provided in the messages or notifying front desk staff.

If you opt out of text-message communications, the Clinic may use another available method of communication, such as telephone, voicemail, email, or patient portal messaging. Opting out of text messages may affect the Clinic's ability to send appointment reminders by text but does not necessarily cancel an appointment or other obligation.

Text Messaging Is Not a Secure Medical Communication Method

Patients should use the Clinic's patient portal or Healow App, or another communication method specifically designated by the Clinic for secure healthcare communications.

The Clinic does not guarantee that ordinary text messages will be encrypted, delivered without delay, or protected from unauthorized access by the patient's mobile device, carrier, or other third parties.

Third-Party Services

The Website may use or link to third-party services, including:

- Patient portal services;
- Electronic health record systems;
- Appointment scheduling systems;
- Payment processors;
- Analytics providers;
- Text-message and communications providers;
- Website hosting and security providers; and
- Other technology services.

Third-party services may have their own terms of use and privacy policies.

The Clinic is not responsible for the independent policies, practices, availability, or security of third-party websites or services except to the extent required by applicable law or contractual obligations.



Online Payments

The Website itself does not allow payments to be made. Payments for your account can be made through the patient portal and/or the Healow App.

You agree to provide accurate billing and payment information.

The applicable payment processor may collect and process payment information under its own terms and privacy policy. The Clinic does not guarantee that any particular payment method or payment service will always be available.

Website Content

The Clinic makes reasonable efforts to provide useful and accurate information through the Website. However, Website information may occasionally contain errors, omissions, or outdated information. Information regarding providers, services, office hours, insurance participation, locations, pricing, and availability may change without notice. The Clinic does not guarantee that all Website content will always be accurate, complete, current, or available.

Third-Party Links

The Website may contain links to third-party websites, including patient portals, healthcare resources, payment services, social media accounts, or other websites. Third-party websites are not controlled by the Clinic. The Clinic does not necessarily endorse third-party websites or their content. Your use of a third-party website is governed by that website's applicable terms and privacy policies.

Intellectual Property

Unless otherwise stated, the Website and its content, including the Clinic's name, logos, trademarks, text, graphics, photographs, videos, documents, and design elements, are owned by or licensed to the Clinic.

You may access and use Website content for personal and non-commercial purposes.

You may not reproduce, modify, distribute, publish, sell, or commercially exploit Website content without prior written permission from the Clinic, except as permitted by law.

Acceptable Use

You agree not to use the Website to:

- Violate applicable federal, state, or local law;
- Attempt to gain unauthorized access to the Website or related systems;
- Interfere with Website security or operation;
- Introduce viruses, malware, or other harmful code;
- Use automated systems to access or collect Website information without authorization;
- Impersonate another person;
- Submit fraudulent, threatening, abusive, or unlawful information;



- Attempt to access another person's patient account or information; or
- Interfere with another user's ability to use the Website.

Security

The Clinic uses reasonable administrative, technical, and organizational measures intended to protect the Website. However, no website, internet transmission, electronic communication, or online service can be guaranteed to be completely secure. You acknowledge that use of the internet involves inherent security risks.

Accessibility

The Clinic is committed to providing reasonable access to Website information for individuals with disabilities. If you have difficulty accessing information or functionality on the Website, please contact the Clinic using the contact information provided below. The Clinic will consider reasonable requests for assistance consistent with applicable law.

Disclaimer of Warranties

To the maximum extent permitted by applicable law, the Website and its content are provided on an “as is” and “as available” basis.

The Clinic does not warrant that the Website will always be:

- Available or uninterrupted;
- Error-free;
- Secure;
- Free from harmful components; or
- Current or complete.

Nothing in these Terms is intended to exclude or limit a right or protection that cannot legally be excluded or limited under applicable law.

Limitation of Liability

To the maximum extent permitted by applicable law, the Clinic and its owners, officers, employees, contractors, agents, and service providers will not be liable for damages arising from or related to your use of, or inability to use, the Website. This limitation does not apply to liability that cannot legally be excluded or limited under applicable federal or Texas law.

Changes to the Website

The Clinic may modify, suspend, restrict, or discontinue any portion of the Website at any time.

The Clinic may also modify, remove, or add Website content without prior notice.



Changes to These Terms

The Clinic may revise these Terms from time to time. Your continued use of the Website after revised Terms become effective constitutes acceptance of the revised Terms to the extent permitted by applicable law.

Governing Law

These Terms are governed by the laws of the State of Texas, without regard to its conflict-of-law principles, except to the extent that applicable federal law governs a particular matter.

Severability

If any provision of these Terms is determined to be invalid, unlawful, or unenforceable, that provision will be limited or interpreted to the extent necessary, and the remaining provisions will continue in effect.

Contact Information

Questions regarding these Website Terms of Use may be directed to:

Compliance Officer

Triangle Area Network – TAN Healthcare

1495 N. 7th ST.

Beaumont, TX 77702

Phone: 409-832-8338

Email: lwood@tanhealthcare.org