Virtual WeightCare — Terms of Use

Effective date: October 6, 2026

1. Website operator and medical services

Virtual WeightCare is operated by MiamiPsych Concierge, LLC d/b/a Virtual WeightCare ("we," "us"), a management services organization (MSO). We provide administrative services, care coordination, billing, and platform support. We do not provide medical care, prescribe medication, or operate a pharmacy through Virtual WeightCare.

Medical services are provided by independent licensed clinicians through medical groups and providers contracted with our platform partner, Qualiphy. Your treating clinician and medical group will be identified before treatment. They control all clinical decisions and establish the provider–patient relationship. Independent licensed pharmacies dispense and ship prescribed medications; the dispensing pharmacy will be identified to you.

2. Eligibility and consent

Services are for adults age 18 or older physically located in an eligible U.S. state or Washington, DC at each visit. Services are available in 48 states and Washington, DC, excluding Alabama and Mississippi, subject to provider licensure, pharmacy authorization, and treatment availability. Give accurate health, medication, allergy, identity, and location information. Complete the required telehealth and treatment consents before receiving care.

By affirmatively accepting these Terms when registering or purchasing, you agree to them. Website education and support staff communications do not replace individualized medical advice. This service is not for emergencies; call 911 for a medical emergency.

3. Prescriptions and treatment

A licensed clinician evaluates you through a synchronous video consultation and determines eligibility, medication, formulation, dose, and follow-up requirements. Payment, enrollment, or an intake form does not guarantee a prescription, refill, specific medication, or results. Additional evaluation, laboratory testing, or in-person care may be required.

4. Brand-name medications

Brand-name medications are FDA-approved for their labeled indications. Wegovy and Zepbound have weight-management indications for eligible patients. Ozempic and Mounjaro are not FDA-approved for weight loss; prescribing them for weight loss is off-label and requires the clinician’s independent judgment and appropriate disclosure. Product names identify actual brand-name offerings or clearly labeled educational references. Compounded medications are separate products. We are not affiliated with or endorsed by Novo Nordisk or Eli Lilly.

5. Compounded medications

Compounded semaglutide and tirzepatide are not FDA-approved. FDA does not review them for safety, effectiveness, or quality before marketing. They are not FDA-approved generics and have not been established by FDA as equivalent to brand-name medications.

Compounded treatment is available only when the clinician determines an individualized medical need and the prescription and pharmacy meet applicable federal and state compounding requirements. A patient-specific prescription alone does not make compounding lawful. Where required, the prescriber must document a formulation change that produces a significant difference for the identified patient. Adding vitamins or changing a dose does not automatically meet that requirement. Compounded products are not offered as routine substitutes based solely on price or preference.

Terms of Use — continued

6. Medication safety

Common effects include nausea, vomiting, diarrhea, constipation, and abdominal discomfort. Important risks include pancreatitis, gallbladder disease, dehydration-related kidney injury, severe gastrointestinal effects, allergic reactions, and low blood sugar, particularly with certain diabetes medications. Semaglutide and tirzepatide labels carry a boxed warning about thyroid C-cell tumors in rodents; human risk is unknown. They are contraindicated with a personal or family history of medullary thyroid carcinoma or MEN 2.

Vision complications can occur. NAION, an optic-nerve condition that can cause permanent vision loss, has been reported with GLP-1 medicines and is under FDA evaluation. Seek urgent care for sudden vision loss. Tell your clinician about pregnancy, pregnancy plans, breastfeeding, and planned anesthesia. Tirzepatide may reduce oral hormonal contraceptive effectiveness; discuss additional contraception. Compounded injections also carry dosing-error and quality risks. Follow pharmacy-specific dosing and storage instructions. This summary is not a complete risk list; review your medication guide and treatment consent.

7. Pricing and recurring billing

Services are self-pay; we do not accept insurance. Before payment, checkout identifies the total price, included services and medication if prescribed, billing interval, renewal date, and any separate charges. The $30 administrative processing fee is included in the disclosed enrollment total. Recurring billing requires your express consent. Plans renew at the disclosed interval until canceled. We disclose material price or billing changes in advance and obtain consent where required by law.

8. Cancellation and refunds

Cancel future renewals through VirtualWeightCare.com/cancel or email support@VirtualWeightCare.com before your next billing date. You may also call support for assistance. A clear cancellation request is sufficient; we will not require an additional form to honor it. We confirm cancellation and stop future renewal charges. Cancellation normally ends access at the end of the paid term; it does not automatically cancel services already delivered or prescriptions already dispensed.

If the initial clinician determines that GLP-1 treatment is medically contraindicated or unsafe, we refund the enrollment payment to the original payment method, less the disclosed $30 administrative fee, except where law requires otherwise. A separately purchased, completed consultation-only visit is nonrefundable unless otherwise stated or required by law. This clinical-ineligibility refund takes priority over any completed-service restriction.

Otherwise, completed services and properly dispensed medications are generally nonrefundable, and unused membership time is generally not prorated, subject to applicable law. Starting processing or creating a shipping label alone does not make the entire payment nonrefundable. Prescription medications generally cannot be returned for reuse. Contact support about undelivered, incorrect, damaged, or improperly stored shipments, billing errors, or services not provided; applicable refunds, replacements, and legal rights remain available.

9. Privacy, accounts, and website use

Our separate Privacy and Consumer Health Data Policy explains our collection, use, and disclosure of information. The treating medical group’s privacy notice and telehealth consent apply to clinical services. These Terms do not authorize unrelated advertising disclosures of health information. Protect your login credentials. Do not misuse the platform, submit false information, disrupt services, or copy protected content without permission.

10. Service limitations and changes

Availability, medication supply, and results vary. We may restrict misuse or unlawful activity and coordinate appropriate notice and continuity arrangements with the treating medical group when services end. These Terms do not waive rights that applicable law protects or excuse negligence or unlawful conduct. We post updates with a new effective date and give notice of material changes; changes apply prospectively, with renewed consent where required.

Contact: support@VirtualWeightCare.com | 786-761-1155 | Monday–Friday, 8:00 AM–8:30 PM Eastern Time. MiamiPsych Concierge, LLC d/b/a Virtual WeightCare, 1900 N Bayshore Drive, Unit 4314, Miami, FL 33132.