



TERMS OF SERVICE

These Terms of Service ("Terms") govern your access to and use of the Enlight Hospice of VA website and any public-facing online content or features provided through it. By accessing or using the website, you agree to these Terms. If you do not agree, please do not use the website.

1. Informational Purpose Only

The information on this website is provided for general informational and educational purposes only. Website content, including text, images, graphics, and other materials, is not medical advice and is not intended to replace evaluation, diagnosis, treatment, or guidance from a qualified healthcare professional.

2. Not for Emergencies or Urgent Clinical Communication

The website should not be used to report a medical emergency, urgent symptom, medication concern, or time-sensitive patient-care issue. If there is an immediate threat to life or safety, call 911. Current hospice patients and families should use the hospice's established clinical or on-call contact process for urgent care needs.

3. Hospice Services and Eligibility

Information describing hospice care, services, eligibility, benefits, or coverage is general in nature. Actual services are based on individual assessment, physician certification, applicable Medicare or other payer requirements, availability, and the patient's plan of care. Website information does not create a patient-provider relationship or guarantee admission to hospice services.

4. Privacy and Protected Health Information

Enlight Hospice of VA is committed to protecting the privacy and security of protected health information ("PHI") in accordance with applicable HIPAA requirements and hospice policies. Please do not submit sensitive medical information through general website forms, ordinary email, or other public website features unless the website specifically indicates that the method is secure and intended for that purpose.



Our use and disclosure of PHI are governed by applicable law and our Notice of Privacy Practices. These Terms do not replace or modify rights provided under the Notice of Privacy Practices or applicable law.

5. Website Use

You agree to use the website only for lawful purposes. You may not attempt to interfere with website operation or security, gain unauthorized access to systems or information, introduce malicious code, misuse website content, impersonate another person, or use the website in a manner that violates applicable law or the rights of others.

6. Intellectual Property

Unless otherwise stated, website text, graphics, logos, images, design elements, and other content are owned by or licensed to Enlight Hospice of VA and are protected by applicable intellectual-property laws. Content may not be copied, reproduced, distributed, republished, or used for commercial purposes without prior authorization, except as permitted by law.

7. Accuracy and Availability

Enlight Hospice of VA strives to provide accurate and useful information, but website content may be updated, changed, or removed at any time. We do not guarantee that all content will always be complete, current, error-free, or continuously available.

8. Third-Party Links and Resources

The website may contain links to third-party websites or resources for convenience or informational purposes. Enlight Hospice of VA does not control third-party sites and is not responsible for their content, privacy practices, security, availability, or services. A link does not necessarily constitute endorsement.

9. Government and Regulatory Compliance

Enlight Hospice of VA provides hospice services in accordance with applicable federal and state requirements, including applicable Medicare hospice standards and HIPAA requirements.



Nothing on this website is intended to waive, limit, or replace any right or responsibility established by applicable law, regulation, payer requirement, or hospice policy.

10. Accessibility

Enlight Hospice of VA is committed to supporting website access for individuals with disabilities. We strive to maintain compatibility with commonly used screen readers and assistive technologies where reasonably practicable. If you experience difficulty accessing website content or need assistance obtaining information in another format, please contact us.

11. Language Assistance

Enlight Hospice of VA strives to support effective communication with individuals who have limited English proficiency. Language assistance may be requested by contacting us using the information below.

12. Disclaimer

To the extent permitted by law, the website and its content are provided on an “as is” and “as available” basis for informational purposes. Enlight Hospice of VA does not make warranties that the website will be uninterrupted, error-free, or suitable for every purpose. Nothing in this section limits any legal rights that cannot lawfully be waived.

13. Changes to These Terms

Enlight Hospice of VA may revise these Terms when website practices, organizational needs, or applicable requirements change. Updated Terms become effective when posted unless otherwise stated. Continued use of the website after an update constitutes acceptance of the revised Terms.

14. Governing Law

These Terms are governed by applicable federal law and the laws of the Commonwealth of Virginia, without limiting rights or obligations that apply under federal healthcare laws and regulations.



15. Contact Us

Questions about these Terms, website accessibility, language assistance, or privacy-related website concerns may be directed to:

Enlight Hospice of VA
2809 Emerywood Pkwy., Ste. 260
Richmond, VA 23294
Phone: (804) 471-4588
Fax: (804) 471-4588
Email: coordination@enlighthospiceva.com

For questions involving patient medical records or HIPAA privacy rights, please contact Enlight Hospice of VA through the contact information above and request assistance from the appropriate privacy or administrative representative.