

## TERMS & CONDITIONS

Effective Date: February 25, 2026

### 1. Informational and Marketing Disclaimer

The content on this website is provided for general informational and marketing purposes only. Nothing on this website constitutes medical, nursing, legal, or financial advice, nor does it guarantee services, residency availability, or outcomes. Descriptions of services, amenities, healthcare levels, and programs are subject to change without notice and may vary based on assessment, licensure, availability, and regulatory requirements.

### 2. CMS & Healthcare Regulatory Compliance Notice

Healthcare services provided within the Community may be subject to CMS regulations, state licensure requirements, and applicable federal and state healthcare laws. References to Medicare or Medicaid services are informational only. Eligibility, coverage, and reimbursement determinations are made solely by CMS or applicable payors.

### 3. No Medical Advice / No Provider-Patient Relationship

Use of this website does not create a provider-patient relationship, nurse-patient relationship, therapist-patient relationship, or a resident agreement. Healthcare relationships are established only upon proper admission and execution of required written agreements. If you are experiencing a medical emergency, call 911 immediately.

### 4. Continuing Care Contract & Disclosure Statement

If required by state law, our Continuing Care Disclosure Statement is available upon request. Nothing on this website constitutes a binding offer or contract. Admission is subject to qualification criteria, financial review, health assessment, and execution of a formal Continuing Care Agreement.

### 5. HIPAA & Protected Health Information (PHI)

Certain healthcare components of the Community are Covered Entities under HIPAA. This public website is not intended for the transmission of Protected Health Information (PHI). Do not submit medical records or sensitive personal data through general website forms unless directed to a secure portal. Any PHI submitted through approved systems is handled in accordance with our Notice of Privacy Practices.

### 6. Electronic Communications & Security Risk

While reasonable safeguards are implemented, no internet transmission is completely secure. By submitting information through this website, you acknowledge the inherent risks associated with electronic communications.

## 7. Text Messaging

Concordia of the South Hills may send text messages regarding marketing updates.

Concordia's Home and Community Based services utilize patient engagement text messaging platform.

You can cancel the SMS service at any time. Just text "STOP" to the short code. After you send the SMS message "STOP" to us, we will send you an SMS message to confirm that you have been unsubscribed. After this, you will no longer receive SMS messages from us. If you want to join again, just sign up as you did the first time and we will start sending SMS messages to you again.

- If you are experiencing issues with the messaging program you can reply with the keyword HELP for more assistance, or you can get help directly at [clm@concordialm.org](mailto:clm@concordialm.org).
- Carriers are not liable for delayed or undelivered messages.
- As always, message and data rates may apply for any messages sent to you from us and to us from you. Message frequency varies. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.
- If you have any questions regarding privacy, please [click here](#) to read our privacy policy.
- Home and Community Services Terms and Conditions. Additional terms apply to users enrolled in Concordia's Home and Community Services mobile healthcare reminder program.
- Please [click here](#) to review the applicable Terms and Conditions.

## 8. No Guarantees of Healthcare Outcomes

References to care quality, wellness outcomes, or satisfaction are general in nature. Individual outcomes vary based on medical condition, participation, and clinical appropriateness.

## 9. Testimonials & Marketing Representations

Resident testimonials reflect individual experiences and do not guarantee similar results. Images may include residents (with consent), staff, or stock photography.

## **10. Third-Party Payor & Insurance Disclaimer**

References to Medicare, Medicaid, or private insurance are informational only. Coverage determinations are made solely by applicable payors.

## **11. User Conduct**

Users agree not to attempt unauthorized access, introduce malicious code, interfere with site operation, or use the website for unlawful purposes.

## **12. Intellectual Property**

All website content is the property of the Community or its licensors and protected under applicable intellectual property laws. Unauthorized reproduction or distribution is prohibited.

## **13. Accessibility & Nondiscrimination**

The Community complies with applicable federal civil rights laws and does not discriminate on the basis of protected characteristics. We strive to maintain accessibility consistent with WCAG 2.1 AA standards.

## **14. Disclaimer of Warranties**

This website is provided 'as is' and 'as available' without warranties of any kind. We do not guarantee uninterrupted or error-free operation.

## **15. Limitation of Liability**

To the fullest extent permitted by law, the Community shall not be liable for indirect, incidental, or consequential damages arising from use of this website.

## **16. Governing Law**

These Terms are governed by the laws of the applicable state in which the Community operates.

## **17. Modifications**

We reserve the right to update these Terms at any time. Continued use of the website constitutes acceptance of revised Terms.

## **18. Contact Information**

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