

General conditions and terms for teledermatology medical service
provided by Dr. Anna Pianzola Digidermis GmbH

1. The Digidermis GmbH teledermatology service is a specific application of telemedicine that focuses on providing dermatological care and services remotely. It utilizes an online platform to facilitate the diagnosis, treatment, and management of skin conditions and related issues. Teledermatology has gained popularity due to its ability to overcome geographical barriers, increase access to dermatological care, and improve patient outcomes. Teledermatology has demonstrated effectiveness in improving access to dermatological care, especially in remote or underserved areas, and reducing wait times for appointments. **However, it's important to recognize that certain cases may still require in-person consultations and hands-on examination by a dermatologist. It's important to note that teledermatology has its limits, and not all skin conditions can be diagnosed or treated remotely. In some cases, an in-person evaluation may still be necessary for a comprehensive assessment** and for diagnostic accuracy.

Nevertheless, teledermatology remains a valuable tool for expanding access to dermatological care and improving patient outcomes. The purpose of this teledermatology service: Increased access to care, to have a second opinion and a quick response, convenience and time savings, faster diagnosis and treatment, improved patient follow-up, efficient use of resources, enhanced patient education, reduced waiting times, early detection of skin cancer, dermatological support in primary care settings, cost-effectiveness.

The Digidermis GmbH teledermatology medical service is provided by Dr. Anna Pianzola, certified Swiss board dermatologist with office at Albisriederstrasse 5, 8003 Zürich, Switzerland.

2. **This teledermatology service is not suitable for medical emergencies. (See more below par. 7).**

3. **Because of insurance reasons, this teledermatology medical service cannot be provided for people from the USA and Canada not residing in Switzerland. Any medical responsibility and liability of Digidermis GmbH and Dr. Anna Pianzola will be completely denied.**

4. Patient Consent: When agreeing to our general conditions, Patients provide informed consent for participating in teledermatology consultations.

5. Clinical Photography: High-quality images of skin conditions are crucial for teledermatology consultations. Patients can capture images and share them securely with their dermatologist for evaluation. After the sending of three different pictures, after paying for the service fee of 55,- CHF (Swiss Frank), Dr. Anna Pianzola will provide and answer within 48 hours after the sending of the enquiry.

6. Follow-up and Referrals: Teledermatology consultations may lead to recommendations for in-person visits, follow-up appointments, or referrals to other specialists as needed.

7. Emergencies: Here are some key aspects of this teledermatology medical service:

This teledermatology service is not suitable for medical emergencies. If you suffer of any symptoms of a medical emergency, prompt diagnosis and treatment are crucial to prevent potential complications and you should consult a doctor or a hospital next to you immediately.

Symptoms of medical emergency may include: fever, major skin rash, swollen lymph nodes, inflammation of blood vessels, widespread skin inflammation and swelling, severe (or non severe) allergic reactions, swelling of deeper layers of the skin, often around the eyes, lips, and throat (Angioedema), widespread blistering and peeling of the skin, severe burns, rapidly progressing

bruises, petechiae and soft tissue infections. Cardiac Arrest, Stroke, Severe Bleeding, Choking, Anaphylaxis, Major Trauma, Drug Overdose, Acute Respiratory Distress, Seizures, Loss of Consciousness, Stevens-Johnson Syndrome (SJS), Toxic Epidermal Necrolysis (TEN), Necrotizing Fasciitis, Severe Allergic Contact Dermatitis, Acute Hives (Urticaria), Skin and Soft Tissue Infections, Herpes Zoster (Shingles) in the Eye Region, Cutaneous Abscess, Severe Bullous Disorders.

8. Potential risk: The range of medical services provided through telemedicine may vary, some healthcare issues can be addressed effectively through remote consultations, while others may require in-person visits. Depending on the quality of the pictures send by patients, making a precise diagnosis of the skin problem may not be possible.

9. Reimbursement and Payment: Payment can be made with Twint, Klarna oder credit cards. No reimbursement will be performed, as the patient agrees to the limits of teledermatology, including possibility of making a wrong diagnosis or no diagnosis because of lack of medical information for the doctor for an accurate medical assessment. In some cases, if wished by the patient, this consultation can run on the medical insurance, but it depends on the insurance model of the patient. In case of refusal of insurance reimbursement, Digidermis GmbH denies any rights to demand reimbursement for the paid fee for the teledermatology service.

10. Medical Records and Documentation, Privacy and Security: Medical Record will be saved on servers based in Switzerland. Digidermis GmbH Teledermatology platforms integrate with electronic medical records (EMR) systems to ensure seamless information sharing and continuity of care. No Patient Data will be saved on the Teledermatology platform. The information filled out by the patients on the online Form, will be saved as a PDF on a HIN secured email with server located in Switzerland.

11. Jurisdiction and Applicable Law

Subject to a mandatory place of jurisdiction, the courts at the registered office of Digidermis GmbH are responsible for all questions arising from or in connection with the GTC or the platform. Swiss law applies.