

Terms & Conditions

Effective Date: October 2025

www.fortemenshealth.com.au

1. Overview and Agreement

By accessing or using Forte Men's Health services—including telehealth and in-person consultations, online assessments, and prescriptions—you agree to be bound by these Terms, our Privacy Policy, and any additional service agreements. If you do not agree, you must not access or use our services.

2. Service Provision & Roles

Medical care is provided exclusively by AHPRA-registered Australian healthcare professionals. Forte Men's Health provides administrative, booking, and management support to practitioners; the clinical responsibility rests solely with the treating healthcare provider—Forte does not give medical advice or make clinical decisions.

3. Consultations & Clinical Discretion

Each healthcare professional decides whether telehealth or in-person consultation is appropriate and exercises full discretion regarding diagnosis, treatment, prescription, and referrals. Telehealth consultations are delivered via secure, encrypted audio or video channels, with patient privacy maintained throughout.

4. Your Agreement & Consent for Data Use

You consent to us collecting, using, and disclosing your personal and health information as required for consultations, prescribing, referrals, and medication fulfillment. Information may be shared with licensed Australian pharmacies or allied service providers strictly for the provision of clinical care.

5. Eligibility & Accuracy of Information

You confirm you are at least 18 years old, located in Australia during any telehealth consultation, and eligible for Medicare where applicable. You agree to provide accurate and current medical and personal information. Incomplete or inaccurate information may lead to delayed or inappropriate care.

6. Medical Questionnaires & Assessments

Online intake questionnaires and assessments inform initial eligibility. All final clinical decisions are made by the treating practitioner. These assessments are retained as part of your clinical record and provide the basis for prescribing decisions.

7. Prescriptions & Compound Medications

Prescriptions are issued based on clinical appropriateness. Some may be compounded by licensed Australian pharmacies. Repeats require follow-up assessments. You must use medications only as directed. Forte is not liable for misuse or non-compliance.

8. Payments & Billing

Services are priced in AUD and generally do not attract GST unless stated otherwise. Payment is required at booking or at time of dispatch. Medicare bulk billing may apply only if the patient has a qualifying prior in-person consultation within 12 months. Telehealth services are typically privately billed without a rebate if in person visit has not been performed.

9. Booking, Cancellations & Refunds

Appointments may be booked online via third-party booking systems. Cancellations made less than 1 hour before appointment may result in non-refundable charges. No-shows or repeated late cancellations may result in restricted future booking access. Refunds may be issued only where required by Australian Consumer Law, e.g. if services haven't been delivered.

10. Feedback & Complaints

Feedback or complaints may be submitted via the website www.fortemenshealth.com.au. Forte aims to resolve issues promptly and confidentially. Matters involving practitioner conduct or pharmacy operations may be referred to the practitioner or pharmacy directly; Forte is not responsible for independently policing these entities.

11. Intellectual Property & Content Use

All website content, branding, and design is owned by Forte or its licensors. You are granted a limited license to access for personal healthcare use. Any uploaded content may be used by Forte to the extent required to deliver our services.

12. Acceptable Use & Prohibited Conduct

You must not impersonate others, provide false information, disrupt services, or attempt unauthorized access. Harassment or threatening behavior toward staff will result in service suspension or termination.

13. Third-Party Relationships

Forte may refer you to external entities (e.g. pharmacies, laboratories, diagnostic centres). These referrals are for your convenience, and Forte is not responsible for their policies or practices.

14. Disclaimer & Limitation of Liability

Forte's service is provided "as is" and without warranties. We exclude liability for indirect or consequential loss. Our liability is limited to the cost of the service paid, except where liability cannot lawfully be excluded, such as under Australian Consumer Law.

15. Indemnity

You agree to indemnify Forte against any claims, damages, or liabilities resulting from your breach of these Terms, misuse of services, or misuse of medications.

16. Termination of Access

We may suspend or terminate your access to services if you breach these Terms. You may terminate your relationship with Forte at any time by ceasing to book or use services and notifying us in writing.

17. Changes to Terms

These Terms may be updated periodically. The most current version will be available on our website. Continued use after publication constitutes acceptance of the updated Terms.

18. Contact Information

www.fortemenshealth.com.au