Patient portal terms

MedAdmin · Version 1.1 · effective from 11 November 2026

1. Summary

- The **pacient.medadmin.ro** portal and the **MedAdmin Pacient** application are free for patients.
- They show you what the practices using MedAdmin publish for you: appointments, documents, results, consents, payments. **Medical information comes from the practice**, which is responsible for it.
- **This is not an emergency service.** In an emergency, call **112**.
- You make payments to the practice, through Stripe; the contract for medical services is with the practice.
- You can delete your account at any time. Your data is protected in accordance with the Patient Portal Privacy Policy.

2. Who provides the portal

The portal and the application are provided by Alucard Limited (registered name ALUCARD LIMITED), UBI 81569528, registered office Unit B, 11/F, 23 Thomson Road, Wan Chai, Hong Kong SAR China, email gdpr@medadmin.ro ("Alucard", "we"). The medical practices that use MedAdmin (the "practices") decide what information they publish in the portal.

3. The account

3.1. The account is created with your telephone number and is used with a one-time code received by SMS or at your confirmed email address. You must be at least 18 years old.

3.2. You are responsible for access to your phone and your email. If you lose your phone, disconnect the device from Profil → Dispozitive (Profile → Devices) on another device or write to us.

3.3. You may add persons in your care (for example your children) only if you have the legal right to represent them. The practice may check this capacity and may close the link.

4. What you can do in the portal

4.1. You can see the practices where you are a patient, the appointments, documents, results, consents and payment status published by each practice; make, move or cancel appointments, within the limits set by each practice (for example, cancellation at least N hours in advance); complete questionnaires and sign consents sent by the practice; pay online, if the practice has activated payment; export your data and delete your account.

4.2. The available features differ from one practice to another, depending on what each has activated.

5. Medical information and notice

5.1. The medical information in the portal is prepared by the practice. If you notice an error, tell the practice; only the practice can correct it.

5.2. MedAdmin is not a medical device, does not make diagnoses and does not recommend treatments. Images and results are for documentation and communication. For any medical question, talk to your doctor.

5.3. **The portal is not an emergency service and is not monitored at all times.** In a medical emergency, call 112.

6. Appointments and payments

6.1. Appointments are confirmed and honoured by the practice, according to its rules. Alucard does not guarantee the availability of doctors and is not liable for cancellations made by the practice.

6.2. Online payments are made to the practice, on the practice's Stripe page. The contract for the medical services, the price, the tax document and any refunds are between you and the practice. Alucard does not collect this money.

7. Proper use

You shall not: use another person's account; attempt to access data that does not belong to you; repeatedly make false appointments; attempt to circumvent security limits; use the portal for unlawful purposes. We may suspend an account that breaches these rules, with notice to you, except where notice would compromise an investigation.

8. Availability and changes

We make reasonable efforts to keep the portal available at all times, but there may be interruptions for maintenance or for technical reasons. We may change the features of the portal; we announce significant changes to these terms in the portal and in the application at least 30 days in advance.

9. Liability

9.1. The portal is free. We are liable for damage caused through our fault in providing the portal, in accordance with the law.

9.2. We are not liable for the medical content published by the practices, for the medical services, or for damage caused by the use of the account by a person to whom you have allowed access to your phone.

9.3. Nothing in these terms limits the rights you have as a consumer under the law.

9.4. The portal is a free digital service provided to consumers; Emergency Ordinance (OUG) 141/2021 on contracts for the supply of digital content and digital services (transposing Directive (EU) 2019/770) and the information requirements of Emergency Ordinance (OUG) 34/2014 apply to you, including for the mobile application.

10. Termination

You can delete your account at any time (Profil → Șterge contul (Profile → Delete account) or pacient.medadmin.ro/sterge-contul). Medical records remain with the practices, as required by law. We may close the portal with 60 days' notice, during which you may export your data.

11. Governing law and complaints

11.1. These terms are governed by Romanian law. If you are a consumer, you also benefit from the protection of the mandatory rules of the country where you live and may bring proceedings before the courts of your place of residence.

11.2. Complaints: gdpr@medadmin.ro. We respond within 30 days at most. You may also contact the National Authority for Consumer Protection (ANPC, anpc.ro) and the alternative dispute resolution (ADR/SAL) entities registered with ANPC.