

Telehealth Policy

Aikyaa Heart Health & Wellness PLLC

Effective Date: April 1, 2026

Last Updated: June 2, 2026

Overview

Aikyaa Heart Health & Wellness PLLC provides **clinical, consultative cardiometabolic services via telehealth** for eligible patients.

Telehealth involves the use of secure electronic communication technologies to enable a physician to evaluate, assess, and provide medical guidance remotely.

This policy applies to services provided through the Aikyaa Clinical Consultative Pathway, including the Aikyaa Signature Cardiometabolic Program, the Aikyaa South Asian Heart Initiative (SAHI) Program, and the Aikyaa Consultation Program. Services are available only to patients physically located in Texas at the time of the visit.

Nature of Telehealth Services

Telehealth services may include:

- Real-time video consultations
- Review of medical history and prior records
- Discussion of laboratory and diagnostic testing
- Development of a personalized cardiometabolic health plan
- Ongoing consultative follow-up as part of structured programs

Telehealth care provided by Aikyaa is **consultative, time-limited, and focused on cardiometabolic health optimization**, and is intended to complement—not replace—ongoing care with your primary care physician or specialist.

Limitations of Telehealth

- Telehealth is not equivalent to an in-person examination
 - Certain conditions may require in-person evaluation, referral, or emergency care
 - Technical issues (such as internet connectivity or platform limitations) may occasionally affect the quality or continuity of care
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Privacy and Security

Aikyaa Heart Health & Wellness PLLC uses secure, HIPAA-compliant systems to protect patient information.

Your health information will be handled in accordance with applicable privacy laws and the **Notice of Privacy Practices**.

Patient Responsibilities

To support a safe and effective telehealth visit, patients are expected to:

- Be physically located in Texas at the time of the visit
 - Ensure a stable internet connection and appropriate device access
 - Participate in a private and appropriate environment
 - Provide accurate and complete health information
 - Provide accurate contact information and notify Aikyaa of technical difficulties
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Emergency and Urgent Care

Telehealth services **are not appropriate for emergency or urgent** medical conditions.

If you experience symptoms such as chest pain, severe shortness of breath, fainting, or other urgent concerns:

Seek immediate in-person medical care or call 911

Consent to Telehealth

Participation in services provided through the Aikyaa Clinical Consultative Pathway constitutes acknowledgment and consent to receive care via telehealth.

A separate telehealth consent form will be provided and completed as part of the onboarding process.

Complaints and Regulatory Information

If you have concerns about the care you have received, you have the right to file a complaint with the Texas Medical Board.

Texas Medical Board

333 Guadalupe, Tower 3, Suite 610

Austin, TX 78701

Phone: 1-800-201-9353

<https://www.tmb.state.tx.us>

Contact Information

If you have questions regarding telehealth services or need assistance prior to your visit, please contact:

Aikyaa Heart Health & Wellness PLLC

doctorpurnima@aikyaahearthealth.com

Phone: (832) 675-9647

Policy Updates

Aikyaa Heart Health & Wellness PLLC reserves the right to update or modify this Telehealth Policy at any time.

The most current version will be available on the website.

Definition

“Aikyaa” refers to Aikyaa Heart Health & Wellness PLLC.