



Healthcare Services

Leeds Nursing Services Corp.

626-689-3362

www.leedsnursingservices.com

Legal Disclaimer

Leeds Nursing Services — Notice to Clients and Website Visitors

General Disclaimer

Leeds Nursing Services provides nursing care, health assessments, medication management, wound care, device care, education, and related services to clients throughout Southern California. All information on this website, including service descriptions, is intended for general informational purposes only and does not constitute professional medical advice, diagnosis, or treatment.

Healthcare Guidance

Services rendered by Leeds Nursing Services are performed by qualified healthcare professionals and are subject to applicable federal, state, and local regulations. The information provided on our website should not be used as a substitute for consultation with your physician or other licensed healthcare providers. Always seek the advice of your physician or other qualified health provider with any questions you may have regarding a medical condition or treatment.

Limitation of Liability

Leeds Nursing Services makes every effort to ensure the accuracy and reliability of information on this site and in communications with clients. However, Leeds Nursing Services disclaims any liability for errors or omissions in the content or for any loss, injury, or damages arising from use of the information or services provided. Use of our services and website is at your own risk.

Service Availability

While Leeds Nursing Services strives to provide timely and effective care, availability of services may vary based on geographic area, staff resources, and current regulations. Leeds Nursing Services reserves the right to amend, suspend, or discontinue any service at its discretion.



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Third-Party Content

Leeds Nursing Services does not endorse or guarantee the accuracy of third-party information or links that may be referenced on this site. External content is for informational purposes only and is not under our control.

Intellectual Property

All content, logos, and branding on this website are the property of Leeds Nursing Services and may not be reproduced, distributed, or used without prior written consent.

Contact Information

For questions regarding our services, privacy, or legal policies, please contact Leeds Nursing Services at 626-689-3362 or visit www.leedsnursingservices.com.



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Terms & Conditions

Leeds Nursing Services

Acceptance of Terms

By accessing, browsing, or utilizing the services provided by Leeds Nursing Services ("Leeds," "we," "us," or "our"), you ("Client," "you," or "your") agree to be bound by these Terms & Conditions ("Terms").

These Terms apply to all services rendered by Leeds Nursing Services, including but not limited to health assessment, medication management, wound care, patient and family education, post-operative care, palliative care, and personal care. Please read these Terms carefully before using our services. If you do not agree to these Terms, you may not use our services.

Services Provided

Leeds Nursing Services offers a wide range of concierge nursing services for clients across Southern California, including but not limited to:

- **Health Assessment & Monitoring:** Initial evaluations, ongoing health assessments, vital signs tracking, and symptom management for chronic conditions such as diabetes, CHF, and COPD.
- **Medication Management & Administration:** Oral and injectable medication administration, medication reconciliation, and monitoring for interactions or errors.
- **Wound Care & Skin Management:** Dressing changes, infection monitoring, drain management, ostomy site care, and related services.
- **Catheter and Device Care:** Foley and suprapubic catheter care, G-tube (Mickey Button) changes, and other device management, as ordered by a licensed provider.
- **Patient & Family Education:** Instructions on medications, treatments, wound care, chronic disease self-management, dietary guidance, and emergency planning.
- **Post-Operative & Acute Care:** Monitoring post-surgical recovery, pain management, mobility assistance, and fall-risk assessment.
- **Palliative & End-of-Life Care:** Symptom management, family support, and hospice coordination.
- **Personal Care & Assistance with Activities of Daily Living (ADLs):** Bathing, dressing, grooming, feeding, toileting, and incontinence care.

All services are provided in accordance with applicable laws, regulations, and professional standards.

Leeds Nursing Services reserves the right to refuse or discontinue services if a client fails to comply with these Terms or if service provision is deemed unsafe or inappropriate.



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Client Responsibilities

To ensure safe and effective care, Clients are responsible for:

- Providing accurate and complete medical history, information, and documentation as requested by Leeds Nursing Services staff.
- Following care plans, instructions, and advice provided by nurses and healthcare professionals.
- Informing staff of any changes in health status, medications, or treatment plans.
- Ensuring a safe, clean, and respectful environment for care delivery.
- Cooperating with Leeds Nursing Services staff and not engaging in abusive, threatening, or discriminatory behavior.
- Securing and safeguarding prescribed medications, equipment, and personal property.

Failure to meet these responsibilities may result in suspension or termination of services.

Fees & Payment

Leeds Nursing Services operates on a fee-for-service basis. Fees for services will be disclosed prior to commencement of care and may vary depending on the type, frequency, and duration of services rendered. Payment is due promptly upon receipt of invoice unless otherwise agreed in writing. Accepted payment methods may include credit card, check, electronic transfer, or other approved methods.

- Late payments may incur additional charges, interest, or result in the suspension of services.
- All fees are subject to change. Leeds Nursing Services will provide notice of fee changes at least 30 days in advance.

Cancellation Policy

Clients may cancel or reschedule appointments by providing at least 24 hours' notice. Failure to provide adequate notice may result in a cancellation fee, up to the full cost of the scheduled service. Leeds Nursing Services reserves the right to cancel or reschedule appointments due to unforeseen circumstances, emergencies, or other factors impacting service delivery. In such cases, Leeds will notify clients as soon as possible.



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Privacy & Confidentiality

Leeds Nursing Services is committed to protecting the privacy and confidentiality of client information in accordance with federal and state laws, including HIPAA. Client information will only be used or disclosed as necessary for care delivery, billing, administrative purposes, legal compliance, or with client authorization.

- Clients have the right to review and request amendments to their personal health information.
- Leeds Nursing Services utilizes secure systems and safeguards to prevent unauthorized access or disclosure.
- Clients should not share confidential information, passwords, or access codes with unauthorized parties.

For more information, please refer to our Privacy Policy.

Liability & Disclaimer

Leeds Nursing Services provides skilled nursing care and related services in accordance with professional standards. However, Leeds does not make any guarantees regarding specific health outcomes or results of care.

- Clients acknowledge that all medical decisions, recommendations, and interventions are made in consultation with licensed providers, and that Leeds Nursing Services is not responsible for decisions made by other healthcare professionals or providers outside of its staff.
- Leeds Nursing Services is not liable for damages or injuries resulting from client non-compliance, failure to disclose information, misuse of equipment, or factors beyond our reasonable control.
- Services provided by Leeds Nursing Services do not replace the advice, diagnosis, or treatment of a physician or other licensed practitioner. In the event of a medical emergency, clients should contact 911 or seek immediate care.

Changes to Terms

Leeds Nursing Services reserves the right to update, revise, or modify these Terms & Conditions at any time. Updates will be effective upon posting on our website or notification to clients. Continued use of our services following changes to these Terms constitutes acceptance of the revised Terms.



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Governing Law

These Terms & Conditions are governed by and construed in accordance with the laws of the State of California. Any disputes arising from or relating to these Terms will be subject to the exclusive jurisdiction of the courts located in Los Angeles County, California.

Contact Information

For questions, concerns, or requests related to these Terms & Conditions, please contact:

Leeds Nursing Services

Pasadena, California

Phone: 626-689-3362

Website: www.leedsnursingservices.com

By using Leeds Nursing Services, you acknowledge that you have read, understood, and accepted these Terms & Conditions.



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Accessibility Statement

Leeds Nursing Services: Commitment to Accessibility

Leeds Nursing Services is dedicated to ensuring that our services, website, and communications are accessible to all individuals, including those with disabilities. We believe that everyone deserves equitable access to quality healthcare and information, and we strive to create an inclusive environment for our clients, visitors, and staff.

Website Accessibility

Our website, www.leedsnursingservices.com, is designed with accessibility in mind. We aim to comply with the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA, ensuring our digital content is perceivable, operable, understandable, and robust for all visitors. Features supporting accessibility include:

- Text alternatives for non-text content, such as images and graphics
- Logical navigation and clear headings
- Keyboard accessibility for all interactive functions
- Color contrast that meets recommended standards
- Adjustable font sizes and readable typefaces
- Responsive design for use across devices and screen readers

Physical and Service Accessibility

Leeds Nursing Services is committed to providing accessible care throughout Southern California. Our care professionals are trained to assist individuals of varying mobility and communication needs, and we work to accommodate specific requests regarding personal care, mobility assistance, and adaptive communication tools.



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Feedback and Continuous Improvement

We welcome feedback regarding the accessibility of our website, services, and communications. If you encounter any barriers or have suggestions for improvement, please contact us at 626-689-3362 or via our website's contact form. We will promptly address your concerns and take steps to enhance accessibility wherever possible.

Ongoing Commitment

Leeds Nursing Services reviews its accessibility practices regularly to ensure ongoing compliance and improvement. Accessibility is an integral part of our mission to provide compassionate, high-quality care for all members of our community.

For additional information or assistance, please reach out to our team directly. We are here to help ensure your experience with Leeds Nursing Services is accessible, comfortable, and supportive.



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Refund Policy

Leeds Nursing Services

Overview

At Leeds Nursing Services, we are committed to providing the highest standard of personalized, concierge nursing care for our clients throughout Southern California. Your satisfaction and well-being are our top priorities. This Refund Policy outlines the conditions under which payments for our services may be refunded.

Eligibility for Refunds

- **Advance Cancellations:** Clients who cancel scheduled services at least 24 hours before the appointment time are eligible for a full refund or credit, minus any applicable administrative fees.
- **Late Cancellations:** Cancellations made less than 24 hours before the scheduled service may be subject to a cancellation fee equivalent to up to 50% of the service cost. This fee covers the time reserved and resources allocated for your care.
- **No-Shows:** If a client does not attend a scheduled appointment and provides no prior notice, the full service fee will be charged and is not eligible for refund.
- **Service Quality Concerns:** If you are dissatisfied with the quality of care received, please contact us within 48 hours of your appointment. We will review your concern on a case-by-case basis and may issue a partial or full refund at our discretion, or offer a corrective service at no additional charge.
- **Non-Refundable Charges:** Administrative fees, travel charges, and supplies or medications purchased specifically for your care are non-refundable once the service has been rendered or the purchase has been made.



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How to Request a Refund

To request a refund, please contact our office by phone at 626-689-3362 or via email at info@leedsnursingservices.com. Provide your name, the date of service, and a brief description of your concern. Our administration team will review your request and respond within 5 business days.

Refund Processing

Approved refunds will be issued using the original method of payment whenever possible. Please allow up to 7 business days for refunded amounts to appear in your account, depending on your financial institution.

Policy Modifications

Leeds Nursing Services reserves the right to update or modify this Refund Policy at any time. Clients will be notified of significant changes in advance.

If you have questions about this policy or your specific situation, please contact our office directly. We value your trust and the opportunity to care for you and your loved ones.



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Leeds Nursing Services Transportation Agreement

Non-Emergency Client Transport Terms & Conditions

This Transportation Agreement ("Agreement") is entered into by and between the client ("Client") and Leeds Nursing Services ("Company"), headquartered in Pasadena, California, and serving all of Southern California.

By utilizing the transportation services provided by Leeds Nursing Services, the Client agrees to the terms and conditions outlined below:

1. Nature of Transportation Services

- Transportation offered by Leeds Nursing Services is strictly non-emergency in nature.
- Examples include post-surgical transport from hospitals or surgery centers to the Client's home, hotel, or specified location, after which regular nursing services may be rendered.
- At no point does this service replace ambulance, paramedic, or any emergency medical transportation. In case of an emergency, Clients are instructed to call 911 or seek appropriate emergency assistance.

2. Acknowledgement of Non-Emergency Status

- The Client acknowledges and agrees that the transportation provided is for convenience only and not intended for situations requiring urgent or emergency medical care.
- Clients must be medically stable for non-emergency transport and must disclose any health condition that could affect safe transportation.



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3. Limitation of Liability

- By accepting and utilizing this service, the Client agrees to release, indemnify, and hold harmless Leeds Nursing Services, its employees, contractors, and affiliates from any and all claims, damages, losses, liabilities, or expenses arising from or related to transportation, except in cases of gross negligence or willful misconduct by the Company.
- The Company does not assume responsibility for any pre-existing medical conditions, or for injuries, illnesses, or incidents that may occur during transportation that are not a direct result of Company negligence.

4. Service Fee

- A service fee may be charged for transportation, the amount of which will be disclosed to the Client prior to scheduling and provision of the service.
- Payment for transportation is due according to the Company's standard payment policies and may be billed separately from regular nursing care services.

5. Client Acknowledgement & Consent

- By signing below, the Client confirms understanding and acceptance of the non-emergency nature of this service, the limitation of liability, and the potential for a service fee.
- The Client also certifies that they have disclosed all relevant medical information and are medically stable for non-emergency transport.

6. Miscellaneous

- This Agreement is governed by the laws of the State of California.
- If any provision of this Agreement is found to be invalid or unenforceable, the remaining provisions will remain in full force and effect.

Client Name: _____

Client Signature: _____ Date: _____

Leeds Nursing Services Representative: _____ Date: _____

For questions, please contact us at 626-689-3362 or visit www.leedsnursingservices.com.



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