

MedsolAI

Terms & Conditions — AI Chatbot for Clinics

Web Neuro Inc. · webneuro.ca · Calgary, Alberta, Canada
Effective Date: May 17, 2026 · Last Updated: May 17, 2026

1. Agreement Overview

These Terms and Conditions govern your use of MedsolAI, an artificial intelligence chatbot platform for healthcare clinics, provided by Web Neuro Inc. ('WebNeuro'). By activating a MedsolAI account, you agree to be bound by these Terms.

MedsolAI is an administrative AI tool. It does not provide medical advice, clinical diagnoses, or treatment recommendations. It must never be positioned to patients as a substitute for professional medical care.

2. The MedsolAI Service

2.1 What MedsolAI Provides

- AI-powered chatbot for clinic website patient communication
- Automated responses to common administrative questions
- Appointment booking assistance and FAQs
- Clinic hours, location, and service information delivery
- Escalation to human staff for clinical questions
- Customizable responses trained on your clinic information

2.2 Critical AI Limitations — You Must Acknowledge

AI responses are generated automatically and may contain errors. You are responsible for reviewing and approving all chatbot responses before deployment.

- MedsolAI does not provide medical diagnoses or clinical advice
- AI responses may occasionally be inaccurate or incomplete
- MedsolAI is not a substitute for trained medical reception staff
- Emergency situations must always be escalated to 911 — not handled by AI
- WebNeuro is not liable for clinical decisions made based on AI responses

3. Medical Disclaimer — Mandatory

You agree to display the following disclaimer (or equivalent) wherever MedsolAI is deployed on your clinic website:

'This chatbot provides general administrative information only. For medical advice, diagnosis, or treatment, please consult a qualified healthcare professional. In case of emergency, call 911.'

Failure to display an adequate medical disclaimer is a material breach of these Terms.

4. Prohibited Uses

- Using MedsolAI to provide medical diagnoses or treatment recommendations
- Removing or bypassing the medical disclaimer requirement
- Training the AI on patient personal health information without consent
- Using MedsolAI responses as a replacement for emergency triage
- Reverse engineering the AI model or underlying architecture
- Building competing AI chatbot products using insights from MedsolAI
- Reselling or white-labeling MedsolAI to other clinics or businesses

5. Non-Compete & Intellectual Property

The same non-compete protections as ClinicPulse apply to MedsolAI. By subscribing, you agree not to build, fund, or contribute to a competing AI chatbot product for healthcare clinics for 24 months following termination of your subscription.

All AI models, training methodology, response frameworks, conversation flows, and underlying technology remain the exclusive intellectual property of Web Neuro Inc.

6. Data — Conversation Logs

6.1 What We Store

- Anonymized conversation logs for AI improvement purposes
- Question categories and response performance data
- Chatbot configuration and custom response settings

6.2 What We Do NOT Store

- Patient names or identifying information
- Personal health information of any kind
- Full conversation logs beyond 90 days
- Payment or insurance information discussed in chat

7. Subscription, Billing & Cancellation

MedsolAI is offered on a month-to-month subscription. Fees are billed monthly in advance in Canadian dollars via Stripe. Cancel anytime from your dashboard with effect at the end of the current billing period.

8. Limitation of Liability

Web Neuro Inc. is not liable for any clinical outcomes, patient harm, or regulatory action arising from the use or misuse of MedsolAI. Our total liability for any claim shall not exceed fees paid in the preceding three (3) months.

9. Governing Law

These Terms are governed by the laws of the Province of Alberta and the federal laws of Canada. Disputes shall be resolved in Calgary, Alberta.

10. Contact

Web Neuro Inc. · support@webneuro.ca · medsolai.com · Calgary, Alberta, Canada

© 2026 Web Neuro Inc. — All Rights Reserved

Calgary, Alberta, Canada · support@webneuro.ca · webneuro.ca