



PICKENS URGENT CARE & PRIMARY CARE

Terms of Use

Last revised: October 3, 2026. These terms govern the website. They do not replace papers you sign at a clinic.

These Terms of Use govern your use of the websites and online pages owned or controlled by Pickens Urgent Care & Primary Care, including pages for our clinics in Sandy Springs, Jasper, and Decatur, Georgia, and interactive features on those pages such as language choice and the optional chat (the "Site" and the "Services").

By using the Site, you acknowledge that you have read and accept these Terms, our Privacy Policy, and our Notice of Privacy Practices. If you do not agree, exit the Site and do not use the Services. You can still be seen in person and register on paper. Care is not conditioned on using the website.

Our clinics

Clinic	Address	Phone	Fax	Hours
Sandy Springs	5785 Roswell Rd, Atlanta, GA 30328	(404) 635-6644	(404) 601-5447	Mon-Sat 8 AM-6 PM
Jasper	744 Noah Drive, Suite 108-109, Jasper, GA 30143	(706) 692-0119	(706) 692-0280	Mon-Sat 9 AM-7 PM; Sun 12-6 PM
Decatur	4995 Flat Shoals Pkwy, Decatur, GA 30034	(404) 446-3508	(404) 446-3525	Mon-Sat 9 AM-7 PM; Sun 12-6 PM

Other documents

When you register for a visit or use a patient portal, you may be asked to accept clinic registration terms or a HIPAA authorization. If there is a conflict, those documents control to the extent they say they do. PHI related to your care is governed by the Notice of Privacy Practices, not by the website Privacy Policy.

Not for emergencies

IF YOU ARE EXPERIENCING A MEDICAL EMERGENCY, CALL 911 IMMEDIATELY. The Site, the chat, and online scheduling are not for emergency or urgent clinical messages.

No clinician-patient relationship from the Site alone

Information on the Site, including the blog and the chat, is general information. It is not a diagnosis, a treatment plan, or medical advice for your situation. Using the Site, sending a message, or requesting an appointment does not by itself create a doctor-patient or clinician-patient relationship. That relationship begins when a clinic professional accepts you for care. Do not ignore medical advice or delay care because of something you read on the Site.

Nothing in these Terms limits liability that Georgia law does not allow us to limit, including care we provide in the clinic. The limits below apply to use of the public Site, not to clinical care.

Where we provide care

We provide services at the Georgia clinics listed above. Hours and services differ by location. Confirm by phone any detail that matters for your visit. The Site is intended for users in the United States.

Age

The public Site is not directed to children under 13. If you are under 13, exit. To use the chat or request an appointment online, you represent that you are 18 or older, or a parent or guardian acting for a minor patient.

Do not send PHI on public pages

Do not submit diagnoses, test results, Social Security numbers, card numbers, or a detailed medical history on public pages, in the chat, or by ordinary email. Call a clinic or use the patient portal for clinical matters.

Accounts, security, and prohibited use

This public Site does not ask you to create a Pickens account. If you use SuzyAI scheduling or Piedmont MyChart, those services have their own credentials and rules, and you are responsible for activity under those credentials.

You will not use the Site to send false, unlawful, infringing, obscene, or harmful information; to send viruses; to probe, scrape, or interfere with the Site; to try to access systems or data without authorization; or to present the Site as someone else's. We may investigate and cooperate with law enforcement.

Electronic messages, texts, calls, and email

When you use the Site or communicate with us electronically, you consent to receive communications electronically, and you agree that those communications can satisfy legal requirements that a communication be in writing, where the law allows it. We may ask for more information to prevent fraud.

If you give a mobile number or email for a service you requested, you consent to non-marketing operational messages about that service, such as a visit update. Marketing texts or emails require your separate prior express written consent. You can opt out of marketing texts by replying STOP, and reply HELP for help. Message and data rates may apply. Opting out of an operational text may affect a tool that depends on it. Treatment is not conditioned on marketing consent.

Prescriptions

We do not endorse a specific medication, pharmacy, or product. A prescription is not guaranteed. Whether to prescribe is a clinical decision made at the visit, under applicable law. Providers may decline care if the Services are misused.

Ownership

Pages on the Site and materials offered for download are the property of Pickens Urgent Care & Primary Care or its licensors, and are protected by United States law. All rights are reserved. You may view them for your personal, non-commercial use. You may not reproduce, copy, sell, resell, frame, deep-link, or otherwise exploit the Site or its content for a commercial purpose without our written consent.

Links and third-party tools

Scheduling opens SuzyAI (mysuzyai.com). Maps, social networks (Facebook, Instagram, LinkedIn, and X), the Soro blog, Unsplash images, and Piedmont MyChart are third-party services. The chat, if you allow it, is operated by Voiceflow. We do not control those services and we are not responsible for their content, security, or privacy practices. You use them at your own risk. Read their terms and privacy policies.

Copyright notices

If you believe content on the Site infringes your copyright, send a notice that includes the items required by the Digital Millennium Copyright Act to: Pickens Urgent Care & Primary Care, 744 Noah Drive, Suite 108-109, Jasper, GA 30143, or info@pickenscare.com. Put "Copyright notice" in the subject line.

CAN-SPAM and TCPA

Emails and texts we send are intended to comply with CAN-SPAM and the Telephone Consumer Protection Act. If you receive a message you believe does not comply, contact us at info@pickenscare.com.

Accuracy and changes to the Site

We try to keep Site content accurate, including hours and services, but we do not promise that every page is complete or current. We may change, suspend, or discontinue any feature, hour, or service. The Site may be unavailable at times.

Accessibility and nondiscrimination

We provide care without discriminating on the basis of race, color, national origin, age, disability, or sex. If you need an interpreter, an accessible format, or other help communicating or using this Site, call your clinic or email info@pickenscare.com.

Disclaimer of warranties

THE SITE, THE SERVICES, THE CONTENT, AND ANY THIRD-PARTY MATERIALS ARE PROVIDED "AS IS" AND "AS AVAILABLE," WITH ALL FAULTS. TO THE MAXIMUM EXTENT PERMITTED BY LAW, WE DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, AND ACCURACY, FOR THE WEBSITE ITSELF. THIS DISCLAIMER DOES NOT LIMIT DUTIES WE OWE YOU FOR CLINICAL CARE.

Limitation of liability for the website

EXCEPT AS PROVIDED BY LAW, PICKENS URGENT CARE & PRIMARY CARE AND ITS PROVIDERS, LICENSORS, AND AFFILIATES ARE NOT LIABLE FOR INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, OR PUNITIVE DAMAGES, OR FOR LOST PROFITS, DATA LOSS, OR BUSINESS INTERRUPTION, ARISING OUT OF YOUR USE OF THE PUBLIC SITE. YOUR SOLE REMEDY FOR DISSATISFACTION WITH THE SITE IS TO STOP USING IT. WHERE A LIMIT ON WEBSITE LIABILITY IS ENFORCEABLE, OUR MAXIMUM LIABILITY TO YOU FOR YOUR USE OF THE SITE IS \$500.

This section does not limit liability for clinical care, for willful misconduct, for a violation of a privacy or consumer-protection law, or for any liability Georgia law does not allow us to limit.

Indemnification

You agree to indemnify, defend, and hold harmless Pickens Urgent Care & Primary Care and its providers, officers, employees, and agents from claims, damages, liabilities, losses, costs, and reasonable attorneys' fees arising out of your misuse of the Site, your user content, your breach of these Terms, or your violation of law or of a third party's rights, except to the extent caused by our willful misconduct.

Governing law

These Terms are governed by the laws of the State of Georgia, without regard to conflict-of-law rules. State or federal courts located in Georgia are the forum for a dispute about the Site, unless a patient-protection law requires another forum.

Force majeure

We are not liable for delay or failure caused by events beyond our reasonable control, including acts of God, terrorism, war, network failures, natural disasters, civil disorder, or strikes.

Changes and ending access

We may change these Terms by posting a revised version with a new "Last revised" date. If you keep using the Site after that, you accept the revised Terms. We may suspend access to all or part of the Site.

Release limited to the public website

To the maximum extent permitted by law, you release Pickens from claims arising solely out of your non-clinical use of the public Site, excluding personal injury, willful misconduct, violations of privacy, security, or consumer-protection

laws, and any right that cannot be waived. This paragraph does not affect clinical care, billing disputes, or PHI rights under HIPAA and the Notice of Privacy Practices.

Cookies and the chat

We ask you to accept or decline the chat before it loads. Bypassing that choice, or interfering with Site security, violates these Terms. Your use of the Site is your acceptance of these Terms. If you do not agree to every term, exit and stop using the Site.

Contact

Pickens Urgent Care & Primary Care
744 Noah Drive, Suite 108-109
Jasper, GA 30143
info@pickenscare.com
(706) 692-0119

Sandy Springs: (404) 635-6644. Decatur: (404) 446-3508.

If a law or a court interpretation would make a term of these Terms unlawful, that term is suspended to the extent needed to comply, and the rest stays in effect. We will apply a lawful substitute that stays as close as possible to the purpose of the suspended term. If a court holds any part unenforceable, the remaining parts stay in effect.