

Prescription Treatment and Telehealth Policy

Effective date: September 30, 2026

Laevo connects patients with licensed medical professionals for prescription skincare assessment and, when clinically appropriate, with a licensed Canadian compounding pharmacy. Laevo is not a pharmacy, does not prescribe medication, and does not dispense medication.

This policy explains how assessment, telehealth review, prescriptions, and follow-up work through Laevo. It supplements our [Terms and Conditions](#) and [Privacy Policy](#).

1. Assessment and clinical review

To request care, you provide an online assessment with information relevant to your skin concerns, medical history, medications, allergies, prior treatments, and other questions needed for safe review. You may also be asked to submit clear, current photographs of the affected skin.

A licensed medical professional reviews the information and decides whether they have enough information to assess your situation. The review is clinical, not automated. The clinician may ask follow-up questions, arrange a phone or video discussion, recommend an in-person assessment, or decide that Laevo is not an appropriate service for your concern.

Submitting an assessment does not guarantee a diagnosis, prescription, or treatment recommendation. The clinician makes independent decisions based on their professional judgment, your information, and the requirements that apply where you are located.

2. Telehealth and its limitations

Laevo may use online forms, photographs, secure messages, phone, or video to support care. Remote assessment can be convenient, but it has limits. A photograph or online history may not show everything a clinician could assess in person. Image quality, missing information, technology problems, or a change in your condition may also limit the review.

The clinician will decide whether remote care is appropriate for your specific situation. If an examination or other in-person care is needed, the clinician may pause the assessment, decline to prescribe, or advise you to seek in-person care. The clinician may explain how urgently you should do so.

Before care is provided virtually, you may ask questions about the process, its limitations, privacy considerations, or alternatives. You may decline virtual care or withdraw your consent. If you do, Laevo may be unable to complete the assessment and may suggest that you contact an in-person healthcare provider.

3. Prescriptions and treatment decisions

A prescription is issued only if a licensed prescriber determines that treatment is appropriate and authorizes it. The prescriber decides the medication, ingredients, strengths, dosage form, directions, quantity, and authorized refills. Recommendations shown on the Laevo website are general information and are not a prescription for you.

The prescriber may decline to prescribe, recommend a different treatment, request more information, or recommend that you speak with your regular healthcare provider. A prescription may be limited or changed based on your health information, clinical response, safety concerns, or applicable professional and legal requirements.

Refills and renewals are not automatic. The prescriber may require an updated assessment or follow-up before authorizing another prescription. Only the directions and refills authorized on your current prescription should be followed.

4. Compounding and dispensing

If a prescription is issued, it is sent to a licensed Canadian pharmacy for review and dispensing. The pharmacy prepares and dispenses the medication under its own professional responsibilities. The pharmacy may contact the prescriber for clarification and may decline or delay dispensing when clarification or another safety step is needed.

Compounded formulas are prepared for an individual prescription. The formula, appearance, packaging, or availability may differ from commercially manufactured products. Follow the directions and storage instructions on the pharmacy label and any instructions provided by your clinician or pharmacist. Contact the pharmacy if you have questions about dispensing, preparation, storage, or the medication label.

5. Your responsibilities

For a safe assessment and treatment plan, you agree to:

- provide complete and accurate information, including your current medications, allergies, pregnancy or breastfeeding status where relevant, and changes in your health;
- submit clear, current, unaltered photographs when requested, and follow the photo instructions provided;
- review your treatment plan and pharmacy label before using a medication;
- use prescribed medication only as directed, and not share it with anyone else;
- contact the clinician or pharmacy if you have questions, a suspected reaction, or a change in your condition; and
- seek in-person care when advised to do so.

Do not change how you use a prescription or restart a treatment after a significant reaction without getting appropriate advice from a healthcare professional.

6. Follow-up and concerns

Follow-up may be recommended to review your progress, tolerance, or need for continued treatment. Laevo may contact you about assessment information, treatment progress, prescriptions, or orders. The prescriber may adjust, pause, or discontinue treatment based on your response or updated information.

Laevo support can assist with platform, account, and order questions, but it does not replace medical advice from the prescriber, your pharmacist, or your regular healthcare provider. For medication-specific questions, contact the pharmacy that dispensed your prescription or the clinician who prescribed it.

7. Urgent and emergency care

Laevo is not an emergency service and is not monitored for urgent medical concerns. If you may be experiencing a medical emergency, call 911 or go to the nearest emergency department. For an urgent but non-emergency concern, contact your healthcare provider or a local urgent care service.

8. Privacy

Health information and photographs submitted for assessment are handled as described in our [Privacy Policy](#). Information may be shared with the licensed clinician and, if a prescription is issued, the dispensing pharmacy as needed to assess, prescribe, prepare, dispense, and support your care.

9. Contact

For questions about Laevo's services or this policy, contact:

Laevo Email: support@laevo.ca Phone: 1-888-482-4852 Mailing address: 2213 Bostock Cres., Mississauga, ON L5J 3S8

This policy may be updated when Laevo's services or applicable requirements change. The current version will be posted on this page with its effective date.