

HEALTH NEXUS

Orthopedics & Wellness

Patient Welcome Guide

Your roadmap to working with our practice

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What's in this guide

This Welcome Guide is organized so you can read the sections relevant to you and skip the rest. The most important section — your roadmap — is in the middle. If you only have time to read one part, read that one.

1. Welcome — A note from Dr. Ashberg
2. About Dr. Ashberg — Background and clinical focus
3. What Health Nexus does — The three lanes
4. Your roadmap — The patient journey through each lane
5. Imaging — How we handle your X-rays, MRIs, and reports
6. What we need from you before your visit
7. After your visit — What to expect
8. How to reach us
9. Our philosophy — The Three A's and Four C's
10. Practical information — Pricing, insurance, hours

1. Welcome — A note from Dr. Ashberg

Thank you for considering our practice.

Health Nexus is a solo-physician orthopedic and wellness practice. I built it to do something specific: practice medicine the way it should be practiced — with evidence behind every recommendation, transparency about costs and limitations, and time enough to actually think through your situation rather than rushing you through a fifteen-minute slot.

That requires being deliberate about what we offer and how we offer it. This guide explains how we work, what to expect, and what we'll need from you to make your visits productive.

If at any point something here doesn't make sense, or you'd like to talk before booking, reach out. The contact information is in Section 8.

Looking forward to working with you.

— Dr. Ashberg

2. About Dr. Ashberg — Background and Clinical Focus

Health Nexus is a solo-physician practice. There is no team of associates and no rotating staff — the physician you see at your first visit is the physician you see throughout your engagement with the practice. Patients reasonably want to know who that physician is. This section covers the relevant background briefly.

Training and certification

- Board-Certified, American Board of Orthopaedic Surgery (2006; recertified 2017 and 2026)
- Fellow, American Academy of Orthopaedic Surgeons (FAAOS)
- Comprehensive Hip Preservation Fellowship — American Hip Institute, Hinsdale, IL (2016)
- Pediatric Orthopedic Fellowship — Nemours Children's Clinic, Jacksonville, FL (2002–2003)
- Orthopedic Surgery Residency — University of Florida, Jacksonville (1997–2002)
- Doctor of Medicine — University of Texas Health Science Center, San Antonio (1997)

Clinical focus

Dr Ashberg's has extensive experience with

Multiple Orthopedic disciplines including:

- Hip preservation surgery — arthroscopic and open
- Pediatric orthopedics and pediatric hip disorders
- Hip–spine pathology and differentiating hip from spine sources of pain
- Deformity correction
- Core muscle injury management
- Robotic-assisted (Mako) total hip arthroplasty via Direct Anterior approach
- General orthopedics — injuries, fractures, tendinopathy, joint pain
- Metabolic health and performance consulting (IPLS programs)

Metabolic health and performance counseling (IPLS program)

Academic and society activity

- Editorial Board Member — Arthroscopy: The Journal of Arthroscopic and Related Surgery
- Secretary, Florida Hip Preservation Society (FHPS)
- Education Committee and Virtual Content Subcommittee, International Society for Hip Arthroscopy (ISHA)
- Author of 23 peer-reviewed publications in hip arthroscopy, hip preservation, and related areas

Licensure

Active medical licenses in Florida (ME84409), Michigan, and Colorado. Dr. Ashberg is based in Florida and serves Florida patients in-person and via telehealth, and out-of-state patients in Michigan and Colorado via telehealth.

Current and recent appointments

- Founder and Owner — Health Nexus Orthopedics and Wellness, LLC (February 2025 – present)
- Owner — Oceanside Orthopaedics Professional Consulting, LLC (October 2023 – present)
- Orthopedic Clinical and Surgical Consultant — UP Health System – Portage, MI (August 2025 – present)
- Prior practice: Atlantis Orthopedic Group, Palm Beach, FL (2016–2023); Ashberg Specialty Orthopaedics, Cape Town, South Africa (2011–2016); Orthopaedic Specialists of Brevard, Melbourne, FL (2004–2010)

3. What Health Nexus Does — The Three Lanes

Our practice operates in three distinct service lanes. Each lane has its own purpose, its own pricing, and — most importantly — its own patient journey. Understanding which lane fits your situation is the first step in working with us. If you're not sure, Section 4 walks through what each one looks like in practice.

LANE A Orthopedic Care

Traditional musculoskeletal medicine.

Pain, injuries, fractures, arthritis, tendinopathy, post-operative questions, and second opinions on any orthopedic care or recommendation. We accept several insurance plans and offer transparent self-pay pricing.

Three appointment types (with self-pay pricing): Rapid Triage (\$75 · 15 min) for quick injury questions; Orthopedic Consult (\$150 · 30 min) for standard new-patient visits; Second Opinion (\$300 · 45 min) for a detailed independent review of any orthopedic recommendation or prior care.

Note: If you have medical insurance, as a courtesy, we will submit insurance claims on your behalf. However, you remain personally responsible for all charges your insurer does not pay, including co-pays, deductibles, and denied claims

LANE B Integrated Performance & Longevity System (IPLS)

Structured wellness programs built around your actual data.

For patients who want to improve metabolic health, aerobic capacity, strength, or long-term healthspan. Cash-pay only — insurance does not cover preventive optimization. IPLS is delivered as defined packages with clear pricing, not open-ended coaching.

Single entry point: A free 15-minute IPLS Fit Call. Every IPLS-interested patient starts here. Dr. Ashberg assigns the right program. IPLS runs from a self-guided starting point up to an ongoing membership: Builder (\$250, a self-guided app program), Foundation (\$350), Performance Build (\$1,100), Longevity Optimization (\$2,400/yr or \$650/qtr), and a Maintenance membership (\$149/mo, cancellable anytime). What you pay at one level rolls forward toward the next: Builder → Foundation costs \$100 more, Foundation → Performance \$750 more, Performance → Longevity \$1,300 more. Foundation patients can add the Builder app for \$100; it is already included in Performance Build and Longevity.

LANE C Radiology Report & Image Analysis

Help understanding what your imaging shows.

Radiology reports use dense clinical language that can read alarmingly even when findings are minor. This is an asynchronous service: you send us your imaging, and we send back a clear written interpretation within 48 hours. No appointment, no waiting room.

Service: Radiology Report & Image Analysis (\$75, 48-hour written turnaround). If a full evaluation is recommended, the \$75 credits toward an Orthopedic Consult.

Not sure which lane fits?

If you have a specific orthopedic problem (pain, an injury, a question about a recommended surgery) — Lane A.

If you want to optimize your health proactively rather than treat a specific problem — Lane B.

If you have a confusing radiology report you'd like explained — Lane C.

If you're unsure or want to discuss before committing, reach out using the contact methods in Section 7.

4. Your Roadmap — The Patient Journey Through Each Lane

This is the most important section of the guide. Each lane has its own sequence of steps from your first contact through follow-up. Below are three roadmaps — one per lane. Find the one that matches your situation and read through it. The other two can be skipped.

Lane A — Orthopedic Care Roadmap

From the moment you decide to book to the end of your follow-up. Six steps. Most patients complete the entire journey in two to four weeks.

1

You book an appointment

What happens: You visit healthnexus.us, select Orthopedic Consult (or Rapid Triage / Second Opinion if more appropriate), and book a time on the online (Healow) calendar. You then choose Insurance or Self-Pay. Insurance patients pay the applicable co-pay at check-in; self-pay patients pay the full visit fee at check-in.

What you do: Choose the appointment type that matches your situation. If unsure, default to Orthopedic Consult — Dr. Ashberg can redirect if needed. Have your insurance card handy if booking with insurance.

2

You receive a confirmation email

What happens: Within minutes of booking, an automated email confirms your appointment and tells you exactly what to do before your visit.

What you do: Read the email. It includes your video visit link and the imaging-source question (see Step 3).

3

You tell us about your imaging

What happens: If you've had X-rays, MRI, or CT done already, we need to know where. Many of our patients had imaging at facilities we can pull from directly — no upload needed. Your booking confirmation email includes a brief question about where your imaging was done.

What you do: Reply to your booking confirmation email with the facility name (and roughly when the imaging was done). If your imaging was at RayUS, Advanced Diagnostic Group (ADG/Acumen), or RIA Stuart (Radiology Imaging Associates), you're done — Dr. Ashberg pulls it directly before your visit. If it was done anywhere else, upload it in about five minutes through MyMedicalImages, or drop off / mail a CD or USB drive to our Stuart office.

4

Your visit

What happens: A focused 30-minute video consultation (15 minutes for Rapid Triage, 45 minutes for Second Opinion). Dr. Ashberg has already reviewed your imaging and any records you sent. The visit is for diagnosis, plan, and questions. Depending on what's

found, you may be scheduled afterward for an in-person intervention — a cast, brace fitting, ultrasound-guided injection, or similar procedure.

What you do: Be on the video link 5 minutes early. Use a quiet, private room with good lighting and a stable internet connection. Have the body part involved easily visible — wear or bring clothing that allows the affected area to be seen on camera. Have a list of your specific questions ready. If a family member should be present, include them in the video. If your video or audio doesn't work, call the practice number from the email and we'll troubleshoot or reschedule.

5

You receive your written summary

What happens: Within 48 hours of your visit, a written summary is delivered to your patient portal. It includes diagnosis, recommendations, prescriptions if applicable, and any imaging or labs ordered.

What you do: Read the summary. If anything is unclear, reply through the portal — Dr. Ashberg responds personally.

6

Follow-up as needed

What happens: Follow-up timing depends on the specific problem being addressed. Typical follow-ups occur at one week, 4–6 weeks, or 12 weeks — the timing when most issues begin to resolve. Established patient follow-ups are always available via telehealth.

What you do: If a follow-up was scheduled at your initial visit, you'll get a reminder. If you want to schedule one, book through the patient portal or by replying to any email.

Lane B — IPLS Wellness Roadmap

More involved than Lane A because IPLS is a structured program, not a single visit. Eight steps. Total elapsed time from first contact to first IPLS report: 2 to 4 weeks.

1

You book a free IPLS Fit Call

What happens: Visit healthnexus.us and book the IPLS Fit Call — a free 15-minute video conversation. This is the only way into IPLS. You do not book a package directly.

What you do: Pick a time on the calendar. No payment is taken; this call is free regardless of whether you decide to proceed.

2

The Fit Call happens

What happens: A 15-minute conversation about your goals, history, and current health status. Dr. Ashberg determines which IPLS program fits you — the self-guided Builder, or a guided tier (Foundation, Performance Build, or Longevity Optimization) — or advises that IPLS may not be the right fit at this time. If IPLS is not the right fit, Dr. Ashberg will suggest you follow up with your primary care physician or another specialist as appropriate.

What you do: Be candid about your goals, your timeline, and any health concerns. Honest answers produce a useful tier assignment.

3

You decide to enroll

What happens: After the Fit Call, you receive an email summarizing the recommended tier, what it includes, and the price. You decide whether to enroll.

What you do: Reply to the email if you want to proceed. You can also take time to think — there is no pressure to commit during the call.

4

You complete your pre-visit work

What happens: Once enrolled, you receive a confirmation email with a checklist of pre-visit items: an intake questionnaire, a PAR-Q+ safety screen, and a request for lab data (see below).

What you do: Allow about 30–45 minutes total. The most useful thing you can do is finish the intake questionnaire promptly — it shapes everything that follows. Your answers save automatically as you go — if you need to pause and come back, just open the link on the same device and you'll resume where you left off. Saved drafts remain available for 30 days.

5

Lab work happens

What happens: If you don't have recent labs, Dr. Ashberg orders the IPLS lab panel

through Quest Diagnostics — you walk into a Quest location, get drawn, and results flow back to us electronically. If you have recent labs from another lab, you send us the PDF and we ingest the values on our end.

What you do: If new labs are needed, plan for 1–2 weeks between blood draw and results returning. For outside-lab PDFs, email them to info@healthnex.us.

6

Your 90-minute intake visit

What happens: Once all pre-visit work is complete, your full intake visit happens by video. Ninety minutes. Dr. Ashberg reviews your data, walks through interpretations, and builds your personalized prescription with you.

What you do: Be in a quiet space with a notepad. Have any wearable data (Garmin, Whoop, Oura, Apple Watch) ready to discuss if you use one.

7

You receive your IPLS report

What happens: Within 48 hours of your intake, a comprehensive written report is delivered to your patient portal. It includes your risk stratification, your prescription, supplement guidance, and the schedule for the rest of your program.

What you do: Read the report carefully. It's the document you'll refer back to throughout the program. Questions are welcome through the portal.

8

Program execution and follow-ups

What happens: The structure of follow-ups depends on which tier you're in. Builder is self-guided — you follow the app on your own, with a built-in check at about week 16 (no appointment). Foundation includes a 4-week check-in, which is your decision point: continue on your own, add the Builder app (+\$100), step up to Performance Build, or move to a Maintenance membership. Performance Build runs about 12 weeks, with a full re-test at the 12-week mark — when real change shows. Longevity Optimization is an annual program with quarterly re-testing and monthly touch-points. A Maintenance membership (\$149/mo, cancel anytime) can continue after any tier.

What you do: Stay in touch through the portal between visits. Report progress, ask questions, flag anything unexpected. This is when the program produces real change.

Lane C — Radiology Analysis Roadmap

The simplest of the three roadmaps because there is no live visit. Four steps. Total time from request to written report: 48 hours.

1

You request a Report Analysis

What happens: On healthnex.us, click "Request Report Analysis." No payment is taken yet, and no appointment is scheduled.

What you do: Complete the brief request form with your contact information and a one-sentence description of what you'd like explained.

2

You confirm imaging source

What happens: An automated email asks where your imaging was done. If at RayUS, ADG, or RIA Stuart — we pull it directly. Otherwise, you upload via our free, HIPAA-compliant partner MyMedicalImages.

What you do: Reply with the facility name. If you need to upload images, use the practice's dedicated MyMedicalImages link: app.mymedicalimages.com/fupi/healthnexusorthopedicsandwellness — not regular email.

3

Dr. Ashberg reviews and writes

What happens: Within 48 hours, Dr. Ashberg reviews your actual images and your existing report, then writes a plain-language interpretation. The written analysis explains each finding, separates concerning findings from incidental ones, and answers your specific question if you asked one.

What you do: Nothing — this is the asynchronous step. You'll be notified when the report is ready.

4

You receive your written analysis

What happens: Once your analysis is ready, you're notified and a \$75 invoice is sent by text (payable by text or in your patient portal). After payment is received, your written analysis is released to your portal via secure link. If Dr. Ashberg recommends a deeper evaluation, the report indicates this and offers next steps (in-person or telehealth Orthopedic Consult), and your \$75 credits toward that visit.

What you do: Read the analysis. If you want to schedule a follow-up consultation, the link is included. If the analysis is sufficient, no further action needed.

On converting Lane C to Lane A

It is not uncommon for patients in Lane C (simple image analysis) to receive a recommendation for a full evaluation. This is not a sales tactic — it is clinical judgment. If your imaging shows something that genuinely warrants a comprehensive workup, you will be told so plainly, and the \$75 you paid is credited against the Orthopedic Consult fee. If your imaging does not warrant further evaluation, you will be told that just as plainly.

Important — what this service is and is not

A Radiology Report & Image Analysis is an interpretive aid, not a substitute for a formal radiologist's report and not a substitute for a physician-patient interaction. The written analysis is one physician's interpretation of imaging in isolation. It should not be taken out of context with your complete clinical picture, your symptoms, or your medical history. It does not replace a comprehensive evaluation, an in-person examination, or treatment recommendations from a physician who knows your full case. If you are experiencing symptoms that concern you, please book an Orthopedic Consult or consult your primary care physician — do not rely on a Lane C analysis alone.

5. Imaging — Your X-rays, MRIs, and Reports

Imaging handling is the single biggest workflow difference between our practice and a traditional clinic. We've built direct portal access with three major imaging facilities in the area, which means for many patients, there's nothing to upload, no CDs to bring, and no records to chase.

Direct-access facilities — nothing for you to do

If your imaging was done at any of the three facilities below, just tell us — we pull the images and report directly. These three independent imaging groups cover much of our service area: RIA has a strong presence in Martin County (Stuart, Port St. Lucie); RayUS and ADG have strong presences in Palm Beach County (Jupiter, Palm Beach Gardens, West Palm Beach, Atlantis). Each group operates facilities in both counties as well.

✓ RayUS Radiology rayusradiology.com	✓ Advanced Diagnostic Group (ADG / Acumen)	✓ RIA Stuart (RadNet) Radiology Imaging Associates
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Imaging from another facility

If your imaging was done elsewhere, you have three options:

- Use MyMedicalImages — a free service that lets you upload your imaging once and share it with us via a secure link. Takes about two minutes.
- Drop off or mail a CD or USB drive to our Stuart office at 931 SE Ocean Blvd, Suite A, Stuart, FL 34994. Please don't mail CDs for urgent or time-sensitive visits.
- Ask the imaging facility to send your records to us directly — we can help with this if needed. NOTE: Whenever possible, we strongly recommend that your images are viewed in conjunction with the radiologist report, to provide the best, “Orthopedic-focused” interpretation.

No imaging yet

That's fine. Note it at booking. Dr. Ashberg will order imaging at your first visit if needed and will choose one of our partner facilities so the process stays simple from that point forward.

6. What We Need from You Before Your Visit

Different appointment types have different pre-visit requirements. Here's what each one needs.

For Orthopedic Care (Lane A)

- Imaging information — where your X-rays/MRI/CT were done, or that you don't have imaging yet
- Any prior surgical records, if relevant to your current visit
- A list of medications you currently take
- Your specific questions written down

For IPLS Wellness (Lane B)

After your Fit Call and enrollment, four items:

1. IPLS intake questionnaire — Link in portal. Upload ID code once completed. (~15 minutes)
2. PAR-Q+ safety screen — a brief pre-exercise readiness assessment (~2 minutes)
3. Lab data — either from labs Dr. Ashberg orders through Quest (results flow back electronically — nothing for you to do), or by emailing your existing lab PDF to info@healthnex.us if you have recent outside labs.
4. Field Test or in clinic test based on your primary goals and primary aerobic activity (walking, running, cycling etc.)
5. Optional: wearable data summary from Garmin, Whoop, Oura, or Apple Watch covering 2–4 weeks

A note on labs

If Dr. Ashberg orders your labs through Quest, results flow into our system automatically — your job is just to get the blood draw done. If you have existing outside labs, email the PDF to info@healthnex.us and we'll handle the data ingestion.

DXA body composition is preferred but optional. A 15-day continuous glucose monitor (CGM) is also optional. Both can be discussed during your Fit Call.

For Radiology Analysis (Lane C)

- Imaging information — where your imaging was done
- A one-sentence description of what you'd like explained (e.g., "I want to understand what the bulging discs mean" or "The report mentioned a 'tear' and I want to know if that's serious")
- The existing radiology report PDF, if you have it (helps Dr. Ashberg reference the original language)

7. After Your Visit — What to Expect

Written summary or report — within 48 hours

Every visit produces a written document delivered to your patient portal:

- Orthopedic Consults and Rapid Triage: a focused clinical summary with diagnosis, plan, and any prescriptions or orders
- Second Opinions: a comprehensive written independent opinion covering the prior recommendation, plan, or care — whether that involves a surgical decision, a non-operative plan, post-operative progress, or the appropriateness of prior treatment
- IPLS Intakes: a detailed IPLS report with risk stratification, prescription, supplement plan, and program schedule
- Radiology Analyses: a plain-language written interpretation of your imaging

Communication between visits

The patient portal is the primary channel for non-urgent questions. Dr. Ashberg checks the portal daily on weekdays and responds personally — there is no team of staff intercepting your messages. Response within 1 business day.

Follow-up visits

Frequency depends on your situation:

- Orthopedic problems: follow-up depends on the specific problem being addressed. Typical follow-ups occur anywhere between one week, 4–6 weeks, and 12 weeks — the timing when most issues begin to resolve.
- Foundation: a 4-week check-in and decision point (continue, add the Builder app, step up, or Maintenance)
- Performance Build: follow-ups across ~12 weeks, with a full re-test at the 12-week mark
- Longevity Optimization: annual, with quarterly re-testing and monthly touch-points
- Post-procedure care: as clinically indicated

Prescriptions and orders

Medications, imaging orders, and lab orders are sent electronically to your pharmacy or facility of choice. There's no need to come pick anything up.

8. How to Reach Us

Patient portal (preferred)	Best for non-urgent clinical questions. Secure and HIPAA-compliant. Response within 1 business day.
Email	info@healthnex.us — for general questions, document submissions (such as outside lab PDFs), and administrative matters.
Phone / voicemail	(561) 510-1514 — leave a voicemail. Voicemails receive a text response within the same business day.
Website	healthnex.us — booking, pricing, and service information available 24/7.

If you have a medical emergency

Health Nexus is not equipped for emergencies. If you have an emergency — severe pain, unevaluated, obvious or suspected fracture, neurological symptoms, signs of infection — go to an emergency department or call 911. We can review the encounter afterward, but acute emergencies need acute care.

9. Our Philosophy — The Three A's and Four C's

Our practice is organized around two simple frameworks. They explain why we make the choices we make.

The Three A's

These are the qualities every clinical interaction should have, in order of priority:

Availability	You can reach us. You can book without long delays. Your messages are answered.
Affability	Visits are warm and unhurried. You leave understanding what was discussed. You are treated as an intelligent person who can engage with their own care.
Ability	Clinical competence is the foundation. Dr. Ashberg is a Fellow of the American Academy of Orthopaedic Surgeons (FAAOS), completed a Pediatric Orthopedic fellowship at Nemours Children's Clinic in Jacksonville (2002–2003), and a Comprehensive Hip Preservation fellowship at the American Hip Institute in Hinsdale, IL (2016). Ongoing professional development continues that foundation.

The Four C's

How we approach the care itself:

Compassion	We listen first. We take seriously what you say is wrong, even when it doesn't fit a textbook pattern.
Customized care	Your plan is built around your data, your goals, and your situation. Not a generic protocol.
Complete care	Your orthopedic health, metabolic function, cardiovascular fitness, and overall wellbeing are interconnected — each informs the others. We treat accordingly: whatever brings you to us, our care addresses not just the presenting problem but the whole person. That is Whole Human Health.
Cutting-edge care	Recommendations are grounded in the most current, best evidence. Where evidence is uncertain, we say so plainly.

What we do not do

Equally important is what our practice does not do:

- We do not recommend tests, supplements, biohacks or procedures without a documented clinical reason
- We do not bury treatment plans in jargon — explanations are in plain language

- We do not hide pricing — every service has a published price visible before you book
- We do not sell supplements or proprietary products
- We do not delegate your clinical decisions to non-physician staff

10. Practical Information

Pricing — at a glance

Complete current pricing is at healthnex.us/self-pay-pricing-guide. The most common services:

Service	Duration	Price
Orthopedic Consult	30 min	\$150
Rapid Triage	15 min	\$75
Second Opinion	45 min	\$300
IPLS Fit Call	15 min	Free
IPLS Builder — self-guided app (12–16 wk)	—	\$250
IPLS Package 1 — Foundation (4 wk)	—	\$350
IPLS Package 2 — Performance Build (12 wk)	—	\$1,100
IPLS Package 3 — Longevity Optimization (annual)	—	\$2,400/ yr or \$650/qtr
IPLS Maintenance — ongoing, cancel anytime	—	\$149 / mo
Radiology Report & Image Analysis	48-hr written	\$75

Insurance

Insurance is accepted for Lane A (Orthopedic Care) only. IPLS Wellness (Lane B) and Radiology Analysis (Lane C) are cash-pay only — these services are not covered by insurance under any plan. Accepted carriers for Lane A: Aetna, ACPN, Cigna, Florida Blue, Medicare, AvMed, and Humana PPO. If you have medical insurance, as a courtesy, we will submit insurance claims on your behalf. However, you remain personally responsible for all charges your insurer does not pay, including co-pays, deductibles, and denied claims

Office location

931 SE Ocean Blvd, Suite A, Stuart, FL 34994. Most visits are telehealth — the office is for procedures and the in-person visits required by Medicare for new patients.

In-person hours

- Tuesdays: 11:00 AM – 5:00 PM
- Thursdays: 11:00 AM – 5:00 PM
- Select Fridays: 10:00 AM – 3:00 PM

Telehealth availability

Video visits are available on Mondays, Wednesdays, and Fridays, with flexibility for scheduled times outside the standard windows when clinically needed.

HIPAA and your privacy

All clinical information is handled in accordance with HIPAA. Patient portal communications, telehealth platform, and electronic health record are all HIPAA-compliant. We will never share your information without your explicit consent except where required by law (such as mandatory reporting of certain communicable diseases).

— *end of guide* —