

Terms and Conditions

Pulse Healthcare Services
A DBA of Rao Radiologists, Inc.
www.pulsehealthinc.com

Effective Date: August 1, 2025 | Last Updated: August 1, 2025

1. Acceptance of Terms

These Terms and Conditions ("Terms") govern your access to and use of the website www.pulsehealthinc.com (the "Site") and the services offered by Rao Radiologists, Inc., doing business as Pulse Healthcare Services ("Pulse Healthcare Services," "Company," "we," "us," or "our"), including our travel nurse and allied health staffing and recruitment services (the "Services").

By accessing or using the Site, submitting an application, creating a profile, or otherwise engaging with our Services, you ("you," "your," or "User") agree to be bound by these Terms and our Privacy Policy, which is incorporated herein by reference. If you do not agree to these Terms, you must not access or use the Site or Services.

2. Description of Services

Pulse Healthcare Services operates as a healthcare staffing agency, connecting qualified travel nurses, allied health professionals, and other clinical staff ("Clinicians") with hospitals, health systems, and healthcare facilities ("Clients") for temporary, contract, and per-diem assignments. Our Services may include, without limitation, job matching, credentialing coordination, onboarding assistance, housing and travel support, payroll processing, and ongoing communication related to assignments.

We do not guarantee placement, assignment availability, or continued employment, and all assignments are subject to Client facility approval, credentialing, licensure, and compliance requirements.

3. Eligibility and User Responsibilities

By using the Site or Services, you represent and warrant that:

- You are at least 18 years of age and legally capable of entering into a binding contract;
- All information you provide (including licensure, certification, education, employment history, and contact information) is true, accurate, current, and complete;
- You hold, or will obtain prior to assignment, all licenses, certifications, and credentials required by the applicable state board and Client facility;
- You will maintain the confidentiality of any account credentials and are responsible for all activity under your account;
- You will comply with all applicable federal, state, and local laws, including healthcare regulations, HIPAA, and facility-specific policies during any assignment.

We reserve the right to verify any information you submit and to suspend or terminate your account or candidacy for inaccurate, incomplete, or fraudulent information.

4. SMS / Text Messaging Terms and Conditions

Pulse Healthcare Services offers an SMS text messaging program (the "Program") to Users who opt in, for purposes including but not limited to: job opportunity alerts, assignment and scheduling updates, credentialing and onboarding reminders, recruiter communications, and general account or Program-related notifications.

a. Consent to Receive Messages. By providing your mobile phone number through our website forms, applications, or other opt-in methods, and checking the applicable consent box or otherwise affirmatively opting in, you consent to receive recurring automated and/or manually sent SMS/MMS text messages from Pulse Healthcare Services (or its service providers on our behalf) at the mobile number provided. Consent to receive text messages is not a condition of employment, engagement, or purchase of any service.

b. Message Types and Frequency. Message frequency varies based on your interactions with us and the nature of your recruitment, onboarding, credentialing, or assignment status.

c. Message and Data Rates. Message and data rates may apply based on your mobile carrier plan. Delivery is subject to the effective transmission of your wireless provider and is not guaranteed. Pulse Healthcare Services is not liable for delayed or undelivered messages.

d. Opt-Out Instructions. You may opt out of the Program at any time by replying STOP, STOPALL, UNSUBSCRIBE, CANCEL, END, QUIT, or OPT OUT to any text message you receive from us. After you send the opt-out request, we will send a one-time confirmation message and you will no longer receive SMS messages from that Program. You may continue to receive other communications (such as email or phone calls) unless you separately opt out of those channels.

e. Help. For help at any time, reply HELP to any message, email us at hr@pulsehealthinc.com, or call 1-866-785-7376. In response to a HELP request, we will provide instructions on how to use and unsubscribe from the Program.

f. Supported Carriers. Carriers are not liable for delayed or undelivered messages. This Program is available on most major U.S. wireless carriers. Participating carriers are not responsible for delayed or undelivered messages.

g. No Sharing of Mobile Information. No mobile information collected as part of the SMS Program will be shared or sold to third parties or affiliates for marketing or promotional purposes. Information sharing to subcontractors in support services, such as customer service or platform providers, is permitted for purposes directly related to operating the Program. All other use case categories are excluded, such as text messaging originator opt-in data and consent; this information will not be shared with any third parties, excluding aggregators and providers of the Program.

h. Quiet Hours. We will make commercially reasonable efforts to send messages only between 8:00 a.m. and 9:00 p.m. in your local time zone, consistent with federal and applicable state requirements.

i. Changes to the Program. We reserve the right to modify, suspend, or discontinue the SMS Program, in whole or in part, at any time, with or without notice.

j. Additional Terms. Your participation in the Program is also subject to the terms of your wireless carrier and our Privacy Policy. For questions about how we handle your data, please review our Privacy Policy.

5. Telephone Communications

Providing a telephone number to Pulse Healthcare Services does not, by itself, constitute consent to receive SMS or MMS text messages. Consent to receive SMS or MMS messages is collected separately and is governed by Section 4 above.

Where you separately consent to receive telephone calls, Pulse Healthcare Services and its representatives, agents, and service providers may contact you at the telephone number you provided for purposes related to recruitment, credentialing, assignment coordination, and other staffing services, subject to applicable law. Any consent to receive SMS or MMS messages may be revoked at any time as described in Section 4.

6. Intellectual Property

All content on the Site, including text, graphics, logos, trademarks (including "Pulse Healthcare Services" and associated branding), images, software, and other materials, is the property of Rao Radiologists, Inc. or its licensors and is protected by U.S. and international intellectual property laws. You may not reproduce, distribute, modify, or create derivative works from any Site content without our prior written consent.

7. Accounts and Candidate Profiles

If you create a profile or account with us, you agree to provide accurate and current information and to promptly update it as needed. You are solely responsible for maintaining the confidentiality of your login credentials and for all activities that occur under your account.

8. Third-Party Links and Client Facilities

The Site may contain links to third-party websites or reference Client facilities. We do not control and are not responsible for the content, policies, or practices of any third-party sites or facilities. Your interactions with any Client facility during an assignment are subject to that facility's own policies and applicable law.

9. Disclaimers

THE SITE AND SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. WE DO NOT WARRANT THAT THE SITE WILL BE UNINTERRUPTED, ERROR-FREE, OR SECURE, OR THAT ANY JOB PLACEMENT, ASSIGNMENT, OR EMPLOYMENT OUTCOME WILL RESULT FROM YOUR USE OF THE SITE OR SERVICES.

10. Limitation of Liability

TO THE FULLEST EXTENT PERMITTED BY LAW, RAO RADIOLOGISTS, INC. D/B/A PULSE HEALTHCARE SERVICES, AND ITS OFFICERS, DIRECTORS, EMPLOYEES, AND AGENTS SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, OR ANY LOSS OF PROFITS, REVENUE, DATA, OR GOODWILL, ARISING FROM OR RELATED TO YOUR USE OF THE SITE OR SERVICES, INCLUDING THE SMS PROGRAM, EVEN IF

WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. OUR TOTAL LIABILITY FOR ANY CLAIM ARISING OUT OF THESE TERMS SHALL NOT EXCEED ONE HUNDRED DOLLARS (\$100).

11. Indemnification

You agree to indemnify, defend, and hold harmless Rao Radiologists, Inc. d/b/a Pulse Healthcare Services and its officers, directors, employees, and agents from and against any claims, liabilities, damages, losses, and expenses, including reasonable attorneys' fees, arising out of or in any way connected with your access to or use of the Site or Services, your violation of these Terms, or your violation of any rights of a third party.

12. Governing Law and Dispute Resolution

These Terms shall be governed by and construed in accordance with the laws of the State of [Insert State of Incorporation/Principal Business], without regard to its conflict of law principles. Any dispute arising out of or relating to these Terms or the Services shall be resolved [in the state or federal courts located in [Insert County/State] / through binding arbitration in accordance with [Insert Arbitration Rules], as applicable — select approach with counsel].

13. Modifications to Terms

We reserve the right to modify these Terms at any time. Changes will be effective upon posting to the Site with an updated "Last Updated" date. Your continued use of the Site or Services after changes are posted constitutes your acceptance of the revised Terms.

14. Termination

We reserve the right to suspend or terminate your access to the Site, your account, or the SMS Program at any time, for any reason, including violation of these Terms, without prior notice.

15. Contact Us

If you have questions about these Terms, the SMS Program, or wish to exercise your opt-out rights, please contact us:

Rao Radiologists, Inc. d/b/a Pulse Healthcare Services

Website: www.pulsehealthinc.com

Email: hr@pulsehealthinc.com

Phone: 1-866-785-7376

Mailing Address: 8603 Westwood Center Drive, Suite #330, Vienna, VA 22182
