

NurseSuite — Terms of Use

Effective July 16, 2026 · NurseSuite LLC, a Maryland limited liability company

1. Acceptance of these Terms

These Terms of Use (the “**Terms**”) govern access to and use of the NurseSuite software, websites, mobile applications, and related services (the “**Service**”), provided by NurseSuite LLC (“**NurseSuite**,” “**we**,” “**us**”). By accessing or using the Service, or by authorizing your personnel to do so, you (“**Customer**,” “**you**”) agree to these Terms. If you do not agree, do not use the Service. Where you have signed a separate written agreement with NurseSuite, that agreement governs and controls over any conflict with these Terms.

2. The Service; not a medical device or professional advice

NurseSuite provides web and mobile tools that help nursing institutions prepare for and maintain accreditation and regulatory survey readiness (for example, Joint Commission, DNV, ACHC, CIHQ, CARF, CMS, and state Department of Health requirements) and improve nursing workflow and efficiency. The Service is **not a medical device** and does not provide clinical, diagnostic, or treatment decision-making. Content, checklists, readiness scores, and AI output are informational aids only and are **not legal, accreditation, or professional advice**. NurseSuite does not guarantee any accreditation outcome, survey result, or regulatory finding. You remain responsible for your compliance decisions and for verifying requirements against the current, licensed source standards that apply to your organization.

3. Accounts, access, and roles

You are responsible for maintaining the confidentiality of account credentials, for the acts of users you authorize, and for assigning appropriate roles and access. Notify us promptly of any unauthorized use. We may suspend access to protect the Service or other customers.

4. Acceptable use

You agree not to: (a) upload protected health information (PHI) or other data the Service is not intended to receive; (b) misuse, probe, or disrupt the Service or attempt to bypass security or access controls; (c) reverse engineer or copy the Service except as permitted by law; (d) upload unlawful, infringing, or malicious content; or (e) use the Service to violate any law or third-party right.

5. Customer data, privacy, and no-PHI design

The Service is built on a **no-PHI principle**: it is designed so that it does not require, and you should not submit, protected health information. NurseSuite processes business-contact data and non-PHI operational/compliance content as described in the *NurseSuite Security & Privacy Overview*. If a feature ever requires PHI, NurseSuite will execute a Business Associate Agreement (BAA) and apply the corresponding HIPAA safeguards before that feature is enabled for your organization. You are responsible for not submitting PHI outside of a feature covered by a BAA.

6. AI features and AI providers

Certain features of the Service use **third-party artificial-intelligence (large language model, “AI”) services** to assist you — for example, a compliance assistant that answers readiness questions, policy gap analysis, and paraphrasing of accreditation-standards content during standards import. To provide these features, the Service transmits limited **non-PHI** text (such as your policy documents, standards content, and de-identified operational summaries) to the applicable AI provider for processing. **NurseSuite does not knowingly send protected health information to AI providers.**

The AI provider is configurable and may change over time. AI providers used or available for the Service include **OpenAI (model gpt-4o-mini)**. OpenAI does not use data submitted through its API to train its models by default, and a data processing addendum (DPA) is available. The AI provider is configurable and may change; the current provider and a subprocessor list are available on request to **customer@nursesuite.com**.

AI output is generated by statistical models and **may be inaccurate, incomplete, or out of date**. It is provided as drafting assistance and decision support only, is not legal, accreditation, clinical, or professional advice, and **must be reviewed and verified by qualified personnel** before you rely on or act on it. You are responsible for your use of AI output and for verifying it against the current, licensed source standards.

7. Intellectual property

NurseSuite and its licensors own the Service and all related software, content, and trademarks. Subject to these Terms, we grant you a limited, non-exclusive, non-transferable right to use the Service during your subscription. As between the parties, you retain rights in the data and content you submit; you grant us the rights needed to operate and improve the Service consistent with these Terms and the Security & Privacy Overview. Some regulatory standards referenced in the Service are the copyrighted property of their respective accreditors; the Service provides our own paraphrased labels and factual codes/crosswalks and does not distribute those organizations' licensed text — you are responsible for holding any license required to use their full standards content.

8. Third-party services

The Service relies on third-party providers (including cloud hosting and the AI providers described in Section 6). We are not responsible for third-party services outside our control, and your use of them may be subject to their terms.

9. Disclaimers

THE SERVICE IS PROVIDED “**AS IS**” AND “**AS AVAILABLE**” WITHOUT WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. WE DO NOT WARRANT THAT THE SERVICE OR ANY AI OUTPUT WILL BE ERROR-FREE, UNINTERRUPTED, OR THAT IT WILL RESULT IN ANY PARTICULAR ACCREDITATION OR SURVEY OUTCOME.

10. Limitation of liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, NURSESUITE WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, OR FOR LOST PROFITS OR DATA. NURSESUITE'S TOTAL LIABILITY ARISING OUT OF OR RELATING TO THE SERVICE WILL NOT EXCEED THE AMOUNTS YOU PAID FOR THE SERVICE IN THE TWELVE MONTHS BEFORE THE CLAIM.

11. Term, suspension, and termination

These Terms apply while you use the Service. Either party may terminate as set out in the applicable order or written agreement. We may suspend or terminate access for material breach, non-payment, or to protect the Service. Upon termination, your right to use the Service ends; data return or deletion follows the applicable agreement and the Security & Privacy Overview.

12. Changes to the Service and these Terms

We may update the Service and these Terms from time to time. Material changes will be communicated by posting an updated effective date on this page and, where appropriate, notifying account administrators. Continued use after changes take effect constitutes acceptance.

13. Governing law

These Terms are governed by the laws of the State of Maryland, without regard to conflict-of-laws rules, and the parties consent to the exclusive jurisdiction of the state and federal courts located in the State of Maryland.

14. Contact

Questions about these Terms: **customer@nursesuite.com** · NurseSuite LLC (a Maryland limited liability company); mailing address available on request.