

Online Consultation Terms and Conditions

- a. Telemedicine is available from Monday to Sunday from 9:00 AM to 5:00 PM
- b. Online consultation follows the first come, first serve basis policy. The maximum time allowance for each consultation is 15 minutes.
- c. Consultations will include primary care cases such as acute cough, colds, fever, minor blood pressure elevations, etc. and other non-emergency cases. Emergency cases excluded from the Telemedicine consultation are severe difficulty of breathing, pallor (unhealthy pale appearance), bleeding, trauma, cancer related pains that may need narcotic treatment, diabetic emergencies, hypertension urgency and emergency, poisoning, etc. Generally, the patient should be hemodynamically stable – no problem with vital signs such as Blood Pressure, Heart Rate, Respiratory Rate and Oxygen saturation.
- d. Coordinator will give a 5-minute grace period for the patient to get online otherwise, consultation will be cancelled so as not to give way for schedule of other patients.
- e. If Customer did not accept the link or no show from the time of teleconsultation, patient would be rescheduled again. Cancelled consultations will go through the whole process from the start. Coordinator will advise patients in queue if there is extension made from previous patient.
- f. Patients must practice transparency in terms of their medical history during the consultation.
- g. Sharing of conversation between the patient and the Physician is strictly prohibited.
- h. To avail Telemedicine Consultation, all patients are required to sign a consent form and/or give his/her consent to the same over the phone.
- i. When using Telemedicine program, patients should not:
 - Defame, abuse, harass, stalk, threaten, or otherwise violate the legal rights (such as rights of privacy and publicity) of others.
 - Use racially, ethnically, or use offensive language.
 - Discuss illegal activity.
 - Use explicit/obscene language or solicit/post sexually explicit images (actual or simulated).
 - Post anything that exploits children or minors or that depicts cruelty to animals.
 - Post any copyrighted or trademarked materials without the express permission from the owner.
 - Spread any unsolicited or unauthorized advertising, promotional materials, 'junk mail', 'spam', 'chain letters', 'pyramid schemes', or any other form of such solicitation.
 - Use any robot, spider, scraper or other automated means to access the Service.
 - Take any action that imposes an unreasonable or disproportionately large load on our facilities.
 - Post anything contrary to Home Credit's public image, goodwill or reputation.