

If you agree to the terms and conditions mentioned and the privacy notice, proceed to pay the applicable service fee to the bank account below and kindly share the payment slip/receipt to the same WhatsApp number.

By making the payment to the bank account, you will be expressing your unconditional consent to the terms and conditions and the privacy notice.

Doctor Channeling

- Patients hereby agree to provide all required information when scheduling an appointment on Singhe Tele Medicine service
- A Customer's/Patient's appointment shall be confirmed upon completion and acceptance of the following payments.
 - a) Doctor's charge
 - b) Hospital charge
 - c) All applicable government taxes and levies.
- Reserved appointments will not be entertained, if the full payment is not paid by the time of the scheduled appointment.
- Appointment time provided to Customer/Patient is an approximate time and may change due to circumstances beyond the control of Singhe Hospitals PLC
- Tele Medicine services are based on information given by the patient, with limited visual and physical access towards the patient could sometimes result a doctor not being able to provide a prognosis that is accurate and this is understood by the patient and the patient will not hold Singhe hospitals PLC and its medical staff liable for such occurs. This service is based on convenience towards the patient and therefore the patient could always seek a physical one on one meet with the doctor for better medical advices.

Audio/Video Consultation Service

- Singhe Hospital PLC's responsibility is solely limited to connecting the Medical Professional and the patient/customer to start the Audio/Video Consultation Session.
- The Audio/Video Consultation Session shall not be confirmed until the Patient/Customer's payment is accepted by the system and confirmed to the Patient/Customer. The Audio/Video Consultation Session shall be confirmed upon the complete payment of the Medical Professional's charge and all government taxes and levies applicable to the Audio/Video Consultation Service.
- The Patient/Customer is responsible to have the necessary technical capacity, device and connectivity at the time of appointment to have a successful Audio/Video Consultation Session.
- The Medical Professional have the right to accept or reject the Customers' appointments at their discretion. In the event where a Medical Professional rejects the appointment, hospital will refund the total payment to the Customer/Patient.
- Hospital or the Medical Professional is not responsible for the unavailability of the Customer/Patient or the Customer/Patient not being able to accept the voice/video call at the time of the Audio/Video Consultation Session.
- In the event the Customer/Patient is unable to complete the Audio/Video Consultation Session due to technical failures and not having the zoom application from the Customer's/Patient's end and cannot connect the voice/video call within the time slot allocated, the booked Audio/Video Consultation Session will be terminated. In such event, the Customer /Patient will not be entitled for a full refund.
- The Customer/Patient hereby agrees to conduct themselves professionally with the Medical Professional at all times and shall refrain from using any unprofessional, improper, abusive, obscene or threatening language.
- Delays by the Medical Professional –Singhe Hospitals PLC shall not be liable in the event of delays by the Medical Professional and no refunds or cancelation will be made by Hospital in such an instance.
- In the case of an Audio/Video Consultation Session cancellation by the Medical Professional, hospital shall arrange refunds or reschedule the Audio/Video Consultation Session based on the Medical Professional's discretion.
- Singhe Hospitals PLC disclaims all liability for any advice given by the Medical Professional to the Patient/Customer.

- The Customer/Patient hereby consents for Singhe Hospital to disclose Personal Information provided by the Customer to the Medical Professional if requested. At the request of the Medical Professional, However hospital shall provide the Customer's/Patient's Personal Information to the Medical Professional in order to facilitate a successful Audio/Video Consultation Session.
- The Customer/Patient hereby agrees that he/she will not use Audio/Video Consultation Service at times of emergency.
- Singhe Hospitals PLC shall not under any circumstance disclose personal information of Medical Professional to the Customer.
- Singhe Hospitals PLC is responsible only for providing technical assistance to fulfil the Audio/Video Consultation Session and is not responsible for the progress of the Audio/Video Consultation Session. This is entirely dependent upon the Medical Professional and the Patient/Customer.
- Nothing herein expressed or implied is intended to or shall be construed to confer upon or give any person other than the Customer/Patient any rights or remedies against hospital
- Singhe Hospitals PLC reserves the right to revise these Terms and Conditions at any time at its discretion.
- The patient is deemed to have given his/her full consent to the recording of the audio / Video session in whole or in part, at the sole discretion of Singhe Hospitals PLC. However, Singhe Hospitals PLC is fully responsible for not providing any patient information to a third party.

Consultants

- The Telemedicine Service consultants at Singhe Hospitals PLC will provide medical suggestions based solely on the patient's previous medical history, symptoms, and the details provided by the patient.
- If the patient withholds their medical history or fails to accurately describe their current symptoms (e.g., dizziness, numbness, pain, etc.) the consultant will not be liable for providing a medical prescription or any medical advice.
- The consultants will offer general medical advice and suggest follow-up care, but the service does not guarantee specific medical outcomes.
- If the consultant determines that an in-person face to face consultation is required for further evaluation or treatment, the patient will be advised to visit an appropriate healthcare facility for a face to face physical examination.
- The decision to provide a prescription, recommend lab tests, or issue any other medical instructions is at the sole discretion of the consultant.