

**Terms of TeleMedicine Consultation****(based on Telemedicine Consultation Guidelines, Govt of India)**

The following points are to make sure that we understand what to expect from each other and that there is no misunderstanding or incorrect expectations. It is not meant to offend anyone. I have found that these points help optimise the consultation process. Appointment is given only to those who agree to these terms.

1. The TeleMedicine Consultation will occur strictly in compliance with the Govt of India regulations. This also means that you have to provide consent and proof of identity before the start of the telemedicine consultation.
2. While I give you advise on TeleMedicine Consultation, the responsibility of treating you/ your patient shall remain with your family physician/ doctor till such time as you come for in-person consultation with me.
3. I expect you to send PDF copies of all reports that you want me to see. All of these should be provided to me before or at the beginning of the telemedicine consultation.
4. I also encourage you to neatly write or type all questions that they have AND send them to me well in advance of the telemedicine consultation.
5. Once the telemedicine consultation has commenced, please do not show or send any document, report or recommendation from some other doctor. If you do that, i will have to spend time to examine them and take them into consideration to rework your treatment advise or plan. This will take additional time and shall require a fresh telemedicine consultation appointment for which you will have to make another payment.
6. I am particular about time and strive to be polite and courteous to all my patients. I expect them to do the same - be on time and courteous. Please go through the SOP of the procedure to follow during the telemedicine consultation and login at least 5 minutes before the time.
7. It may be possible that a patient of mine is in serious condition or there is a medical emergency. This may make it necessary to reschedule your telemedicine consultation appointment. In such cases a fresh appointment will be provided without additional charge. There is no other liability in such instances.
8. My fees are Rs XXX/- for a XX minute slot (or part thereof) payable in advance by netbanking or XXX before we start the consultation. This is applicable to each consultation – for any purpose (including, but not limited to, general health query, discussing symptoms, reports, prescription, etc). Additional time will require payment at the same rates. If you need more consultation time, please indicate the same at the time of seeking the appointment and pay accordingly.
9. Once the telemedicine consultation session is completed, if you need to discuss any other point or need to send me a report or followup, you will need to book a fresh telemedicine consultation appointment.
10. All correspondence will be via email – my email is [DrPurvishTeleMedicine@gmail.com](mailto:DrPurvishTeleMedicine@gmail.com). There will be delays in reply since I am constantly traveling and may not have access to emails.
11. For any medical emergency, you should present yourself to the casualty/ emergency department of your regular hospital or nearest healthcare facility equipped to handle emergencies.
12. Patients or their representatives should not call me on my cellphone for any reason whatsoever.
13. I will not be replying to any message sent via whatsapp or similar means.

Yours truly,

**Name, Degree, Designation, Medical Council Registration Number**