

## **Terms and Conditions for Booking Appointments on HOSPIYOU Telemedicine App**

Please carefully read and understand the following terms and conditions before booking an appointment through our telemedicine app. These terms and conditions govern your use of our platform for remote consultations between doctors and patients.

### **1. Consent and Privacy:**

a. By using this telemedicine app, you consent to the collection, storage, and use of your personal health information (PHI) for the purpose of facilitating remote consultations with healthcare providers. We are committed to maintaining the privacy and security of your PHI in compliance with applicable laws.

b. Patients are responsible for ensuring their own privacy and security during remote consultations, including the security of their internet connection and the location from which they engage in the consultation.

### **2. Booking Appointments:**

a. Appointments with healthcare providers are subject to availability. We cannot guarantee the immediate availability of all healthcare providers. But 9/10 immediate availability of Healthcare providers is a Guarantee

b. Patients are responsible for providing accurate and up-to-date information when booking appointments, including medical history and contact information.

### **3. Cancellations and Rescheduling:**

a. Patients are encouraged to cancel or reschedule appointments in a timely manner to allow other patients to use the available slots.

b. Healthcare providers may also need to reschedule or cancel appointments due to unforeseen circumstances. Patients will be notified promptly in such cases.

### **4. Medical Advice:**

a. Remote consultations do not replace in-person medical evaluations and should not be used for emergencies. If you are experiencing a medical emergency, please call your local emergency services immediately.

b. The telemedicine app provides a platform for medical consultations, but the advice and recommendations provided by healthcare providers are based on the information provided by the patient and may not be exhaustive or definitive. Follow-up evaluations may be necessary.

## **5. Payments:**

a. Payment for remote consultations will be processed as per the billing policies of the telemedicine app. Patients are responsible for any applicable fees.

## **6.. User Conduct:**

a. Users of the app are expected to conduct themselves in a respectful and lawful manner. Any abusive or inappropriate behavior will not be tolerated and may result in the suspension of access to the platform.

## **7. Technical Requirements:**

a. Patients are responsible for ensuring they have the necessary internet connectivity and device requirements for remote consultations. The telemedicine app will not be responsible for technical issues on the patient's end.

## **8. Liability:**

a. The telemedicine app and healthcare providers on the platform are not liable for any damages, losses, or injuries resulting from the use of the platform, including but not limited to misdiagnosis, technical failures, or breaches of security.

## **9. Changes to Terms:**

a. These terms and conditions may be updated from time to time. It is the user's responsibility to review them periodically.

## **10. Governing Law:**

a. These terms and conditions are governed by the laws of [Delaware], and any disputes will be subject to the jurisdiction of the courts in [Delaware].

By using this telemedicine app, you agree to abide by these terms and conditions. If you do not agree with any part of these terms, please do not use the app for booking appointments.

If you have any questions or concerns about these terms and conditions, please contact our customer support team for clarification.