

Visitors/ Users Consent and Agreement

Terms and Conditions for visiting this website.

PLEASE READ THIS AGREEMENT CAREFULLY BEFORE USING THIS SITE.

By using this site, you signify your assent to the terms and conditions contained in this Agreement. If you do not agree to all of the terms and conditions contained herein, DO NOT use this site.

1. Acceptance:

Thank you for visiting our website. It is important that you read all the following terms and conditions carefully. This Terms of Use Agreement ("Agreement") is a legal agreement between you and No Worry No Tension Healthcare Private Limited, the owner and operator ("Owner") of this Website (the "www.noworrynotension.com" or Noworrynotension.com). It states the terms and conditions under which you may access and use the Website and all written and other information and materials displayed, linked to, or otherwise made available through the Website, including, without limitation, articles, text, photographs, images, illustrations, audio clips, video clips, computer software and code (the "Content"). By accessing and using the Website, you are indicating your acceptance to be bound by the terms and conditions of this Agreement. IF YOU DO NOT ACCEPT THESE TERMS AND CONDITIONS, YOU MUST NOT ACCESS OR USE THE WEBSITE. The Owner may revise this Agreement at any time by updating this posting. Use of the Website after such changes are posted will signify your acceptance of these revised terms. You should visit this page periodically to review this Agreement.

2. Term of Agreement/Service: *

This Agreement shall continue to be in full force and effect for so long as you are using the www.noworrynotension.com services. Noworrynotension.com provides an interface for Psychiatric and Allied Intervention Services.

However, www.noworrynotension.com reserves the right, in its sole discretion, to terminate your access to the www.noworrynotension.com site, its services and the related services or any portion thereof at any time, without notice.

All references to Noworrynotension.com hereunder may be construed as references to No Worry No Tension Healthcare Private Limited, and vice versa.

3. Eligibility:

You represent and warrant that you are above 18 years of age, competent and eligible to enter into legally binding agreement and have the requisite authority to bind the other party to this Agreement. You shall not use this Site if you are not competent to contract under the applicable laws, rules and regulations. Parents and Guardians of Children below 18 years of age affirm that they have Legal capacity and competence under applicable law to which they are subject, to visit this site and accept the Terms and Conditions incorporated herein under on behalf of their children.

4. Definitions

(i) Noworrynotension.com is an interactive on-line service operated by No Worry No Tension Healthcare Private Limited consisting of information services and an interface for psychiatric and allied intervention services, including content provided by its affiliates and other third parties.

(ii) Visitor means each person who accesses www.noworrynotension.com or establishes a connection ("Account") for use of its services.

(iii) Service:

Noworrynotension.com provides a platform where visitors can locate an expert and ask for advice opinion or services and provides an interface for psychiatric intervention services. No Worry No Tension Healthcare Private Limited will enable a visitor to communicate with experts and to pay for services provided by such experts. Further No Worry No Tension Healthcare Private Limited emphasises on the facts that online psychiatric/psychological/ medical opinion or advice cannot replace the interaction in person/physical examination by a psychiatrist / Psychologist/ physician, medical professional/ Mental health Professional or any other health care expert and cannot address any emergency medical condition. No Worry No Tension Healthcare Private Limited makes no representation or warranty whatsoever as to (a). The willingness or ability of any expert to give advice (b) whether the visitor shall find the advice given by an expert satisfactory (c) whether the advice of the expert will provide an adequate solution to his or her question or (d) or whether the expert advice will be suitable to his or her needs.

Therefore, visitors are encouraged to independently verify the skills, degree, qualifications, credentials or backgrounds of those experts from whom he or she receives or contemplates to receive advice or services.

No Worry No Tension Healthcare Private Limited does not warranty the validity, accuracy, completeness, safety, legality, quality or applicability of the content or anything said or written by its experts or any advice provided including any information contained in any expert listing. No Worry No Tension Healthcare Private Limited will not be liable for any damage sustained due to reliance by visitor on such information or advice provided by any expert.

5. Interactions with Medical or Mental Health Professionals and other Experts

If a visitor chooses to interact with any mental or medical health professional, physician or other professional expert on the Site, the visitor relationship (as with all other experts) is strictly with the professional After paying the applicable fee. Without limiting the previous statement the advice or information provided by medical health professionals or physicians is provided for information and educative purposes only and cannot be considered a substitute for a face to face physical examination/ Interaction in person of visitor by a doctor. No obligation whatsoever is assumed by the owner of the website noworrynotension.com or by the medical health/ Mental Health professionals accessed through use of the website.

Visitors should not rely solely on advice provided by medical healthy professionals or physician experts on site. No Worry No Tension Healthcare Private Limited strongly recommends that a visitor seeking mental health or medical advice make an appointment for an examination in person with qualified professionals. Visitor understands that it is his or her responsibility to check the certification/ licensing of the mental health professional, physician or other professional expert with the applicable state licensing Board or authorities in the Expert's State.

Visitor understands that visitor takes full responsibly for the decision to access a mental health professional, physician or other expert through the site and to continue to interact with the medical or medical health professional, physician or other expert and that the role of No Worry No Tension Healthcare Private Limited is strictly limited to providing access to such professionals and other experts and their services for visitor consideration. Visitors should keep in mind that in psychiatry & behavioural sciences as per prevailing global practices, we examine patients by watching them, by talking to them, by eliciting specific responses from them, by gathering history and by talking to informants. We can also do various types of physical examinations or laboratory tests to rule out certain diagnoses, but we largely base psychiatric diagnoses on subjective report of symptoms and historical information about natural history and course, and this can have an inherent uncertainty or unreliability of diagnoses.

6. Appointment and Cancellation/ Rescheduling Norms:

Appointments should preferably be made minimum 24 hours in advance. In case same day appointment is required then client can be adjusted up to 2 hours prior to appointment subject to availability of the slot Cancellation or rescheduling if any should preferably be made before 24 hours of the scheduled appointment.

Cancellation charges- No charges will be levied if cancellation is done before 24hrs of appointment. 25% of charges will be levied if cancellation is done within 6 to 24 hrs. 50% of charges will be levied if cancellation is done 2-6 hrs before due appointment. Full charges will be levied if cancellation is either not sought or done less than 2 hrs before due time. No charges will be levied if cancellation is due to force majeure.

7. Privacy Policy:

No Worry No Tension Healthcare Pvt. Ltd. (NWNTPL) is committed to the principle of fair and ethical business practices and ensuring the utmost confidentiality of records and related information for its clients (e.g.: employees and associated staff of the corporation/s taking the benefit of full spectrum of psychiatric /medical and allied services provided by NWNTPL).

It is the NWNTPL's legal and ethical responsibility to protect the privacy, confidentiality and security of all medical records, proprietary information and other confidential information relating to its clients.

Under no circumstances anyone including Corporate Heads of the corporation/ Human Resource Department/Authorised Signatories/business partners (with whom NWNT might tie up for clients) will be permitted to have access to client's data stored with NWNTPL (unless mandated by the court of law) nor shall NWNTPL disclose such client's data to anyone which may include (but not limited to) client's physical, medical and psychiatric records including diagnostic and therapeutic reports and records, psychological analysis and counselling reports and treatment inputs with NWNTPL team.

8. Applicable Law:

This site www.noworrynotension.com is created and controlled by No Worry No Tension Healthcare Private Limited in New Delhi, India; as such the laws of India shall apply; courts in New Delhi shall have exclusive jurisdiction in respect of all the terms, conditions and safety.

9. Notice/Disclaimers:

Noworrynotension.com reserves the right to make changes to the site and the terms, conditions and Safety Notice/Disclaimers.

10. Medical emergency:

DO NOT USE THE WEBSITE FOR MEDICAL EMERGENCIES. If you have a medical emergency, call a physician, qualified health care provider or 102 (or the applicable local emergency number) immediately. Under no circumstances should you attempt self-treatment or treatment of someone else based on anything you have seen or read on the Website.

11. Modification of Terms and conditions of Service:

noworrynotension.com may at any time modify the Terms and Conditions ("Terms") of the Service without any prior notification to you. You can access the latest version of the Terms at any given time. You should regularly review the Terms. In the event the modified Terms are not acceptable to you, you should discontinue using the service. However, if you continue to use the service you agree to accept and abide by the modified Terms.

12. Registration Data:

To avail of and use the Services you will have to register with www.noworrynotension.com. As a part of registration process you agree to provide www.noworrynotension.com current, complete, and accurate registration information (the "Registration Data") as prompted to do by the Service and to maintain and update this information as required to keep it current, complete and accurate. If you provide any information that is untrue, inaccurate not current or incomplete, inadequate or www.noworrynotension.com has reasonable grounds to suspect that such information is untrue, inaccurate, not current or incomplete, [noworrynotension.com](http://www.noworrynotension.com) has the right to indefinitely suspend or terminate your membership and refuse to provide you with access to www.noworrynotension.com. You shall be responsible for maintaining the confidentiality of your password, which you will not be under an obligation to reveal to any representative or agent of [noworrynotension.com](http://www.noworrynotension.com).

13. Electronic Communication:

Visitors consents to receive communications from [noworrynotension.com](http://www.noworrynotension.com) electronically. [noworrynotension.com](http://www.noworrynotension.com). will communicate with Users by email or by posting notices on the Site.

Visitors consent to the recording of all interactions through tele conference, e-mail, chat and video conferencing and also understands that these electronic recordings will be under the exclusive possession of/and in control of No Worry No Tension Healthcare Pvt Ltd. and the visitor would not be entitled to seek a copy thereof on any grounds whatsoever.

14. User name & Password:

When you, the Visitor, create and open an account with [Noworrynotension.com](http://www.noworrynotension.com), you will be asked to provide a user name and password. You are entirely responsible for maintaining the confidentiality of your password and user name and any other security information related to your account. You will be fully responsible for all activities that occur under your account, user name or password. No Worry No Tension Healthcare Pvt Ltd. encourages Visitor to change their password at least once a month. No Worry No Tension will not be liable for any loss that you incur as a result of someone else using your account or your password, either with or without your knowledge. You may be held liable for any losses incurred by No Worry No Tension Healthcare Pvt Ltd due to someone else's use of your account or password.

15. Visitor Conduct.

(A) Visitor shall use [noworrynotension.com](http://www.noworrynotension.com) for lawful purposes only. Visitor shall not post or transmit through [noworrynotension.com](http://www.noworrynotension.com) any material which violates or infringes in anyway upon the rights of others, which is unlawful, threatening, abusive, defamatory, invasive of privacy or publicity rights, vulgar, obscene, profane or otherwise objectionable, which encourages conduct that would constitute a criminal offense, give rise to civil liability or otherwise violate any law, or which contains advertising or any solicitation with respect to products or services.

Any conduct by a Visitor that in the sole discretion of [noworrynotension.com](http://www.noworrynotension.com) restricts or inhibits any other Visitor from using or enjoying [noworrynotension.com](http://www.noworrynotension.com) will not be permitted. Visitor shall not use [noworrynotension.com](http://www.noworrynotension.com) to advertise or perform any commercial solicitation, including, but not limited to, the solicitation of users to become Visitors of other on-line information services competitive with [noworrynotension.com](http://www.noworrynotension.com).

(B) [noworrynotension.com](http://www.noworrynotension.com) contains copyrighted material, trademarks and other proprietary information, including, but not limited to, text, software, photos, video, graphics, and sound. The entire contents of [noworrynotension.com](http://www.noworrynotension.com) are copyrighted as a collective work under Indian copyright laws.

[noworrynotension.com](http://www.noworrynotension.com) owns a copyright in the selection, coordination, arrangement and enhancement of such content, as well as in the content original to it. Visitor

may not modify, publish, transmit, participate in the transfer or sale, create derivative works, or in any way exploit, any of the content, in whole or in part.

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In the event of any permitted copying, redistribution or publication of copyrighted material, no changes in or deletion of author attribution, trademark legend or copyright notice shall be made. Visitor acknowledges that it does not acquire any ownership rights by downloading copyrighted material.

(C) Visitor shall not upload, post or otherwise make available on noworrynotension.com any material protected by copyright, trademark or other proprietary right without the express permission of the owner of the copyright, trademark or other proprietary right and the burden of determining that any material is not protected by copyright rests with Visitor.

Visitor shall be solely liable for any damage resulting from any infringement of copyrights, proprietary rights, or any other harm resulting from such a submission.

By submitting material to any public area of noworrynotension.com, Visitor automatically grants, or warrants that the owner of such material has expressly granted noworrynotension.com the royalty-free, perpetual, irrevocable, non-exclusive right and license to use, reproduce, modify, adapt, publish, translate and distribute such material (in whole or in part) worldwide and/or to incorporate it in other works in any form, media or technology now known or hereafter developed for the full term of any copyright that may exist in such material.

Visitor hereby grants noworrynotension.com the right to use, edit, copy, publish and distribute any material made available on noworrynotension.com by Visitor for research or academic purpose. However, noworrynotension.com will endeavour to keep the identity of the visitor confidential.

16. Disclaimer of Warranty; Limitation of Liability:

(A) Visitor expressly agrees that use of noworrynotension.com is at visitor's sole risk. Neither No Worry No Tension Healthcare Private Limited nor noworrynotension.com or its affiliates nor any of their respective chairman, managing director, officers, directors, employees, agents, third party content providers or licensors warrant that the services provided through the website will be uninterrupted or error free; nor do they make any warranty as to the results that may be obtained from use of noworrynotension.com, or as to the accuracy, reliability or content of any information, service, advice or merchandise provided through noworrynotension.com.

(b) services by noworrynotension.com website are provided on an "as is" basis without warranties of any kind, either express or implied, including, but not limited to, warranties of title or implied warranties of merchant ability or fitness for a particular purpose.

(c) this disclaimer of liability applies to any mental, emotional or physical damages or any other injury caused by any failure of performance, negligence, error, omission, interruption, deletion, defect, delay in operation or transmission, computer virus, communication line failure, theft, fraud, mis-representation or destruction or unauthorized access to, alteration of, or use of record, whether for breach of contract, tortious behaviour, negligence, or under any other cause of action. Visitor specifically acknowledges that neither noworrynotension.com nor No Worry No Tension Healthcare Private Limited is liable for the defamatory, offensive or illegal conduct of other visitors or third-parties and that the risk of injury (physical, mental or emotional) from the foregoing rests entirely with visitor.

(d) In no event noworrynotension.com or No Worry No Tension Healthcare Private Limited, or any person or entity involved in rendering services, be liable for any damages, including, without limitation, direct, indirect, incidental, special, consequential or punitive damages arising out of the use of or inability to use website. Visitor hereby acknowledges that the provisions of this section shall apply to all content on noworrynotension.com.

(e) In addition to the foregoing, neither noworrynotension.com, nor its affiliates, information providers or content partners shall be liable regardless of the cause or duration, for any errors, inaccuracies, omissions, or other defects in, or untimeliness or unauthenticity of, the information contained within noworrynotension.com, or for any delay or interruption in the transmission thereof to the user, or for any claims or losses arising therefrom or occasioned thereby.

(f) No liability, responsibility or obligation whatsoever is assumed by the medical/ mental health professional professionals accessed through noworrynotension.com. It is reiterated that the advice or information provided by medical/ mental health professionals or physicians is provided for information and educative purposes only and cannot be considered a substitute for a face to face physical examination of visitor by a doctor/ mental health professional.

None of the foregoing parties shall be liable for any third-party claims or losses of any nature, including, but not limited to, lost profits, punitive or consequential damages. Neither, noworrynotension.com, nor its affiliates, information providers or content partners warrant or guarantee the timeliness, sequence, accuracy or completeness of this information. Additionally, there are no warranties as to the results obtained from the use of the information.

17.Trademarks

No Worry No Tension Healthcare Pvt Ltd. is duly licenced and authorized to use the trademark "No Worry No Tension" and/or noworrynotension.com and associated logos and all other trademarks appearing on the website. All rights are reserved.

18. Indemnity

You agree to indemnify, defend and hold harmless the Owner and its physicians, officers, directors, employees, agents, licensors, and their respective successors and assigns, from and against any and all claims, acts of omission or commission, demands, liabilities, costs, or expenses whatsoever, including, without limitation, legal fees and disbursements, as a result of visiting this website, including as a result of (i) your breach of any of the terms and conditions of this Agreement, (ii) your access to, use, misuse, reliance upon or inability to access or use the Website, the Content or any Website to which the Website is or may be linked to from time to time or, (iii) your use of, reliance on, publication, communication, distribution, uploading or downloading of anything (including the Content) on or from the Website.

19. Copyright

The Content is protected by copyright law and is owned by the Owner and its licensors, or the party accredited as the provider of the Content. Except as granted in the limited licence herein, any use of the Content, including modification, transmission, presentation, distribution, republication, or other exploitation of the Website or of its Content, whether in whole or in part, is prohibited without the express prior written consent of the Owner.

20. Disputes Settled by Arbitration:

In the event of any dispute or difference before the parties hereto or any question pertaining to interpretation of this agreement or any clause thereof,, the same shall be resolved by way of arbitration under the Arbitration and Conciliation Act, 1996 by a sole arbitrator. The sole Arbitrator shall be nominated by the Managing Director of No Worry No Tension Healthcare Pvt Ltd. The venue of arbitration shall be New Delhi.

21. Governing Law and Jurisdiction:

The Website is operated by the Owner from its offices within New Delhi, India. You agree that all matters relating to your access, or use of the Website and its Content shall be governed by Indian Laws. You agree and hereby submit to the exclusive and preferential jurisdiction of the courts in Delhi with respect to all matters relating to your access and use of the Website and the Content as well as any dispute that may arise therefrom and that the applicable law shall be the Indian Laws.

22. Questions or Concerns about Our Terms of Use:

Questions or comments regarding the Website should be directed by e-mail to helpdesk@noworrynotension.com

23. Termination:

The Owner may, in its sole discretion, cancel or terminate your right to use the Website, or any part of the Website, at any time without notice. In the event of termination, you are no longer authorized to access the Website, or the part of the Website affected by such cancellation or termination. The restrictions imposed on you with respect to Content downloaded from the Website and the disclaimers and limitations of liabilities set forth in this Agreement, shall survive termination of this Agreement. The Owner shall not be liable to any party for such termination.

24. Entire Agreement:

This is the entire Agreement between you and the Owner relating to your access and use of the Website and Content.

25. Please go through the following Stress-o-meter Practice Guidelines

A. BASICS OF STRESS-O-METER

1. It is completely confidential.
2. Useful only if answered truthfully.
3. Gives idea of stress as per individual's own perception.
4. It is for screening of stress to check whether someone requires psychological help or not.
5. It gives idea from which area in someone's life the stress is emanating.
6. It is NOT to check sanity of anyone.

7. It does not provide any treatment.
8. It is useful when simultaneously stress screening of masses is required at minimal cost without direct intervention of any mental health professional.
9. It can be used as we check for BP or Sugar to get some idea of our mental state.

B. BASIC INSTRUCTIONS BEFORE USING STRESS-O-METER

1. This software based tool is to be used by an individual for his /her own assessment of stress.
2. Stressometer should not be used as an arbitrary measurement of stress, but as a preliminary tool for self-inquiry.
3. For accurate assessment through stressometer, while answering each question one should be careful to not do it too quickly and, be as honest as one can, and one should not be concerned about the impression one's results would have on someone else.
4. After using the SOM, for any further deeper analysis, facilitation through our psychologist/psychiatrist is highly recommended via online or in person interaction.

C. WHO SHOULD NOT USE IT?

1. Persons with any pre-existing psychiatric disorders/developmental delay.
2. Persons already on some medication for psychological/mental problem.
3. Persons who uses any intoxicant.
4. Person with any coexisting disorder which might change his Perception about self-due to any reason.
5. Person who does not have faith in psychology/psychiatric assessments.

INFORMED CONSENTFORM

Welcome!

This document contains important information about our professional services. Please read it carefully. When you sign this document, it will represent a agreement in between us.

CONFIDENTIALITY

In general, privacy of all communications between a patient and a Psychotherapist/Psychiatrist/Psychologist is protected by law and we can only release information about our work to other with your written permission or in exceptional circumstances or when mandated by law of India. However, we might use your data for research for publication without revealing your identity that is beneficial of humankind.

PSYCHOLOGICAL SERVICES

Psychotherapy is not like a medical doctor visit. Instead, it calls for a very active effort on your part. In order for the therapy to be most successful, you will have to actively work on thing we talk about both during our sessions and home.

Our initial session(s) will involve an evaluation of your needs. By the end of the evaluation, we will be able to offer you some first impressions of what our work will include and a treatment plan to follow, in case you decide to continue with therapy. If you have questions about our procedures, we should discuss them whenever they arise.

MEETINGS

We normally conduct an intake evaluation that usually lasts for one to two sessions but sessions may be more depending upon the severity of problem.

When psychotherapy is begun, we will usually schedule one 45-60 minute session per week at a time we agree on, although some sessions may be longer or more frequent. Once an appointment hour is scheduled, you will be expected to pay for it unless you provide **24 hours advance notice of cancellation** unless we both agree that you were unable to attend due to circumstances beyond your control. If it is possible, we will try to find another time to reschedule the appointment.

PSYCHOLOGICAL TESTING- In some cases we might have to do some psychological testing to evaluate your personality or other related issues of your life. These tests are charged separately.

MEDICATION:

It is made clear that psychiatric medication may induce side effects. Before beginning medication' the patient may independently evaluate and take independent advice with regard to the same. It is further clarified that in case of any reaction/side effect the concerned Psychiatrist/Physician or his team will not be liable for any civil/penal action in any way.

EMERGENCIES:

It is made clear that in case of emergencies, the patient is to contact/get admitted into a nearest hospital and Dr. Sandeep Vohra or his team will not be available nor is in a position to offer emergency aid to a patient which only a hospital can provide. Likewise, no indoor patients requiring admission will be entertained at Dr. Sandeep Vohra's clinic.

TELEPHONIC CONTACT:

Dr. Sandeep Vohra will not be handling any calls directly from you or anyone on your behalf. All issues requiring any clarification will be done through his front desk.

PROFESSIONAL FEES:

We charge as per the time spent with the patient. Please go through the charge schedule available at the front desk.

BILLING AND PAYMENTS:

You will be expected to pay for each session at the time it is held, unless we agree otherwise. Onus of collecting the Psychological Tests/Reports/Lab reports is on the client within 3 months of getting it done.

TREATMENT TERMINATION:

If at any time during the course of your treatment we determine we cannot continue, we will terminate treatment and explain why this is necessary. Ideally, therapy ends when we agree your treatment goals have been achieved. If you are meeting with another therapist, you must first terminate treatment with that therapist before we can begin providing services. If you remain in therapy with someone else and this becomes apparent after we begin, we are ethically required to terminate your treatment. Other legal or ethical circumstances may arise and compel us to terminate treatment.

Other situations that warrant termination includes: regularly becoming enraged or threatening during session; bringing a weapon onto the premises; persistent drug abuse; arriving under the influence of drugs or alcohol; disclosing illegal intentions or actions.

Please Note: Anyone whose family feels he/she requires help but patient is not willing to come to doctor, guidance can be given but without prescription.

DISPUTES:

All disputes shall be governed by the law of India and shall be subject to the jurisdiction of courts of New Delhi (India) only.

ONLINE MENTAL WELLNESS SERVICES BY DR SANDEEP VOHRA AND HIS TEAM THROUGH NO WORRY NO TENSION HEALTHCARE PORTAL.

Now by prior appointment you can consult Dr. Vohra&/or his team at the click of mouse sitting anywhere from place of your choice anywhere in the world.

Each meeting(irrespective of the gap between visits) with Dr.SandeepVohra either in person or via videoconferencing, lasting maximum 15 minutes will be by prior appointment on first come first serve basis either at Apollo or at his clinic at East Patel Nagar. Each visit is chargeable as per the prevailing follow up fees.

FOR FREE MINI CONSULTATION ON PHONE

(PLS ALWAYS QUOTE RELATIONSHIP NUMBER WHICH IS - NWNT01####) For follow up questions/queries/ medicines adjustments, please contact either Apollo Secretary Mr. Ravi (9711770891) or personal secretary Mr. Chaman (9899888288), give your relationship number and tell your problem. The answer to the problem will be given by Dr.Vohra after checking patient's file, BUT CONVEYED BACK THROUGH EITHER OF THE TWO SECRETARIES TO YOU.

Each patient/ relative/caregiver has full right to take another psychiatric opinion in case of above mentioned service delivery arrangement is not acceptable to him or her.

For any feedback/ suggestions or any other query you can also email us at helpdesk@noworrynotension.com.

WISHING PEACE AND HAPPINESS FOR ALL.

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