



**Chandan Hospital Limited**  
**(Tele Consultation)**  
Terms and Condition

**Terms & Conditions**

Chandan Hospital (services run by Chandan Hospitals Limited) is providing online consultations with Chandan Hospitals Doctors using video conference/voice calling/offline consulting (E-MAIL) ("Tele-Consultation") through its website/call centre. The following terms and conditions govern all the transactions with respect to tele-consultations including appointment booking and refund and all other transactions through the website or through its authorized third party websites.

The Chandan Hospital services available on the Website do not in any way constitute an invitation or recommendation to avail the tele-consultation Services. The services provided through the Website are not intended in any ways to be a substitute for face to face consultation with a doctor. Chandan Hospital advises the users to make independent assessment in respect of its accuracy or usefulness and suitability prior to making any decision in reliance hereof. Terms 'you' and 'your' hereafter refers to the user both registered and unregistered who is using/browsing through the Chandan Hospital website ([www.Chandanhospital.in](http://www.Chandanhospital.in)) and/or partner websites and/or availing any of the services from Chandan Hospital.

**1. Availability, Appointment, Rescheduling, Free review and/or Cancellation :**

- a. Tele-consultations shall be available for Family Physician & multi specialties
- b. Tele-consultation from a specific doctor/physician shall be available subject to his/her availability/willingness/discretion. Confirmation of your appointment with a specific doctor/physician, as per his/her availability, shall be sent to you via SMS and/or email. Chandan Hospital reserves the right to reschedule or cancel an appointment without any prior notice
- c. The time provided for consultation to you is indicative and actual consultation time may change depending on the consulting Doctor's discretion
- d. Your consulted Physician reserves the right to provide Post consultation free review
- e. Consultations can be booked, rescheduled or cancelled only within the stipulate time limits mentioned below:
- f. Table: Cancellation & Rescheduling Deadlines.

Consultation	Rescheduling	Cancellation
Tele-Consultation	24 working hour before appointment	24 working hour before appointment
Email Consultation	24 working hour before appointment	Non Refundable

Note:Voice consultation not available for international patients

**2. Information and Documents required :**

- a. You are solely responsible for the medical, health and personal information you provide in Chandan Hospital. The advice of the doctor will depend upon the information you provide in Chandan Hospital
- b. User discretion is advised while submitting/uploading your required personal and clinical information on the specified place and selecting the Doctor for seeking appropriate advice related



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to condition of the patient. This information shall include patient's details including contact details, medical history, testing/investigations results/reports, prescriptions, card holder name and other relevant details

- c. Chandan Hospital services are available for use for children, but the Registered Member for all patients under the age of 18 must be the patient's parent or legal guardian. If you register as the parent or legal guardian on behalf of a minor, you will be fully responsible for complying with these Terms of Use
- d. If the information provided by you is false/deceptive/inaccurate or misleading, Chandan Hospital reserves the right to cancel your appointment without assuming any liability whatsoever. Hence, it's advised to submit/upload all relevant and accurate information on the portal
- e. The information provided by you may be used by for the purpose of services including analysis, research, training and disclosure (where required) to its affiliates, agents and government authorities
- f. The information provided by you can be kept with Chandan Hospital indefinitely and can be used without revealing your identity

**3. Equipment and connectivity requirement :**

- a. The services available on the website shall be provided to you via audio/video consultation, or as an offline review through e-mail. Please ensure that you are equipped with proper video conference equipment and internet connectivity as mentioned or is relevant for the service you want to avail. In case of inadequate video conference equipment, technical error or defective internet connectivity Chandan Hospital reserves the right to reschedule or cancel your appointment without any notice
- b. You understand and acknowledge that there will not be any physical examination involved and the consultation services shall be provided remotely. The opinion delivered by the doctor / physician shall solely be based on the verbal communication between the concerned doctor or the physician and the patient and the test reports and other information provided/uploaded by you on the website
- c. Chandan Hospital or the consulting Doctor/Medical Practitioner shall not be liable for misdiagnosis / faulty judgment / interpretation error / perception error/Adverse events/ inefficacy of prescribed treatment or advice/validity of the advice or prescription provided by the consulting Doctor in your country of residence/ unavailability of the recommended or prescribed treatment or medication under any condition or circumstances. Users are advised to use their discretion for following the advice obtained post consultation from Chandan Hospital
- d. Chandan Hospital Services are not meant in any way for emergency and life-threatening conditions. It is advised to take the patient to the nearest hospital in such cases

**4. Cookies :**

- a. Chandan Hospital, like many other websites uses "Cookies". Cookies are small data files that a Website stores on your web browser. These are used for the purpose of storing your preferences previous activities browsing activities, profiling and tracking behavior on this Website. By visiting Chandan Hospital Website you acknowledge, accept and expressly authorize Chandan Hospital for the placement of Cookies on your web browser

**5. Electronic Payments/ Refunds :**



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- a. Chandan Hospital offer's online mode of payment. You may use internet banking or debit/credit card for making payment for consultation charges. You shall be directed to our trusted payment gateway partners once you proceed to make payment of Service Fees
- b. Chandan Hospital shall not be liable in any manner whatsoever, if incorrect or inaccurate credit / debit card details are provided by you for making the payment of consultation Fees or you use a credit/ debit card which is not lawfully owned by you or if you permit a third party to use your password or other means to access your account
- c. Chandan Hospital shall keep the aforesaid information confidential at all times and shall not utilize and share the same with any of the third parties unless is an authorized third party website and / or required by law regulation or court order
- d. Refunds may be made in case a request is raised by the user by clicking the cancel button in the user dashboard in Chandan Hospital website within the stipulated deadline mentioned in the refund & cancellation table above
- e. Refunds will only be made against genuine and traceable cancellation requests generated by you by clicking on the cancellation button provided in the Chandan Hospital user dashboard in your Chandan Hospital account. Refund request against delays, nature of advice obtained, efficacy of treatment, health outcomes of consultation will not be entertained
- f. Refunds may be processed within 15 working days from the receipt of a request from you. All communications with regards to refund should be sent to [info@chandanhospital.in](mailto:info@chandanhospital.in)
- g. You have the option to reschedule or cancel a booked Specialist or Family physician appointment, strictly within the stipulated deadlines as mentioned in the refunds and cancellations table above
- h. Chandan Hospital reserves the right to modify / implement a new pricing structure at any time prior to billing you for your initial payment or for future payments

**6. Use of content & Copyright :**

- a. Chandan Hospital owns the website as well the intellectual property contained thereon including all programs, processes, designs, software, technologies, trademark, trade names, inventions and materials therein and all the services offered by the doctors / physicians or others on the Website
- b. You shall not use the content available on the website without the prior written permission of Chandan Hospital

**7. Privacy and Security :**

- a. Chandan Hospital uses secure encryption technology to keep your information safe and secured at all time. Chandan is committed towards maintaining the privacy of the information uploaded by you on the website and complies with the industry standard security safeguards for the purpose of securing the website and the information provided/uploaded by you
- b. Chandan Hospital uses all reasonable endeavors to ensure the integrity of the online payment facility's security. Despite our endeavors, breaches of security and confidentiality could occur. You acknowledge that we are not liable for any loss suffered by you as a result of any breaches in security

**8. Indemnity :**

- a. You agree and undertake to indemnify and keep indemnified Chandan Hospital, the concerned doctor/physician and Chandan Hospitals for any losses, costs, charges and expenses including reasonable attorney fees that the concerned doctor/physician and Chandan may suffer on account



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of (a) misdiagnosis / faulty judgment / interpretation errors / perception error arising from (i) your failure to provide correct and / or complete clinical information / history about the patient in timely and clinically appropriate manner; or (ii) suppression of material facts; or your failure to provide relevant clinical information about the patient; or (iv) misinterpretation of the advice / prescription / diagnosis by you; or (v) failure to follow doctor's advice / prescription by you; or (b) incorrect or inaccurate credit / debit card details provided by you; or (c) using a credit / debit card which is not lawfully owned by you; or (d) if you permit a third party to use your password or other means to access your account

**9. Disclaimer :**

- a. Chandan Hospital provides the services on "as is" basis and expressly disclaims all representations, warranties or conditions of any kind, either expressed or implied, as to the operations of the website, the information, content, service provided through or in connection with the website
- b. In no event shall Chandan be responsible for any third party misuse for the data and for any acts, deeds and circumstances beyond the control of the management of Chandan Hospital
- c. You agree and acknowledge that you are solely responsible for your conduct

**10. Limitations of liability :**

- a. In no event shall Chandan Hospital be liable for any direct, indirect, punitive, incidental, special or consequential damages or any damages whatsoever including without limitations, damages for loss of use, data or profits, arising out of or in any way connected with the use of Chandan Hospital services

**11. Termination :**

- a. This arrangement may be terminated by either party at any time, with or without cause
- b. Chandan Hospital reserves the right to refuse the use of services immediately in case your conduct is deemed by Chandan Hospital to be in contravention of applicable acts, laws, rules and regulations or considered to be unethical / immoral

**12. Modification of Terms and conditions of service :**

- a. Chandan Hospital may at any time, without any prior notification to you, modify these terms of conditions
- b. Please review the latest version of the terms and conditions before proceeding to avail the service
- c. If you continue to use the service, it shall be deemed that you agree and abide by the modified terms and conditions

**13. General Terms and Conditions :**

- a. This agreement shall be governed by the laws of India and shall be subject to the exclusive jurisdiction of the courts at Hyderabad
- b. Chandan Hospital makes no representation that the services are appropriate for patients in any other location except India as Chandan operates and controls this website from India
- c. If any part of the agreement is determined to be invalid or unenforceable pursuant to applicable law then the said provision will be superseded by a valid, enforceable provision and the remainder of the agreement shall continue in effect



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- d. You acknowledge that the relationship created through your use of this website shall be of principal to principal. You shall not represent yourself as a representative agent or employee of Chandan Hospital
- e. You represent and warrant that you're not a minor (i.e., you are above 18 years of age) and that you are competent and eligible to enter into legally binding agreement  
The terms and condition herein form an agreement. Please read this agreement carefully and if you are not agreeable to any terms and condition please do not proceed further.  
By clicking on "I Agree" and proceeding further you signify that you read through, understood and accepted aforementioned terms and conditions of use of service. You must agree to the above terms and conditions in order to avail the services through the website. If you have any queries or need any clarification or assistance please contact us at [info@Chandanhospital.in](mailto:info@Chandanhospital.in) .

**14. Other points**

- a. Online consultation/opinion will be Rs.1000.
- b. 20 minutes session meeting. With 10 and 15 minutes reminder. Doctor can extend for another 20 minutes without the need of payment. If patient needs extension then instant follow up appointment can be booked if doctor agrees.
- c. Follow up session within 7 days will be at 50% charges only.
- d. All prescription to have a rider.
- e. This consultation is based on the input provided by the patient via online medium.
- f. No physical examination has been performed and all patients are advised to visit a doctor for any complications.
- g. This consultation cannot be challenged for any medico-legal requirements as agreed upon in terms and conditions on registration.
- h. Recording of sessions might be needed if this is challenged.