

Virtual Consult Appointment Terms and Conditions

By using Sparsh Hospital Virtual Consult platform you hereby confirm that:

1. You are above 18 years of age and are competent to consult a Doctor or Specialist (referred to as the Registered Medical Practitioner "RMP"). In the event that you are consulting the RMP for a minor or disabled patient, you represent that you are the family member, guardian and/or authorised by the patient to represent the patient ("Caregiver").
2. You accept that the virtual consultation may only be allowed by the RMP, in case of a minor or disabled patient, if he/she is consulting along with his /her Caregiver.
3. You have the right to make a virtual consult appointment at the timing of your convenience. However, the RMP reserves the right to reschedule the virtual consult appointment in case of medical emergencies, or due to other unforeseen circumstances.
4. You have provided complete and valid information (including regarding your identity) uploaded via the Sparsh Anubhava virtual platform for the RMP. You shall also provide additional information as may be required by RMP in his / her professional judgement.
5. You are aware that the virtual consultation is **NOT** for medical emergencies, life threatening conditions or for when you need acute care.
6. You accept that the RMP shall have the sole discretion to judge whether to diagnose and/or to prescribe basis the information available via the virtual consultation.
7. You accept that the diagnosis or prescription provided by the RMP is solely based on the declaration made by you via the information provided to the RMP during the virtual consultation, including the patient notes or documents uploaded by you. If you provide any inaccurate information or suppress or fail to provide any pertinent / necessary information to RMP, which leads to misdiagnosis by the RMP, you hereby accept that the RMP or the Hospital shall not be held responsible for the same.
8. You shall be responsible to follow the instruction for the diagnosis provided by the RMP. Should you disregard the RMP's advice, the RMP shall not be held liable for any resultant consequences thereof in any form or manner whatsoever.
9. You should seek emergency help or follow- up care when recommended by the RMP or when you are of the opinion that such help or care is prudent in your sole opinion.
10. Without prejudice to the above, RMP may, in his or her sole discretion and/or professional judgment, determine that the virtual consultation is not appropriate for some or all your medical or clinical needs and, accordingly, may elect not to provide services to you via the virtual consultation and may advise you for a physical consultation.

11. Further you agree that you have the right to discontinue the video consultation at any stage.
12. By confirming your request for a virtual consult appointment with an RMP, you hereby consent to seek consultation from the selected RMP via Sparsh Virtual consultation services.
13. The RMP reserves the right to determine the duration of the virtual consult appointment. If a RMP must end an ongoing virtual consult due to a medical emergency, or other unforeseen circumstances, the virtual consult appointment will be rescheduled at a later time and/ or date.
14. You will be required to participate in a virtual consultation from a quiet and private place which is free from all disturbances. For elderly, minor or disabled patients, a Caregiver (as defined hereinafter) may be in attendance. The Patient or Caregiver must not record the virtual consult appointment by any video or audio means. If the Patient or the Caregiver is not able to or does not comply with the service requirement, the virtual consult appointment being availed by the Patient may be terminable at the option of the RMP. You expressly waive and release the RMP and Sparsh Hospital from any and all liability, claims or damages arising from or in any way related to termination of the virtual consult appointment resulting from failure to comply with the virtual consult service requirements.
15. The quality of the virtual consult appointment shall depend upon the quality of network and computer hardware of the Patient and the RMP. You expressly waive and release the RMP and Sparsh Hospital from any and all liability, claims or damages arising from or in any way related to issues arising out of network and computer hardware failures.
16. The RMP will have the sole discretion to judge whether to diagnose and/or to prescribe treatment basis the information available via the virtual consultation.
17. The diagnosis or prescription provided by the RMP is solely based on the declaration made by you via the information provided to the RMP during the virtual consultation, including the patient notes or documents uploaded by you. If you provide any inaccurate information or suppress or fail to provide any pertinent / necessary information to RMP, which leads to misdiagnosis by the RMP, you hereby accept that the RMP or Sparsh Hospital shall not be held responsible for the same.
18. By confirming a request for a virtual consult appointment with an RMP, you hereby consent to seek consultation from the selected RMP via Sparsh Hospital Virtual Consult Platform
19. You agree to follow all recommendations, protocols and other instructions provided by your RMP. If you decide or fail to follow any of these instructions, then you will be taking an action contrary to medical advice.