



NU HOSPITALS
Urinary, Kidney Care, Fertility & Transplant Center

EXPERT ADVICE - ETHICAL TREATMENT

CONSENT FORM - Terms of Use: Tele-Consultation

- By accepting to avail any of the Telemedicine Services of NU Hospitals, you agree to abide by the General Terms and Conditions defined by NU Hospitals and it is termed as your consent to proceed with telemedicine consultation with the Registered Medical Practitioner / Consultant under the prevailing law. Further you expressly agree that you will not use Services of NU Hospitals if you do not understand or accept these Terms and Conditions including the General Terms and Conditions of the NU Hospitals;
- The Hospital shall require collecting your identifiable health information including physical, physiological and mental health condition, and medical records and history as part of Telemedicine Services. The use of your sensitive personal information which includes your health information will be governed by Hospital's Privacy Policy. When you accept terms and conditions at the time of registering or otherwise provide your personal information, you specifically consent to Hospital's Privacy Policy;
- You agree that the hospital can record, save and store all tele-consultations/ instant messaging chat consultations / text messages / audios / videos / transcripts / prescriptions / email and hard copy correspondences with you for record purposes and produce these as evidence if required before or directed by a court of law;
- The Registered Medical Practitioner/ Consultant shall take appropriate decision based on the information you provide before or at the time of availing the Telemedicine Services and you hereby accept and agree that Registered Medical Practitioner/ Consultant may choose not to proceed with Telemedicine Service at any point in time and suggest you to consult in-person. Similarly you may choose to not to proceed with Telemedicine Service at any time after initiating the consultation with concerned Registered Medical Practitioner/ Consultant;
- You shall hereby accept and acknowledge that your interactions with Registered Medical Practitioner/ Consultant during Telemedicine through an Audio, Video and Text medium has limitations in terms of effective transmission of the contents, which will have a direct impact on the treatment to be prescribed by the Registered Medical Practitioner/ Consultant. The underlying limitations contemplated herein above are as follows:
 - a. In some instances the information transmitted may be of insufficient quality to allow for appropriate medical or health care decision making by the health care practitioner (i.e., poor resolution images, etc.);
 - b. There may be delays in evaluation or treatment could occur due to failure of the electronic equipment;
 - c. In some instances a lack of access to all of your medical records may result in adverse drug reactions or allergic reactions or other judgment errors;
 - d. Telemedicine service is purely dependent on availability of internet and network connectivity, hence the Telemedicine service is not guaranteed always
- Before using Telemedicine, you agree that you are aware and understand that;
 - a. Telemedicine is not intended to replace in-person consultation with Registered Medical Practitioner/ Consultant.
 - b. Medical services rendered by Registered Medical Practitioner/ Consultant under Telemedicine Services are subject to solely professional judgment.
 - c. Use of Hospital's virtual health service is not for emergencies. You will not use Hospital's Telemedicine for medical emergencies except when no other alternative is available. NU Hospitals hereby clarifies that its Telemedicine is not intended to support medical emergency cases.

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NU Hospitals (West)

Referral Hospital and Transplant Center
4/1, West of Chord Road,
Near to ISKCON, Rajajinagar,
Bengaluru, Karnataka - 560010.

NU Hospitals (South)

Referral Hospital and Transplant Center
6, 15th Main, 11th Cross,
Padmanabhanagar,
Bengaluru, Karnataka - 560070.



Tel: 080 4669 9999 | Email: care@nuhospitals.com | www.nuhospitals.com | www.nufertility.com

Karnataka: **Bengaluru** - Padmanabhanagar & Rajajinagar, **Shivamogga** | Tamil Nadu: **Ambur** | Maldives: **Malé**



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- The Registered Medical Practitioner/ Consultant shall use his/ her best judgment to prescribe medicines and such medicines may be made available to you by the hospital upon specific consent from you and upon receipt of payment of charges towards such medicines. No medicine abuse of which could harm you and/ or society at large shall be prescribed including Schedule X drugs (i.e. psychotropic and other mind altering drugs).
- You agree and acknowledge that the Prescription will be sent to you through a Company electronic platform and hospital shall not be held liable for any issues arising out of such prescription;
- The Registered Medical Practitioner/ consultant at his/ her professional judgment ask you for certain diagnostic tests. For such diagnostic services you shall require to pay separately at the time of availing the particular diagnostic services. It is pertinent to note that the MRP of the test under different profiles may differ from laboratories to laboratories, and accordingly, the savings on each profile may differ depending on the MRP of each profile. Hospital shall have the right to revise the prices of the profiles set out in the Membership without giving any prior notice for the same;
- By using any of the Services of the Hospital, you hereby unconditionally give your consent, subject to the provisions of applicable law, for Hospital or its representatives to contact you by telephone, SMS or any other mode in relation to the Services as well as for promotion of its services and products; irrespective of the fact that your mobile number may be registered with DND/DNC registry. It is your responsibility to ensure that the contact details provided by you is correct;
- Any advice provided by any Registered Medical Practitioner/Consultant shall depend solely on the completeness and accuracy of the information provided by you. Neither Hospital nor any Registered Medical Practitioner/Consultant shall be responsible for any damage, whether physical, emotional, psychological or financial, caused to you due to any improper/unintended use of the Services, any coupon issued to you or any of the benefits available there under, which includes but is not limited to the misinterpretation of the advice given by any Registered Medical Practitioner/Consultant or virtual health service to you;
- You hereby indemnify, defend, and hold Hospital, Hospital's distributors, agents, service providers, partners, representatives and other Members, and each of the foregoing entities' respective officers, directors, owners, employees, agents, representatives, harmless from and against any and all losses, damages, liabilities and costs arising from (i) your use of the Services (ii) your breach of provisions of this Agreement and (iii) any negligent or intentional wrongdoing or omission on your part;
- NU Hospitals reserves the right to terminate the Telemedicine services at any time without any notice;
- In the event of any dispute arising between the parties with respect to the services mentioned herein above, the same shall be referred to the Sole Arbitrator and the arbitration shall be in accordance with Arbitration and Conciliation Act of 1996. The language of arbitration proceeding shall be English. The seat and place of arbitration shall be Bangalore and the decision of the Arbitrator shall be final and binding on both parties herein.

Signature of Doctor

Signature of Patient/Attender
(Email consent attached in case of no signature)

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NU Hospitals Rajajinagar & Padmanabhanagar, Bengaluru
are accredited with NABH, NABL & NABH Nursing
Excellence Certification

NU Fertility
FEH & ISAR
Accredited

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