

## Terms and Conditions for Second Opinion e-Consultations

### **1) Video Consultations over the Internet – Patient at his/her residence**

1.1 In this category, a patient will have a video consultation from home or office with the doctor at Manipal Hospitals using the Internet.

1.2 Doctor “A” present at Manipal Hospital will have a discussion with the patient using a video consultation

1.3 If the patient has not been physically examined by the Doctor “A” in the past, then he is assumed to be a new patient of Doctor “A”.

1.4 Before the commencement of e-consultation, the patient will digitally accept a consent form (appendix 1). Post the e-consultation, an advice is generated.

1.5 All copies of the advice will be maintained digitally by Manipal.

### **2) Possible Risks/Limitations of e-consultation Services:**

2.1 The below given points try and cover the possible risks/limitations of e-consultation services which are to be noted by the internal stakeholders and will be included in the patient consent form as well:

2.2 In case, if a patient comes with a complaint which is of emergency in nature, naturally it falls outside the scope of service.

2.3 Despite our best efforts to protect the privacy of patient information, security protocol could fail causing a breach of privacy of personal medical information.

2.4 Delays in medical evaluation and treatment may occur due to failures of the electronic equipment.

2.5 The e-consultation service is enabled by technology which is implemented by remote transmission of clinical/non clinical information over a network; there could be a possible risk of loss of data which can result in, incomplete diagnosis/treatment plan.

2.6 Patient shall be entitled to avail video e-consultation once at Rs. 2,000/-for this services

2.7 Patient shall not be charged if he/she avail the advise/suggestions from Manipal via email with respect to Second opinion.

Note.

- This service - is meant for -treatment suggestions and NOT diagnosis -
- No written prescription can be provided as per medico legal guidelines

- We may take a minimum of 2 working days, after receiving the clinical documents in order to arrange for a consultation with our Specialists.
- You understand that the service does not equal a physical consultation by the Specialist and you confirm that the documents provided by you are from a registered healthcare provider. On submitting them you confirm the authenticity and veracity of the same.