

ST. JOHN'S MEDICAL COLLEGE HOSPITAL, BANGALORE

TELEMEDICINE SERVICES - TERMS & CONDITIONS

St. John's Medical College Hospital (St. John's), a unit of CBCI Society for Medical Education, Sarjapur Road, Bangalore – 560034, is a private non-profit teaching hospital. St. John's is offering home telehealth and remote monitoring services for eligible individuals.

The Governmental authorities have issued guidelines for telemedicine and remote monitoring. Individuals who opt for these **Telemedicine and related services** offered by St. John's should read, be aware of these guidelines and other governmental regulations, and should accept the Terms and Conditions and Privacy Policy listed below.

TERMS AND CONDITIONS:

- These terms and conditions and Privacy policy, may change from time-to-time as notified on our Website/Mobile App.
- Users of the telehealth and related service should be above 18 years of age. Parents, caregivers or guardians must consent for minors and assume responsibility.
- Users agree that they are responsible for any activities conducted on or through the patient portal and/or mobile application with their respective account.
- All personal information provided during registration will be considered to be true, accurate and complete.
- Such information will be reviewed, and provision of services will be booked by St. John's following online payment.
- The quality of the audio and video during telehealth sessions is reviewed by St. John's. The quality of such sessions is also dependent on mobile network signals, location and quality of the mobile device used.
- The patient should be available for the teleconsultation's sessions scheduled at agreed times.
- In case the Healthcare providers needs to attend to an emergency, timings may change to a mutually agreeable slot.
- Alerts, notifications, and other communications will be provided on registered mobile number through SMS, email or mobile/app notifications.
- Any deterioration of health condition or emergencies needs to be reported immediately to the St. John's Helpline. The patient is advised to seek immediate medical attention.
- St. John's may provide assistance for hospitalization, subject to availability of hospital beds.
- Once payment is completed, cancellation will not be permitted.

- Health data collected by St. John's will be stored in a confidential manner (for required duration of time) on a secure local electronic platform, for access by authorized St. John's healthcare professionals (HCPs) and authorized staff. This data may be shared with statutory body/ Government authorities, if requested.
- De-identified data (data without identifying the patient) will be analysed for improving healthcare outcomes.
- St. John's reserves the right to revise the consultation fees and service charges at any time, and the new fees as displayed, will be applicable.
- In case any additional services are required, advance payment is to be made on a pro-rata basis.
- As telehealth and remote monitoring services are provided for assistance, is not a replacement for clinical care, St. John's or its HCPs, will not be held liable for any adverse outcomes.
- In case of any disputes that may arise out of or in connection with these Terms and conditions, both parties shall conduct negotiations through in good faith to solve such dispute amicably.
- Users can terminate this Terms and Conditions by stopping the use of the application and uninstalling the application from their respective devices.
- St. John's reserve the right to deactivate or delete accounts of any user found to be in violation of our Terms and Conditions.

PRIVACY POLICY

St. John's Medical College Hospital (St. John's), a unit of CBCI Society for Medical Education, Sarjapur Road, Bangalore – 560034, cares about the confidentiality and security of your personal information. We will use reasonable efforts to handle your Personal Information secure in compliance with this Privacy Policy. In addition, please note that your personal information is protected by the regulations.

PERSONAL INFORMATION

As used in this Privacy Policy, "Personal Information" means any information about yourself that you may provide to us when using this Site/App, such as when you register or do a transaction through the Site/App, which may include your name, contact information, gender, date of birth, contact information, address, medical information and documents.

We endeavour to limit the collection of Personal Information to what we need with respect to specific activities. If you do not wish to submit the required information, then you will not be able to access our services.

St. John's does not directly collect financial information from you. However, if you choose to use and purchase our services, you will be directed to a third-party payment gateway; and the submission of your financial information will be subject to the terms found at that payment gateway.

INFORMATION WE COLLECT AND HOW WE USE IT

We collect information, including Personal Information (described above), when you register with us and pay for our services. We also collect certain medical information, track progress of your health and review your medical information, to ensure appropriate monitoring of your health.

We may log the IP address, operating system, and browser used by each user of the Site/App, and we may be able to determine your IP address through cookies (small text files that store information about you, which can be accessed by the Site). You may be able to control how and whether cookies will be accepted by your web browser. Most browsers offer instructions on how to reset the browser to reject cookies in the "Help" section of the toolbar. If you reject our cookies, many functions and conveniences of this Site/App may not work properly.

SECURITY

St. John's has a policy designed to protect Personal Information in its possession or control. This is done through a variety of reasonable privacy and security policies, processes, and procedures, including administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of your Personal Information that it creates, receives, processes and maintains. Nonetheless, please remember that no method of transmission of information over the Internet, or method of electronic storage, is 100% safe and secure.

In case you have any clarifications regarding this Privacy Policy, kindly contact us at privacy-hh@stjohns.in