

TERMS USE

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DocOnline Consulting Pvt Ltd., (referred to as DocOnline Consulting) is engaged in the business of providing Primary Healthcare through DocOnline Telemedicine Platform at your doorstep with convenience of Website, www.doonline.com, DocOnline Mobile Application and Telephone. (DocOnline Telemedicine Platform).

The following terms and conditions govern all the transactions with respect to medical consultation and advice carried out through Telemedicine Platform including appointment booking, and refund and all other transactions through the DocOnline website or Mobile Apps or telephone.

The medical consultation services available on the DocOnline Platform does not in any way constitute an invitation or recommendation to avail the online or tele-consultation Services. The services provided through the DocOnline Telemedicine Platform are not intended in any ways to be a substitute for face to face consultation with a doctor. DocOnline users have to make independent assessment in respect of its accuracy or usefulness and suitability prior to making any decision in reliance hereof. Terms 'you', 'your' 'user' and 'patient' hereafter refers to the user both registered and unregistered who is using/browsing through the DocOnline website www.doonline.com and/or Mobile Apps and telephone or availing any of the services from DocOnline or DocOnline Consulting.

DocOnline Health India Pvt Ltd., is only an online intermediary as defined under the Information Technology Act, 2000 and the rules thereunder and provides Telemedicine platform. Our third party registered medical practitioners (physicians and specialists), polyclinics and DocOnline Consulting Pvt Ltd. (referred to as 'service providers'), who deliver healthcare services through DocOnline Telemedicine Platform are independent persons and are responsible for their diagnosis and the treatment offer to the users. DocOnline is neither responsible nor concerned with the treatment or the result arising out of such treatment provided to the users.

In addition, there may be additional terms (such as the terms imposed by mobile application stores or patient consent letter etc.) which will govern the use of the DocOnline platform. The features / services of DocOnline platform are available only in India. However Non-Registered Users outside India may browse through the information provided in the Website.

The services offered through DocOnline Platform are exclusively for the registered users who pay the membership fee.

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DocOnline Health India Pvt Ltd., reserves its right to suspend all or certain aspects of the services in certain geographical areas at our sole discussion without prior notice. In no event, DocOnline will not take responsibility for the services and products sold to you by third party service Providers.

Membership Terms.

Your membership is effective immediately upon your enrolment with the DocOnline and shall continue as per the subscription you have chosen until the end of the subscription or cancelled by Service Providers. You are at liberty to cancel your membership by 30 days' notice us via E-mail at support@doconline.com or by phone to 08822126126

Payment of Membership Fee:

The payment of your membership fee is made either automatically by a charge to your account or paid in advance as per the subscription plan chosen by you. Except to the extent the applicable law explicitly requires a longer notice period, we and service provider/s reserve the right to terminate your membership at any time without notice including in the event that we/service provider are unable to provide the services or bill the membership to your account.

Your account and registration obligations.

By using DocOnline Telemedicine Platform, you shall maintain confidentiality and secure your login details of your account including display name and password. You will be solely responsible for all the activities that may happen in your name and registered membership. You are responsible for providing accurate and correct information pertaining to you and for updating of such information or any modifications of such information. If you know or have any reason to believe that your account is being used in an unauthorized manner, you should inform us immediately.

The DocOnline Platform and the services offered by us, our service providers or partners or affiliates are not for use for medical emergencies or secondary and tertiary care situations. If you believe there is an emergency or that someone needs immediate medical assistance, please call 108 or any other emergency service providers for medical help. This Website and any services offered are not intended to be used in emergency circumstances. Your interaction with any services provided through our Telemedicine Platform is not intended to replace your relationship with your existing primary care physician or physical examination. Physicians will recommend for physical examination or diagnostic tests in certain circumstances. You need to either visit polyclinics or associate polyclinics/hospitals situated near your location or any other suggested primary healthcare provider and diagnostic labs for physical examination and for providing diagnostic test reports.

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- You will not intentionally use the DocOnline Platform in any way that is unlawful or harms DocOnline, its directors, employees, affiliates, distributors, partners, service providers and/or any User and/or data or content.
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- We encourage you to independently verify any information You see on the Website. You will use the DocOnline Platform and the features provided by it only in relation to and in compliance with all applicable Indian laws. You will not use this Website or any feature provided by the Website for any purposes not intended under this Agreement.

- The DocOnline Platform allows you to select and schedule appointments with service providers who are nearest to your location, if possible.
- DocOnline does not recommend or endorse any specific service provider or make any representations or warranties with respect to quality of the healthcare services that they may provide.
- You may schedule an appointment on DocOnline Platform for your family members and friends. However please note that such You will be solely responsible for any activity that is undertaken through his/her account on behalf of his/her family members and friends.
- You have the option of uploading Your identifiable health information including physical, physiological and mental health condition, and medical records and history on the Website which may be accessed by your service provider at the time of private interactions using DocOnline Platform.

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You agree that all claims, differences and disputes arising under or in connection with or in relation to this Agreement shall be subject to the exclusive jurisdiction of the courts at Hyderabad and you hereby accede to and accept the jurisdiction of such courts.

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