



ST. PHILOMENA'S HOSPITAL

(Prop : Society of Jesus Mary and Joseph, St. Stanislaus Convent)



No. 4, Campbell Road, Viveknagar P.O., Bengaluru - 560 047. Ph : 40164300 / 348 Fax : 25575704
Email : labphilomen@gmail.com / stphilomenashospital@yahoo.com, Web : www.stphilomenashospital.org

ONLINE CONSULTATION PAYMENT – VALIDITY & NO REFUND POLICY

1. Policy Statement

All payments made for online consultations at **ST. PHILOMENA'S HOSPITAL** are **strictly non-refundable** and are valid only for a limited period as specified below.

2. Consultation Validity

- Once the patient completes an online consultation, the payment will remain **valid for follow-up consultation for up to 6 (six) days** from the date of the initial consultation.
 - During this 6-day period, the patient may:
 - Seek clarification regarding the same medical condition
 - Request follow-up advice from the consulting doctor
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3. Post-Validity Requirement

- After the **6-day validity period**, the consultation will be considered **expired**.
 - For any further medical consultation:
 - The patient must **visit the hospital in person**, or
 - Book a **new consultation (online or offline)** with fresh payment
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4. No Refund Policy

- All payments made for online consultations are **non-refundable under any circumstances**, including:
 - Unused consultation within the validity period
 - Partial usage of consultation services
 - Failure to follow up within 6 days
 - Missed consultations or delays from the patient side
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5. Patient Responsibility

Patients are responsible for:

- Utilizing the consultation within the validity period
 - Attending scheduled consultations on time
 - Ensuring proper internet connectivity and device functionality
 - Providing accurate medical and contact information
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6. Hospital Rights

ST. PHILOMENA'S HOSPITAL reserves the right to:

- Modify or update this policy at any time without prior notice
 - Refuse misuse of follow-up consultation services
 - Make exceptions only in special cases at its sole discretion
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7. Agreement

By proceeding with the online consultation payment, the patient **acknowledges and agrees** to this policy.

8. Contact Information

For any queries, please contact:

ST. PHILOMENA'S HOSPITAL

Email: pro@stphilomenashospital.com

Phone: 40164365 / 40164425

Note: Patients are advised to complete their consultation and follow-up within the 6-day validity period to avoid additional charges.