

## **WEBSITE TERMS AND CONDITIONS**

Welcome to the St. Philomena's Hospital website ("Website"). By accessing or using this Website, you agree to comply with and be bound by the following Terms and Conditions. If you do not agree with any part of these Terms, please refrain from using this Website.

### **1. About St. Philomena's Hospital**

St. Philomena's Hospital is a healthcare institution dedicated to providing quality medical care and health-related services. The Website is intended to provide general information about the hospital, its services, doctors, facilities, health programs, and online patient services.

### **2. Acceptance of Terms**

By accessing, browsing, or using this Website, you acknowledge that you have read, understood, and agreed to these Terms and Conditions, our Privacy Policy, and any other policies published on the Website.

### **3. Medical Disclaimer**

1. Information provided on this Website is for general informational and educational purposes only.
2. The content on this Website should not be considered medical advice, diagnosis, or treatment.
3. Users should always seek the advice of qualified healthcare professionals regarding any medical condition.
4. In case of a medical emergency, please contact emergency services or visit the nearest emergency department immediately.
5. Reliance on any information provided on this Website is solely at the user's own risk.

### **4. Appointment Booking**

1. Online appointment requests are subject to confirmation by the hospital.
2. Appointment timings may be changed due to emergencies, doctor availability, or operational requirements.
3. The hospital reserves the right to reschedule, postpone, or cancel appointments when necessary.
4. Patients are advised to arrive at least 15–20 minutes before their scheduled appointment time.
5. Consultation charges and applicable fees may be revised without prior notice.

## **5. Patient Portal**

1. Access to the Patient Portal is restricted to authorized users only.
2. Patients are responsible for maintaining the confidentiality of their login credentials.
3. Users must not share their usernames, passwords, OTPs, or access credentials with others.
4. Any unauthorized access, misuse, or attempted breach of security may result in suspension or termination of access.
5. The hospital is not liable for losses arising from unauthorized use resulting from a user's failure to protect their credentials.

## **6. Privacy and Confidentiality**

1. The hospital is committed to protecting patient privacy and maintaining the confidentiality of personal and health information.
2. Information collected through the Website will be handled in accordance with applicable laws and the Hospital Privacy Policy.
3. While reasonable security measures are implemented, no electronic transmission or storage system can be guaranteed to be completely secure.

## **7. Payments and Online Transactions**

1. Online payments made through the Website are processed through authorized payment gateways.
2. Users are responsible for ensuring the accuracy of payment details submitted.
3. The hospital shall not be liable for payment failures arising from banking, internet, gateway, or third-party service interruptions.
4. Refunds, if applicable, shall be governed by the hospital's refund policy.

## **8. Intellectual Property Rights**

1. All content on this Website, including text, images, graphics, logos, documents, videos, software, and design elements, is the property of St. Philomena's Hospital or its licensors.
2. Unauthorized copying, reproduction, modification, distribution, or commercial use of Website content is prohibited without prior written permission.

## **9. User Conduct**

Users agree not to:

- Upload or transmit unlawful, harmful, defamatory, or offensive material.
- Attempt unauthorized access to hospital systems or patient data.
- Interfere with the operation or security of the Website.
- Use the Website for fraudulent or illegal purposes.
- Introduce viruses, malware, or other harmful software.

## **10. Third-Party Links**

The Website may contain links to third-party websites for user convenience. St. Philomena's Hospital does not endorse, control, or assume responsibility for the content, privacy practices, or services provided by such external websites.

## **11. Website Availability**

1. The hospital endeavors to keep the Website operational at all times but does not guarantee uninterrupted availability.
2. Access may be suspended temporarily for maintenance, updates, technical issues, or circumstances beyond the hospital's control.

## **12. Limitation of Liability**

To the maximum extent permitted by law, St. Philomena's Hospital shall not be liable for any direct, indirect, incidental, consequential, or special damages arising from:

- Use or inability to use the Website.
- Reliance on Website content.
- Technical interruptions or system failures.
- Unauthorized access to personal information despite reasonable security measures.

## **13. Changes to Terms and Conditions**

St. Philomena's Hospital reserves the right to modify these Terms and Conditions at any time without prior notice. Updated terms will be posted on this Website and become effective immediately upon publication.

## **14. Governing Law and Jurisdiction**

These Terms and Conditions shall be governed by and construed in accordance with the laws of India. Any disputes arising from the use of this Website shall be subject to the exclusive jurisdiction of the courts of Bengaluru, Karnataka.

## **15. Contact Information**

**St. Philomena's Hospital**

No. 4, Mother Teresa Road (Campbell Road)  
Bengaluru – 560047, Karnataka, India

Phone: 080-40164300 / 080-40164346

Email: [info@stphilomenashospital.com](mailto:info@stphilomenashospital.com)

Website: [www.stphilomenashospital.com](http://www.stphilomenashospital.com)

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