



# 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

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## ONLINE CONSULTATION PAYMENT – VALIDITY & NO REFUND POLICY

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### 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.

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### 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.

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### 8. Contact Information

For any queries, please contact:

**ST. PHILOMENA'S HOSPITAL**

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

Phone: 40164365 / 40164425

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