

Before You Book

Consultations are for general health guidance, test report interpretation, and preventive advice — not for emergencies. For chest pain, breathlessness, bleeding, or loss of consciousness, go to the nearest hospital or call 108.

- All doctors are Medical Council registered practitioners; consultations follow the Telemedicine Practice Guidelines, 2020.
- Keep ready: recent test reports, ongoing medication list, past prescriptions, and a government ID.
- Patients under 18 must have a parent or guardian present on the call.

During The Consultation

- Mode is audio, video, or chat as shown at booking. Standard slot is 10–15 minutes.
- The doctor may decline to prescribe and instead advise an in-person visit or further tests — this is a clinical judgement, not a service failure.
- Prescriptions are limited to medicines permitted under teleconsultation rules. Narcotics, Schedule X, and other restricted drugs cannot be prescribed remotely.
- Recording the consultation without the doctor's consent is not permitted.

Booking, Cancellation, Refunds

- Reschedule or cancel free up to 2 hours before the slot; after that the fee is non-refundable.
- If the doctor is unavailable or the call fails from our side, you get a free reschedule or a full refund within 5–7 working days.

Privacy

- Reports and consultation notes are stored securely and shared only with the treating doctor, in line with the DPDP Act, 2023. You can request deletion at any time.