

Patient Terms & Conditions

As your partner in health, we are striving to keep you healthy, and a trusted doctor-patient relationship and a thorough understanding of your health condition are crucial. We develop these terms and conditions with these goals in mind to set out a good start to your health journey with us.

By using our health & medical services, you accept our Terms and Conditions as follows:

A. Accessing our services

1. Treatment:

- I. Keeping you well is the most important, at the beginning of each consultation/treatment, our practitioners will always assess what kind of and/or whether a medical treatment is suitable for you prior to any treatment being carried out.
- II. To make sure that our practitioners are offering the best course of treatments to you, kindly provide us with all relevant medical details prior to each treatment.
- III. The effectiveness of the treatment is largely dependent on your cooperation and following all the instructions and/or recommendations given by our practitioners.

2. Possible Risks

As with any medical procedure, there are potential risks associated with the use of telemedicine. These risks include, but may not be limited to:

- i. In rare cases, information transmitted may not be sufficient (e.g., poor resolution of images) to allow for appropriate medical decision-making by the physician and consultant(s);
- ii. Delays in medical evaluation and treatment could occur due to deficiencies or failures of the equipment;

PAGE 1-

- iii. In rare instances, security protocols could fail, causing a breach of privacy of personal medical information;
- iv. In rare instances, a lack of access to complete medical records may result in adverse drug interactions or allergic reactions, or other judgment errors;
- v. The doctor reserves the right to discontinue Telemedicine at their own discretion if they feel that safe medical advice cannot be delivered in such instances.

3. Account Creation

You are required to create an account when you register on the site, which includes your email, password, and personal identification information. To register, you must be of legal age to form a binding contract. If you are not of legal age to form a binding contract, you may not register to use our telemedicine system unless accompanied by an adult. You agree that the account information that you provide to us at all times, including during registration and in any information, you upload to the site will be true, accurate, current, and complete. You are responsible for maintaining the confidentiality of your account password and for all activities that occur under your account. You may not use another person's HKID/Passport number to register an account. The same personal identification information will be printed on MCs and prescriptions.

4. Right to consent to a treatment or attending a consultation

- I. Age 18 or below: guardian's consent for and presence during medical treatment is required
- II. Age 18 or above: may consent for necessary medical treatment

5. Payment

- I. Payment to us should be made in accordance with instructions to be provided by our clinic staff.
- II. (if applicable) You would need to pay the basic consultation fee to secure your appointment.
- III. (If applicable) Medical Certificates and prescriptions will not be issued before full payment is made.
- IV. Please do not pay twice. It may take up to 30 days before we are able to refund any overpayment.
- V. In case you decide to cancel/not attend the appointment less than 2 hours before the consultation, no refund will be made. However, you may elect to reschedule the appointment.
- VI. If a refund is issued, it may take up to 30 days for us to settle the refund.

6. Consultation & Follow-up process

PAGE 2-

Proper consultation is required to ensure the right professional advice is given to a specific individual, identified with HKID or other credentials as well as your current location.

If the doctor deems you to be too unwell or not suitable for a consultation, then he/she may request for you to present to other clinics for a proper examination. A medical certificate will not be provided in such cases. The doctor may decide not to charge for this service.

After your consultation, we may follow up with you on the progress of the treatment via methods including SMS, WhatsApp, email, or traditional mail.

7. Waiting time

Your appointment will start at the appointment time. However, there may be a chance that the previous consultation may overrun or that long procedures are involved. In those circumstances, the waiting time will be affected. Our clinic staff will notify you of the delay in that event.

If you are more than 10 minutes late to the consultation, we would open the time slot to the next patient in the line, and you would need to get in touch with our clinic staff to reschedule.

B. Medication, Billing, & Medical Certificate

1. Prescription Dispensing

- I. We will provide you a prescription with the doctor's signature, together with dosage and instructions at the time of prescription dispensing / collection.

2. Collecting your Medication

- I. You can pick up the medication after the consultation. We can arrange for the medication to be delivered to you via courier, or you could authorize another person to collect the medicine on your behalf. Please indicate your preference to our clinic staff before the consultation.
- II. If you elect to authorize another person to collect the medication on your behalf, we will provide you with an authorization form. Please sign and pass the form to the person who is collecting the medicine for you. Medication will be ready for pick up 30 minutes after the consultation or after any outstanding invoice is settled.

- III. If you opt to have the medication delivered, the medication together with medical certificates, invoices, etc. will be delivered within the next day after the consultation or after any outstanding invoice is settled. However, this delivery time may be subject to change due to the capacity issue of courier service provider, weather conditions, change in legal regulations, or conditions that are outside of our influence or control.
- IV. (If applicable) Our clinic staff will update you on the delivery charges and options, and collect the fee from you before we arrange for the delivery.

3. Medical Certificates (MC)

- I. Please communicate your request for an MC to our practitioner during the consultation.
- II. (If applicable) Employers/HRs are welcome to validate MCs with us.

4. Consent to Receiving SMS/ Text Message / Emails

- I. We will communicate with you via email, phone call, and/or text message at the email address and/or number provided, including through auto-dialed, auto-generated, and/or pre-recorded messages. You certify that you are the user and/or subscriber of the email address and/or mobile number provided, and you accept full responsibility for emails and/or text messages sent to or from this address or number.
- II. You understand that emails and text messages have inherent privacy risks, especially when access to your computer or mobile device is not password protected or access is provided by a third party.
- III. You understand that emails and text messages have inherent privacy risks, especially when access to your computer or mobile device is not password protected or access is provided by a third party.
- IV. You understand there may be a delay when responding to emails or text messages; thus, if you have an urgent situation, you should not rely on email or text messages to request assistance.
- V. You understand that text message or other communication outside of the consultation and response thereto may become part of my medical record – as appropriate.

C. Security and Encryption

1. We are not responsible for any data breaches that occur on your end, e.g., existing viruses on your own device or conducting telemedicine in a non-private location.
2. We reserve the right not to email certain unencrypted documents where there is suspicion of potential data breaches.

D. Treatment of Personal Data and Information

1. Privacy Policy Statement

Your personal data will be collected, kept, and used with utmost care. All online services provided by Bowtie & JP Health (“us”), would be in line with our notice of privacy policy, which is subject to change according to legal and commercial requirements, and the latest copy will be updated and made available at <https://www.bowtiejphealth.com>.

2. Personal Information Collection Statement (PICS)

You can find the details of the purposes, treatment and storage, and use of your data for direct marketing and more on our Personal Information Collection Statement on our website. You would need to consent to our PICS during the account registration process.

E. Abuse

We reserve the right to ban any users who abuse the use of the system or are involved with acts that may compromise the integrity of the system. Examples include but are not limited to:

- a. forgery of documents
- b. hacking into other accounts
- c. using partner portals without proper credentials/membership
- d. falsifying online payments
- e. any harm of any nature to any individual, person, or corporate entity

If there is a concern of harm to the general public or data breach, relevant authorities will be contacted, your account may be terminated.

F. Third Party Right

Except for you and us, no person will have any rights under or in connection with these Terms.

G. Right to Complain

1. We endeavor to treat all our clients appropriately, compassionately, and fairly. If however, you have an issue with any matter in relation to your treatment, you are entitled to lodge a complaint, either in person, by telephone or in writing to info@bowtiejphealth.com. If you require assistance with making your complaint, We will be pleased to help and support you through the process.
2. The member of staff who initially receives the complaint will convey the details to the Clinic Manager or their designated deputy. Where this cannot be resolved immediately, you will receive an email within 14 working days to confirm that an investigation into the matter is underway and that a response will be made as soon as possible.
3. Complaints of a non-medical nature will be handled in their entirety by the Clinic Manager and their Regional Support Manager.
4. If your complaint is treatment-related the matter will be discussed with the relevant practitioner and may require you to attend an additional consultation with that practitioner or an alternative member of the team. The objective of this is to provide an explanation or a solution to your concerns. We aim to furnish you with a full written response within 20 working days or where this is not possible, an explanation as to the cause of the delay.

H. Changes to these Terms and Conditions

To ensure that we are providing high-quality services to you, we may change the details and rules, procedures, conditions of participation, identity and range of partners, incentives, discounts, eligibility requirements, and features including these Terms and Conditions and any other terms and conditions from time to time. Any revisions of the Terms and Conditions shall be effective as of the date of publication.

I. Discounts & Promotions

1. Unless otherwise specified, discounts and promotions cannot be used in conjunction with others. (i.e. During every checkout, you can only use one discount or enjoy one promotion offer.).
2. Unless otherwise specified, all discounts and promotions (including vouchers) are non-transferable and cannot be exchanged for money.