

Terms and Conditions

1. By using MyDoctor you acknowledge and agree that the contents and consultations provided by MyDoctor, are for your general information only and are subject to change without notice. The medical or surgical information/solutions/consultations are given by a panel of registered and experienced medical doctors in Sri Lanka, with good intentions to help the public. The medical or surgical information/solutions/consultations provided via MyDoctor only provide professional guidance and are not in any way intended to be a substitute for more elaborate professional medical advice, diagnosis, or treatment. Always seek the advice of your physician or a Specialist regarding any further queries you may have regarding a medical or surgical condition.
2. By using MyDoctor you further acknowledge and agree to not ignore professional medical advice or delay in seeking medical or surgical treatment because of any guidelines/consultations given by MyDoctor or article you have read on our site. If you think you may have a medical emergency, you should take necessary steps to obtain necessary medical attention. Dependence on the medical or surgical information/solutions/consultations of our site is solely at your own risk and we take no responsibility for any adverse consequences resulting from such dependence.
3. The medical or surgical information/solutions/consultations provided online, email, chat, SMS, phone call or any other mean via MyDoctor shall not be considered as diagnosis of any sickness and shall not in any way used to prescribe medicines or treatments for sickness. This service will be strictly limited to medical or surgical information/solutions/consultations provided for general information of its Users by professionally qualified and experienced medical doctors in Sri Lanka. Moreover medical or surgical information/solutions/consultations provided online, email, chat, SMS, phone call or any other mean via MyDoctor do not guarantee that the advice are from the specialist in that particular field.
4. No person reading this site, or contents within it, or using the responses by this website via online, email, chat, phone call or any other mean should act or refrain from acting on the basis of any information contained in this website or on the basis of any medical or surgical information/solutions/consultations provided without seeking appropriate medical or other professional advice on the particular facts and circumstances at issue.
5. Although we have taken all care and precaution to try and provide accurate data and information, we do not represent that MyDoctor or any content, service or feature of the

website will be error free, or that it will meet any particular criteria of accuracy, completeness or reliability of information, performance and/or quality. We do not give any warranty, express or implied, in relation to the operation of MyDoctor website.

6. MyDoctor in any means do not guarantee that you will be aided in the matter of medical or surgical emergency. You are responsible to seek necessary emergency care, emergency transport or ambulance for your need.
7. MyDoctor is not responsible to liaise you with the public health officials. MyDoctor will attempt to the best of its ability to put you in touch with relevant health authorities as a support service, but it doesn't warrant you to avoid attempting to reach them. Contacting the index person or the household for public health matter is a mutual responsibility of the particular person/family and the public health authorities. MyDoctor may attempt to facilitate this connection.
8. MyDoctor professionals will obtain your personally identifiable details and pass it on to the public health authorities with the good intention of facilitating your management/treatment for illnesses of public health interest.
9. Digital Health Private Limited will not issue medical certificates to cover home quarantine period through this service
10. The service is provided for a limited time period. During such time a General practitioner will be available for you to consult on demand. The assigned general practitioner would proactively call you for monitoring purposes on a daily basis and guide you. A Pediatrician (for kids) will be available for you to consult via Audio or video calls on demand. The pediatrician shall be consulted based on his/her availability, as soon as possible.
11. The package is priced at Net LKR.14,500 and payment can be made via credit/debit cards, Sampath Vishwa & Frimi.
12. Only one Home Isolation Care Package can be subscribed per mobile number & 4 members of your family including children will be monitored under Family Home Isolation Care package.
13. Paediatrician shall be consulted up to a maximum of once per 24 hours
14. Categories of people who will not be covered via Home isolation package
 - a. Kids below age of 3
 - b. Elderly over the age of 65
 - c. Patients who are terminally ill
 - d. Patients who have preexisting terminal illnesses

15. Once subscribed to the service, the Home Isolation Care Package cannot be unsubscribed or cancelled. No Refunds will be arranged.
16. The package will be automatically unsubscribed & disabled upon the completion of 14days.
17. The FREE Covid essentials care pack is delivered to the subscribed users in partnership with Flash Health. The quality or any delays in delivery of the goods will not be borne by Doc990(Digital Health Private Limited).
18. Flash Health is the Delivery Partner. Covid care essential pack will be Free of Charge. Vital monitoring devices can be purchased and delivered to doorstep via cash or card on delivery.
19. Please note that covid essentials pack, vital monitoring devices or any medications will be delivered to package holders in Colombo & suburbs within 2 working days and will take 3 – 5 working days for location of outside Colombo & suburbs

1	Standard Delivery
	Colombo 1 to 15.
	If the total bill exceeds Rs.1000/, it will be delivered free of charge.
	If the total bill less than 1000/, an additional Rs.100 / - will be charged.
	Orders made before 3 pm (in suburbs) will be delivered in 3-5 working days
	Additional Rs 40/- per 1km, will be charged to suburbs from the Colombo border.
2	Express Delivery
	Colombo 1 to 15 Delivery within 2 working days (Charge only Rs 250/-)
	Suburbs Delivery Within 2 working days (Charge only Rs 450/-)

- **Charges as follows for delivering medicines to outside of Colombo.**

Area	Rate Per 1Kg or less.	Additional 1Kg	Admin and Handling Fee.
Outstation Area	Rs.400/-	Rs.100/-	100/-
North and East	Rs.450/-	Rs.100/-	100/-

20. Doc990 accepts no liability for the quality of goods and services provided by the service establishments involved in this subscription package since Doc990 is not the supplier of such medical goods and services.

21. If a patient requires to get a PCR testing – the dedicated doctor will be prescribing the approval through a prescription for PCR based on the tele consultation done. PCR Test – Rs.6,500
22. Intermediary Care Transfers – if the prescribed PCR is positive, DH customer service team will be coordinating with hospital to pre book and arrange intermediary care transfers. (Per Day Rs.15,000 –which may vary based on the patient’s condition)
23. Doc990 reserves the right to withdraw, modify or change all or any of the rules, terms & conditions applicable to this subscription package at any given time without prior notice.
24. If any dispute arises regarding any of the terms & conditions contained herewith, the decision of the Doc990(Digital Health Private Limited) management shall be final.

Limitation of Liability

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