

MUMICARE

Integrated Maternal & Child Healthcare

TELECONSULTATION CONSENT

Full consent text — shown to the user before booking a teleconsultation

1. Purpose of This Consent

By booking a teleconsultation on the Mumicare app, you are agreeing to receive a healthcare consultation from a registered medical practitioner remotely, using audio/video calling, chat, or a combination of these, instead of an in-person physical examination.

2. Nature of Teleconsultation

- The consulting doctor will interact with you remotely via video/audio call or chat and will rely on the information, symptoms, images, and reports you share, since a hands-on physical examination is not possible.
- The doctor may, at their discretion, decide that your condition requires an in-person examination, diagnostic tests, or a referral, and will advise you accordingly.
- Prescriptions issued during a teleconsultation are digitally generated and signed as permitted under applicable telemedicine regulations.

3. Risks and Limitations

- Remote assessment has inherent limitations compared to a physical examination and may occasionally result in incomplete evaluation of your condition.
- Technical issues such as poor network connectivity, audio/video lag, or platform downtime may interrupt or delay the consultation.
- Information you share may be incomplete or inaccurate if photos, videos, or verbal descriptions do not fully capture your condition.
- In case of a medical emergency, you must seek immediate in-person/emergency care rather than relying on teleconsultation.

4. Data Privacy and Confidentiality

- Your health information, consultation records, and any images/reports shared will be stored securely and used only for providing you care and maintaining medical records, as required by applicable law.
- Your data will not be shared with third parties without your consent, except where required by law or necessary for referral to another treating doctor.
- Video/audio consultations are not recorded unless you are separately informed and asked for specific consent.

5. Your Rights

- You may withdraw from the teleconsultation at any time, request an in-person consultation instead, and ask questions about your diagnosis, treatment, or the prescribed medication.
- You may request a copy of your consultation notes and prescription.

6. Declaration

By checking the boxes below and proceeding with booking, I confirm that I have read (or had explained to me) the information above, and I understand the nature, benefits, and limitations of a teleconsultation. I am voluntarily giving my consent to be consulted remotely by a Mumicare-affiliated registered medical practitioner.

- ☐ I confirm that the details I provide during this consultation are true and complete to the best of my knowledge.
- ☐ I understand that this consultation does not replace emergency medical care.
- ☐ I consent to Mumicare securely storing my consultation details and prescription for medical record-keeping purposes.
- ☐ I am consenting on behalf of a minor / dependent as their parent or legal guardian. (tick only if applicable)
- ☐ I agree to Mumicare's Terms & Conditions and Privacy Policy.

For queries regarding this consent, contact Mumicare support through the app.