

**Version: 13 March 2017**

## **CONSUMER GUIDE FOR THOSE WHO RECEIVE ACCESS TO A HELLO DOCTOR SUBSCRIPTION AS A VALUE ADD:**

### **Background**

This document is intended as a Consumer Guideline only and must be read together with the standard terms and conditions of Hello Doctor (Pty) Ltd ("**Hello Doctor**"). It has been written for those who wish to utilise the Hello Doctor Services and have received access to the services through a Third Party. The purpose of this document is to highlight a few aspects of the Terms and Conditions for ease of understanding.

### **Hello Doctor is a Value Added Benefit**

Hello Doctor has been made accessible to individuals through channels known as "third party benefit programmes". A third party benefit programme is a Company (either a medical scheme, programme, plan, benefit, royalty scheme or the like) that has included Hello Doctor into their product offering as a **value added benefit at no cost to the individual**. The list below is not limited to just these Companies and is subject to modification on an ongoing basis.

- Momentum Health,
- Momentum Myriad,
- Momentum Funds at Work,
- Metropolitan Retail,
- Metropolitan Health Group,
- OCSACare,
- Sell Direct,
- Student Protect
- MediMed Medical Aid

### **Access to the Hello Doctor Services**

By virtue of the fact that you have a membership, policy or the like with at least one of the above listed Companies, you are eligible to receive access to Hello Doctor's services (by means of a Hello Doctor Subscription) and as such, you will receive communication from Hello Doctor providing you with your access details; your username and password.

Although a Hello Doctor Subscription is made accessible to you, you don't have to access these services if you don't want to.

If you would like to access the Hello Doctor services and chat to a doctor, you can sign into one of the Hello Doctor platforms with your access details (your username and password), accept the Hello Doctor Terms and Conditions and enjoy the service.

### **The Hello Doctor Services**

Hello Doctor provides a platform for individuals to telephonically, electronically or digitally converse with a registered doctor.

The service you receive from Hello Doctor is preventative healthcare information of an educational nature to empower you to make informed decisions and choices about health. The doctors do not diagnose, treat or prescribe medication in South Africa.

You can chat to a doctor by sending a text message or by requesting a call back from the doctor on one of the Hello Doctor Platforms. You can also subscribe to daily Health Tips which are sent to your mobile phone. Accessing these service is at absolutely no extra cost to you. All you need is a wifi connection or data on your phone.

### **The Hello Doctor Platforms**

To chat to a doctor, you need to use one of the following Hello Doctor platforms:

**The Website:** [www.hellodoctor.co.za](http://www.hellodoctor.co.za)

- You can login to your personal profile on the Hello Doctor website using your access details and request a call back, or simply just send a text message to a doctor.

**The App:** Search for "Hello Doctor" in your mobile phone's App Store and download the app.

- You can sign in using your access details and request a call back, or send a text message to a doctor. You can also access the Hello Doctor Symptom checker on the App as well as subscribe to a Health Tip which will be delivered daily through your app.

**USSD:** Dial \*120\*1019#

- If you dial this number from your mobile phone you can then follow the menu prompts to request a call back from a doctor or send a text message to the number that they provide. Please note that we need to have your updated mobile number in our database for you to access the services using USSD.
- It is important to note that you need to log your text message through dialling this USSD number first for your message to reach the Hello Doctor platform.

### **Confidentiality**

Confidentiality is very important to Hello Doctor. Hello Doctor will keep your personal information safe.

No personal medical information will be provided to Third Parties.

All medical information that is recorded as a result of an interaction between the doctor and yourself will be kept strictly confidential and only accessible by the doctors.

Please be aware that all posts to Hello Doctor social media pages (e.g. Facebook, Twitter, Pinterest etc.), are not treated as confidential due to the nature of this open forum.

### **Subscription Fees**

There is no subscription fee. There is no cost to you if you use the Hello Doctor service or not.

Hello Doctor is available to you by your relevant Third Party Benefit Programme, absolutely free, 24 /7.

## **Length of subscription**

Access to your Hello Doctor subscription will be ongoing provided that:

- Your relationship with the Third Party Benefit Programme, who is providing you with the Hello Doctor subscription, continues.
- Hello Doctor's agreement with your Third Party Benefit Programme continues and is not terminated for whatsoever reason.

## **Communication from Hello Doctor**

If you don't wish to receive communication from Hello Doctor and don't wish to receive communication relating to your access details, you can inform Hello Doctor by sending an email to [info@hellodoctor.com](mailto:info@hellodoctor.com) or clicking "unsubscribe" at the bottom of the email we send you. You can also reply "STOP" to an sms to opt out.

Hello Doctor will be communicating to you through either email and/or SMS notifications provided that you have not informed Hello Doctor that you do not want any communications and provided that your Third Party Benefit Programme has your contact details.

In the event that the Third Party Benefit Programme providing the Hello Doctor subscription to you does not have your email or SMS contact details, then please contact them directly to update these details in order to receive your Hello Doctor access details to enjoy the benefits of the Hello Doctor services.

## **Risk, Warranty, Liability & Indemnity**

Use of the Hello Doctor services are at your own risk.

The services provided depend on the accuracy of the information that you provide to the doctor. There is no warranty to the reliability, accuracy, timeliness, usefulness, adequacy or completeness of the services provided.

Hello Doctor and the attending doctor do not make a warranty as to the content of any information and/or response provided to you. In addition, they do not guarantee that a conversation with a doctor via the telephone and/or text message is the appropriate course of action for your particular health care problem.

Hello Doctor and the attending doctor shall not be liable for any damages of any nature, including personal injury, wrongful death or loss of use, as a result of you using the services, or the inability to use the services.

You indemnify and hold Hello Doctor, the attending doctor and their affiliates harmless against all losses, liability, expenses, damages and costs, including all attorney's fees, arising out of or related to any breach of the terms of use, your relationship with Hello Doctor and the attending doctor any negligent or wrongful action or omission by you related to your use of services through Hello Doctor, or any negligent or wrongful use of the services by you or any other person acting on your behalf.

Hello Doctor cannot be liable for any reception quality of electronic mediums as these factors are largely beyond Hello Doctor's control.

## **Standard Term & Conditions and the Terms & Conditions of use of our services & website Prevail**

It must be noted that our Standard Terms and Conditions, our Terms & Conditions of Use of the Subscription Services and our Website Terms & Conditions still apply and that this document does not replace them.