



## **Scope of Services**

### **MedicAssist @ Home Services (MaH) Single / Couple**

#### **MaH will comprise of the following services:**

- Medical Emergency Alert Solution (MEAS)

In MEAS, we offer a wearable MEAS device (optional) which allows the Member the option of real time location monitoring / tracking, real time alert in case of a fall and a one touch solution to call the Company's National Alarm Centre ("NAC") directly from the device. The Member can also call the NAC from their mobile phone or their landline phone in an emergency to raise an alarm.

Once the alarm is activated, in case of a medical emergency, the NAC will immediately contact the enlisted ambulance service providers for immediate transportation to the pre-selected hospital along with a Service Provider nominated person who will escort the Member to the hospital and will assist with the hospitalization process.

The NAC will then inform the Sponsor or the Nominee or local contact (as mentioned in the Enrolment Form) about the medical emergency. If required and agreed by Member, during the period of hospitalization, the Service Provider's nominated person can visit the Member during the permitted hospital visiting hours to get an update on the Member, the treatment done and the billing amount, which would be conveyed to the Sponsor or the Nominee or local contact.

There is no limit on the number of times that the Member may raise an alarm for medical emergency for hospitalization or the total number of hours required to deliver the service.

To avail of this service, the Member can choose the tenure of services for a period of 3 (three) or 6 (six) or 12 (twelve) months. The basic monthly subscription charge will increase by 10% (ten percent) on the completion of every 12 (twelve) months of membership.

To get the MEAS device a one-time refundable security deposit ("**Security Deposit**") will have to be maintained with the Service Provider which would be returned to the Member once the device is returned to the Service Provider in a working condition along with the accessories issued to the Member, but after deduction of cost of any repair work (if required) or any other dues outstanding to the Service Provider from the Member. The MEAS device along with all other accessories are properties of the Service Provider and for any normal wear and tear or repair the device would be serviced by the Service Provider only.

The Service Provider may engage with its external partners to ensure end to end service to its Members, including storage of such electronic medical records, but the Service Provider will be responsible for the delivery of the service and for arranging alternatives in case of any problems faced by the Members.

All costs incurred for services rendered by any third party, as agreed by Member, for example – ambulance, taxi, porter, hospital admission chargers, ayah, nurse etc. will be borne by the Member at actuals.

- Morning / Evening Call (Complimentary Daily)



This is a complimentary service currently offered and the Member can choose not to avail of this service.

Through this service, we offer to be in touch with the Members daily / weekly / as per the time and frequency suitable and convenient to the Members.

During such calls we check how the Members are doing, whether the MEAS device is working properly (if the Member has a MEAS device) and if they need any help with any out-of-home work. In such calls we inform the Members on their fortnightly visit 24 (twenty-four) hours prior to delivery of the service.

- Out of Home Assistance (OHA) (Complimentary 10 hours per month)

This is a complimentary service currently offered to all Members who avail of the MaH.

Under this service we visit the Members once every week as per the agreed time (between 7 am to 7pm) and we will help / assist the Member to fulfil his out of home / societal duties such as:

- Escorts for visits to doctor's chamber, diagnostic / pathological bas, post office, bank etc.
- Escort to salon, spa, parlours.
- Assistance in utility bill payment / utility booking.
- Assistance in personal errands etc.; and
- Assistance in arranging for general housekeeping and household repairs.

The Member will get scheduled services through 1 (one) visit of Service Provider nominated persons per fortnight for a duration not more than 150 minutes (two and half hour) per visit and in total not exceeding 600 minutes (10 hours) in a month.

The Member has an option to cancel the weekly visit if not required and reschedule the same on a different date but in the same calendar month. The Member can also call the NAC for a single service on ad hoc basis, payment for which will be collected post- delivery of the same. The delivery of such re-scheduled or ad hoc service will strictly be as per the availability of service slot at that point of time. In case of non-availability of service slot, the Member will be contacted by the Service Provider for suitable alternatives.

Every month the Member will receive a summary report of the fortnightly visits rendered in the month.

Any additional hour of usage of service, i.e., beyond 500 minutes (10 hours) in a month would be charged at the rate of current OHA service charge for 60 minutes (one hour) plus taxes. Please note that this charge can be revised at the discretion of the Service Provider with or without prior intimation.

If any Member needs additional visits on regular basis then he / she can increase the number of visits per week and subscribe to additional OHA services.

- Medical Logistic Management (MLM)



The Service Provider will manage and track the complete medical logistics of the Member, thereby providing the Member and/or the Sponsor, peace of mind in terms of a single point of contact. The PCP will provide assistance to the Member for the following:

1. Check on the care giving protocol of the Senior Citizen Companion (SCC) deputized by SEPL and liaison with the member/sponsor.
2. Taking appointments and facilitate the visit.
3. Scheduling and taking the Member for diagnostic tests and procedures.
4. Planning and preparing for a visit to the doctor or the diagnostic test centre.
5. Collecting medical reports.
6. Maintain a File with all Doctor prescription and Medical Test Reports.
7. Tracking medicine purchase, stocking, and stock-taking; and
8. Updating and sending monthly report to the Member or Sponsor.

The scope of the MLM Service shall be limited to the aforementioned services. For the avoidance of doubt, it is hereby clarified that the following shall **not** be included within the scope of the MLM Service:

1. Conveyance of medical status of the Member.
2. Taking of any medical decisions.
3. Providing any communication related to health of the Member.
4. Taking of any decisions regarding purchase of alternate medicines in case the medicine as prescribed by the doctor is out stock / market. However, in such cases, the Service Provider will obtain the doctor's advice.
5. If the member / sponsor has subscribed for Expense Reimbursement Service (ERS) then the payment amount to be collected from SEPL else PCP to collect payment from member / sponsor to pay for any medical expense.
6. Provision of any service similar or ancillary to any of the foregoing.

The Member has the flexibility to add more hours of availability of the PCP by opting for multiple instances of this Service.

### **Timings**

15 (fifteen) hours per month exclusively for the MLM Service, with no carry forward of any unused hours to the next month.

### **Terms and Conditions**

We would request you to please go through the detailed Member Terms and Conditions ("**MTC**") available on the website [www.supportelders.com](http://www.supportelders.com). In addition to the terms and conditions comprised in the MTC, please see hereinbelow, terms and conditions which are specifically applicable to the MEAS and OHA services provided by the Service Provider. Any capitalised term not defined herein, shall have the same meaning as ascribed thereto in the MTC.

1. The Member is requested to check the Service Provider-provided identity card of the staff visiting the Member to provide OHA Services. In case the staff is not carrying such identity card, the Service delivery would be considered as "**not completed**" and the Member



should call the NAC immediately so that the Services may be rendered subsequently as per mutual convenience.

2. The Member authorizes the Service Provider to investigate any incident of misbehaviour faced by the Service Provider's staff while delivering the Service and to take appropriate action as per Applicable Law.
3. The Member may cancel/ reschedule any fixed appointment confirmed by the Service Provider within a period of 24 (twenty-four) hours as per the following terms by calling NAC:
  - (a) ***Cancellation of Service two hours prior to the scheduled time:*** no charges to be billed and the Member can reschedule the service.
  - (b) ***Cancellation of Service less than two hours before scheduled time:*** Member will be billed for the entire scheduled period; and
  - (c) ***Cancellation of Ad hoc Services:*** The Member can cancel any *ad hoc* request made as provided below:
    - (i) ***Cancellation more than 24 hours before scheduled time:*** no charges to be billed and the Member can reschedule the service.
    - (ii) ***Cancellation two hours before scheduled time:*** Member shall be assured of Services on any alternative date and the Member will be charged a cancellation fee of INR 100/- (Indian Rupees one hundred only).
    - (iii) ***Cancellation less than two hours before scheduled time:*** Member will be billed for the entire scheduled period.
4. **MEAS Device**
  - (a) In case the MEAS device is lost / stolen / damaged, then the Member or the Sponsor shall be liable to reimburse in full, the cost of such device to the Service Provider. The Service Provider shall be entitled to adjust the Security Deposit towards the cost of the MEAS device and raise a demand on the Member or the Sponsor, for any balance outstanding thereafter. The Member hereby acknowledges that the MEAS device shall continue to remain the property of the Service Provider, and the Member shall forthwith handover the damaged device to the Service Provider, upon receipt of a notice in this regard.
  - (b) The MEAS device comes activated with a specialized SIM card from the Service Provider's preferred network service provider which is necessary for the proper functioning of the alert services. The Member shall take reasonable care of the MEAS device and shall not replace / remove / change / tinker with the SIM card in the device, failing which, the Service Provider shall not be liable for any non-performance of Services and the Service Provider shall have the right to forfeit the Security Deposit, without prejudice to any of its other rights.
  - (c) The actual location tracker of the MEAS device is dependent on the availability of network of the network service provider at that location, and the Service Provider shall not be responsible for any inaccuracy in location of the Member due to the same.
  - (d) The Service Provider shall not be required to provide any upgrades / advanced versions of the MEAS device to an existing Member and the Member shall continue to use the version of the device as initially provided to him by the Service Provider. If a device provided to a Member is rendered unusable on account of



- mechanical or other defects and the device is required to be replaced, the Service Provider may then provide an upgraded/ advanced version of the MEAS device to the Member, subject to mutually agreed terms and conditions.
- (e) The MEAS device and its radio controls provide a reliable communications link and fill an important need in portable wireless signalling. However, the Member and the Sponsor, hereby agree and acknowledge that a receiver cannot respond to more than one transmitted signal at a time and may be blocked by radio signals that occur on or near their operating frequencies, regardless of code settings. It is hereby further acknowledged that infrequently used radio links are required to be tested regularly to protect against interferences or faults.
  - (f) The Service Provider will pass on to each Member using the MEAS device, a license to use the programs in the form of a "break-the-seal" end user license agreement contained in the MEAS program's packages for the duration that he/ she is using the MEAS device.
  - (g) The Service Provider from time-to-time issues updates on methods of usage or warnings related to the MEAS device through various communication methods or media. The Member and the Sponsor hereby agree and acknowledge that other than such communications issued by the Service Provider, the Service Provider shall not be required to send individual notices to the Members or the Sponsors.
  - (h) The Member hereby acknowledges that the MEAS device is required to be charged every day, a failure of which will result in the shutdown of the device, thereby affecting the MEAS service, as the NAC will not be able to track the location of the Member.
5. The Member and the Sponsor hereby jointly and severally accept and acknowledge that there are certain limitations to the working of the MEAS device and that the MEAS or OHA services may not be available to the Member in certain circumstances, including but not limited to the following:
- (a) That the Member was not wearing the MEAS device;
  - (b) That the Member pressed the emergency button or had a fall but there was no mobile signal;
  - (c) That the Member pressed the emergency button or had a fall but there was no GPS signal;
  - (d) That the Member pressed the emergency button but all agents in the NAC were busy on calls and hence the Member's call went unanswered;
  - (e) That the Member pressed the button or had a fall, but SOS data was not reported to the system for some technical reason, including due to an older version of the software on the MEAS device;
  - (f) That the Member pressed the emergency button or had a fall and message reached the Service Provider or its partner's server, but when the emergency notification was sent to the Service Provider or its partner's employees or care givers, there was a delay in sending the message and hence they didn't receive the message;
  - (g) That connectivity to partners of the Service Provider was lost due to network issues;
  - (h) That connection to internet was lost due to issues from the network service provider's end or due to maintenance issues;



- (i) That the Service Provider's partner providing ambulance services had been notified of the Member's location, but the ambulance driver could not locate the house or could not identify the Member;
- (j) That the medical data on the Member's account is outdated;
- (k) That the medical data of the Member could not be sent to the hospital or doctor due to confidentiality or any other issues with sharing of data;
- (l) That the medical data was not transmitted from the MEAS device to the portal due to loss of connectivity;
- (m) That there was an insufficient amount remaining on the Member's SIM;
- (n) That proper medicines or time for taking the medicines was not notified to the Service Provider for creating alarms (if applicable) and wrong medicines or alarm time were therefore displayed;
- (o) That the geo-fence was not configured on the MEAS device;
- (p) That the geo-fence was configured on the MEAS device, the Member pressed the emergency button, but the Member could not be located;
- (q) That the Member was treated wrongly at the hospital or care centre or by the registered medical practitioner where he was admitted or was referred to;
- (r) That the Member was not present at the service address;
- (s) That the Member's preferred hospital required a deposit of fees to be made at the time of admission, but Member did not have the required funds;
- (t) That the Member is admitted into hospital, but the Sponsor or the Nominee did not respond to the Service Provider;
- (u) That the battery of the MEAS device had not been adequately charged by the Member and the device had switched off because of low battery;
- (v) That there was a breakdown or accident of the vehicle in which the Member was being transported in the provision of Services; and/or
- (w) That the Service Provider's personnel had been robbed of valuables or cash belonging to the Member,

And the Member and the Sponsor hereby jointly and severally agree and undertake, not to raise any claims or disputes against the Service Provider and/or its partners, including MEAS device suppliers in this regard, or for non-performance of Services on the occurrence of any of the aforementioned events or on the occurrence of any events similar to the aforementioned events, and further undertake to indemnify the Service Provider and/or its partners against such claims.

6. In the event that the Member expires before the arrival of the Service Provider's personnel/at the last recognized location/or at his/her own residential premises, the Service Provider's personnel will inform the local police station, or the Sponsor or Nominee as mentioned in the Enrolment Form.
7. In the event that the Member expires while in transit from his location to the pre-selected hospital, the Service Provider's personnel will get the Member admitted to the hospital identified and will follow the standard procedure in accordance with the Applicable Laws.
8. The Member and/or the Sponsor/Nominee, as the case may be, shall be responsible for payment of all the hospital charges or deposits, ambulance charges, expenses for medical tests, treatment bills, doctor's fees and consultation charges and any other charges in case of a medical emergency pertaining to the Member. The Member shall ensure that the



Sponsor or Nominee, as the case may be, executes a declaration in this regard, if so required by the Service Provider.

9. It is hereby clarified that making of complaints or filing of reports with any law enforcement authorities, shall not be included within the scope of the OHA Services; provided that, the Service Provider reserves the right to exercise its discretion in this regard.
10. The Member, Sponsor and/or the Nominee, as the case may be, shall take all reasonable security measures for protection of information and data of the Service Provider, and shall indemnify the Service Provider for any losses arising from any breach of the same.
11. The Member shall keep the Service Provider informed and updated of any changes in the medical/ health condition of the Member, the insurance policy taken in the name of the Member or any other information, from time to time. All such changes shall be notified in writing and delivered to the Service Provider either by email or by calling NAC.
12. In the event that a Member is desirous of providing any instructions to its preferred hospitals, either in case of emergency admissions or otherwise, the Service Provider will enquire about the procedure followed by such hospital and follow the same, and neither the Member nor the Sponsor, shall raise any disputes against the Service Provider in this regard.
13. The Service Provider may from time to time send communications to Members *via* SMS, and the Member hereby acknowledges that such communication shall be deemed to be a notice issued in accordance with the MTC.
14. The Member hereby acknowledges that no information about any other members to whom services are provided by the Service Provider, shall be disclosed to the Member by the Service Provider.