MYDR24

TERMS & CONDITIONS

ACCUFLY HEALTH CARE PVT LTD
CIN: U87200DL2023PTC410654
Effective Date: 20 March 2025 | Service Coverage: Delhi NCR

These Terms and Conditions form an agreement between you (the User) and ACCUFLY HEALTH CARE PVT LTD, operating the MYDR24 platform. By using the platform or booking a service, you acknowledge that you have read and accepted these terms.

Brand	MYDR24
Legal Entity	ACCUFLY HEALTH CARE PVT LTD
CIN	U87200DL2023PTC410654
Effective Date	20 March 2025
Grievance Officer	Rahul Kumar
Service Coverage	Delhi NCR
Email	info@mydr24.com
Phone / WhatsApp	+91 9667378887
Principal Office	4th Floor, LHS Building, IIIT Delhi, Okhla Phase III, Okhla Industrial Estate, New Delhi 110020
Website	www.mydr24.com

Introduction

These Terms and Conditions constitute a legally binding agreement between you (the User) and Accufly Healthcare Pvt. Ltd. (operating as MYDR24). Please read them carefully before accessing or using the Platform or any Service. By registering, accessing, or using MYDR24, you confirm that you have read, understood, and agree to be bound by these Terms.

1. DEFINITIONS

The following defined terms apply throughout these Terms and Conditions and in all cross-referenced MYDR24 policies:

2. ACCEPTANCE OF TERMS

2.1 By accessing or using the Platform in any manner — including browsing, registering, booking a Service, or accessing AI Features — you confirm that you:

(a) Have read and understood these Terms in full;

(b) Are at least 18 years of age, or are an Authorised Representative acting on behalf of a minor or an incapacitated person;

(c) Have the legal capacity to enter into a binding agreement under the Indian Contract Act, 1872;

(d) Accept these Terms, the Privacy Policy, the Cancellation Policy, and the Support Policy as binding.

2.2 If you do not accept these Terms, you must immediately cease all use of the Platform. MYDR24 reserves the right to deny access to any person who does not meet the eligibility criteria set out in Section 3.

2.3 These Terms may be updated from time to time. Material changes will be notified to registered Users via email and/or in-app notification at least seven (7) days before taking effect. Continued use of the Platform after the effective date of a change constitutes acceptance of the revised Terms.

3. ELIGIBILITY & AUTHORISED REPRESENTATIVES

3.1 Individual Users

You must be at least 18 years of age and legally competent to contract under Indian law to create an account. One natural person may hold only one account. Creation of multiple accounts by the same individual is prohibited and may result in suspension.

3.2 Authorised Representatives

An Authorised Representative may use the Platform on behalf of a Patient who is: (a) a minor under 18 years of age; (b) a person of unsound mind; (c) a person with a disability who requires assistance; or (d) an elderly person who has formally designated a caregiver representative. The Authorised Representative warrants that they have lawful authority to act on behalf of the Patient and to provide consent for healthcare services.

3.3 Accessible Registration

MYDR24 provides assisted registration support for elderly patients, patients with disabilities, and persons with limited digital access through our Helpline (+91 9667378887) and through Franchise Clinics. No person shall be denied access to the Platform solely because they require assistance with the registration process.

3.4 Account Security

You are responsible for maintaining the confidentiality of your account credentials. You must notify MYDR24 immediately at info@mydr24.com or +91 9667378887 if you suspect unauthorised access to your account. MYDR24 is not liable for loss or harm resulting from your failure to maintain account security.

4. SERVICES

4.1 Service Portfolio

MYDR24 offers the following Services through the Platform. Not all Services are available in all geographies or at all times. Service availability is indicated within the Platform at the time of booking.

4.2 MYDR24's Role

Depending on the specific Service, MYDR24 may act as: (a) a direct service provider employing or deploying the HCP; (b) a platform and coordinator connecting Users with independent HCPs; or (c) a technology-enabled aggregator facilitating third-party service delivery. The specific role applicable to each Service is indicated in the table above and in the Booking confirmation. Where MYDR24 is coordinator only, the clinical responsibility lies with the independent HCP.

4.3 Independent HCPs

HCPs listed on or deployed through the Platform may be employed by MYDR24, contracted to MYDR24, or independently registered on the Platform. All listed HCPs are verified as registered with the applicable Indian Medical Council or regulatory body. However, HCPs exercise clinical judgment independently. MYDR24 does not supervise, direct, or control the clinical decisions of independent HCPs. Any dispute regarding clinical care should be addressed to the HCP's registering Medical Council.

4.4 Service Modifications

MYDR24 reserves the right to add, modify, suspend, or discontinue any Service at any time with reasonable notice. Material changes to Services that affect existing Bookings or subscriptions will be communicated to affected Users with options for rebooking, alternative services, or refund where appropriate.

5. BOOKING, CONFIRMATION & SCHEDULING

5.1 A Booking is complete only when the User receives a written confirmation (via app, SMS, or email) containing a unique Booking Reference Number (BRN). A payment receipt alone does not constitute a confirmed Booking.

5.2 For time-sensitive Services (QMS, Emergency Coordination, Nursing shifts), MYDR24 will endeavour to confirm availability within the shortest practicable time. Estimated arrival or response times communicated at booking are indicative only and subject to traffic, weather, provider availability, and operational conditions.

5.3 MYDR24 reserves the right to cancel or reschedule a Booking if: (a) no suitable HCP is available; (b) the patient's clinical condition is outside the scope of the booked Service; or (c) safety concerns are identified. In such cases, the User will be notified promptly and offered an alternative or full refund per the Cancellation Policy.

5.4 Rescheduling by the User is permitted subject to the cut-off times and conditions set out in the Cancellation Policy.

6. PAYMENTS, PRICING & INVOICING

6.1 All prices displayed on the Platform are in Indian Rupees (INR) and are inclusive of applicable Goods and Services Tax (GST) unless expressly stated otherwise.

6.2 Payment is due at the time of Booking unless the Service is on a post-service billing arrangement (indicated in the Platform). MYDR24 accepts payment via UPI, debit/credit cards, net banking, and digital wallets as listed in the Platform at the time of booking.

6.3 MYDR24 does not store full payment card details. All card transactions are processed by PCI-DSS-compliant payment gateways. MYDR24 is not liable for payment failures, declines, or errors caused by the User's bank or payment provider.

6.4 If a payment is debited from the User's account but the Booking is not confirmed, MYDR24 will investigate and either confirm the Booking or initiate a full refund within three (3) business days. The User must report such failures to info@mydr24.com with the transaction reference number.

6.5 GST invoices are issued electronically and are accessible within the User's account. Requests for revised invoices must be submitted within thirty (30) days of the original invoice date.

6.6 MYDR24 reserves the right to revise pricing for future Bookings with at least seven (7) days' notice. Price changes do not affect already-confirmed Bookings.

7. TELECONSULTATION

7.1 Teleconsultations on the Platform are conducted exclusively by Registered Medical Practitioners (RMPs) registered with the National Medical Commission (NMC) or a State Medical Council, in compliance with the Telemedicine Practice Guidelines, 2020 (as updated).

7.2 Teleconsultation is not a substitute for in-person care in all circumstances. A consulting Doctor may, at their clinical discretion, advise the User to seek in-person assessment. MYDR24 and the Doctor are not liable for outcomes arising from the User's decision not to follow that advice.

7.3 E-prescriptions issued through the Platform comply with the Telemedicine Practice Guidelines format, including the Doctor's digital signature and NMC/State Council registration number. Prescriptions for Schedule H1 drugs, narcotics, habit-forming substances, and other drug classes restricted under the Telemedicine Practice Guidelines cannot be issued through the Platform.

7.4 Audio, video, or text records of consultations may be retained for quality assurance and medico-legal purposes. The User consents to such retention by using the Teleconsultation service. Any recording initiated by the User requires the express consent of the attending Doctor.

7.5 If a Doctor does not join a scheduled consultation within ten (10) minutes of the appointment time, the User should contact MYDR24 Support immediately. The User will be offered an immediate rebooking or a full refund per the Cancellation Policy.

8. DOCTOR HOME VISITS

8.1 Doctor home visits are arranged by MYDR24 and conducted by licensed doctors, either employed by or contracted to MYDR24, or independently verified by the Platform.

8.2 The User must ensure that: (a) the Patient is present at the confirmed address at the time of the visit; (b) a safe and accessible environment is provided for the Doctor; and (c) any relevant prior medical records are made available to the attending Doctor.

8.3 Arrival times for home visits are estimated and subject to traffic and operational conditions. If a Doctor is delayed beyond thirty (30) minutes from the confirmed slot, MYDR24 will proactively notify the User.

8.4 A home visit does not constitute a hospital admission. Procedures that require sterile operating environments, anaesthesia, or inpatient monitoring cannot be performed as part of a home visit.

9. QUICK MEDICAL SERVICES (QMS)

9.1 Quick Medical Services (QMS) provide time-sensitive doorstep first-response medical assistance for acute, non-emergency conditions. QMS is not a substitute for emergency medical services and is not equipped to manage life-threatening conditions.

9.2 Response times for QMS are indicative and depend on the availability of QMS staff, traffic, and geographic coverage. MYDR24 does not guarantee a specific response time.

9.3 QMS staff are trained first-responders and paramedical personnel. They are not authorised to perform surgical procedures, administer controlled substances, or provide ICU-level care. If the clinical presentation requires a higher level of care, QMS staff will coordinate transfer to a hospital or clinic.

10. EMERGENCY COORDINATION & AMBULANCE BOOKING

10.1 MYDR24 provides an emergency coordination service that facilitates the booking of ambulances and assists with logistics in medical emergencies. MYDR24 acts solely as a coordinator and does not own, operate, staff, or certify the ambulances or emergency vehicles booked through this service.

10.2 MYDR24 does not guarantee ambulance availability, response times, vehicle specifications, equipment levels, or the clinical training of ambulance crew. These factors are the responsibility of the third-party ambulance service provider.

10.3 By using Emergency Coordination, the User consents to MYDR24 sharing their name, location, contact details, and relevant clinical summary with the ambulance provider to facilitate the response.

10.4 MYDR24 will not charge a cancellation fee for a User who cancels an ambulance booking because they have been informed that emergency services are attending. See the Cancellation Policy for full details.

11. HOME HEALTHCARE, NURSING & CAREGIVER SERVICES

11.1 Home Healthcare services include nursing care, physiotherapy, post-operative wound care, medication administration, IV therapy (where clinically appropriate), and related services delivered in the patient's home by trained HCPs.

11.2 The User must: (a) provide a safe, hygienic, and accessible environment for the HCP; (b) provide all patient clinical information requested for assessment; (c) not require the HCP to perform tasks outside the scope of their assigned care plan; and (d) not directly employ, solicit, or engage the HCP outside of the MYDR24 Platform for a period of twelve (12) months following the conclusion of services.

11.3 Where live-in care is arranged, the User must provide appropriate accommodation and meals for the care staff as agreed in the care plan. Live-in care staff must not be asked to perform domestic chores unrelated to the patient's care.

11.4 If a care staff member is found unsuitable, the User should notify MYDR24 Support immediately. MYDR24 will arrange a replacement within seven (7) working days of a verified suitability complaint. The User must give at least twenty-four (24) hours' notice to terminate a care arrangement, except in cases of serious misconduct, which must be reported to MYDR24 Support immediately.

11.5 Home Healthcare involves inherent risks, including but not limited to infection, falls, adverse medication reactions, and device-related complications. The User acknowledges these inherent risks by proceeding with the service.

12. VIRTUAL HOSPITALISATION

12.1 Virtual Hospitalisation is a structured, clinically assessed care pathway designed to replicate key elements of inpatient hospital care in the patient's home. Eligibility is determined by a MYDR24 Medical Director or designated clinical lead through a pre-admission assessment.

12.2 The Virtual Hospitalisation care plan will specify: (a) the clinical conditions covered; (b) the HCPs involved; (c) the monitoring frequency and devices deployed; (d) the clinical escalation pathway; and (e) the circumstances under which transfer to a physical hospital will be initiated.

12.3 The User must comply with all clinical instructions in the care plan, maintain the home environment as required, and allow MYDR24 HCPs access to the patient at all scheduled and unscheduled clinical review times.

12.4 MYDR24 does not represent that Virtual Hospitalisation is equivalent to or interchangeable with inpatient hospital care for all conditions. Clinical decisions regarding suitability for Virtual Hospitalisation remain with the attending qualified clinician.

13. REMOTE PATIENT MONITORING (RPM)

13.1 RPM services involve the use of connected medical devices to collect and transmit the patient's vital measurements (including blood pressure, pulse oximetry, blood glucose, heart rate, and temperature) to the Platform, where automated algorithms and/or clinical staff generate alerts and care insights.

13.2 The User consents to: (a) the collection and transmission of vital data from RPM devices; (b) the automated processing of that data by MYDR24 algorithms; (c) MYDR24 sharing RPM alerts with the patient's assigned Doctor and, where clinically warranted, with emergency responders or family contacts designated by the User.

13.3 RPM devices are medical instruments and must be used strictly in accordance with the instructions provided. MYDR24 does not guarantee the accuracy of individual measurements. RPM data is intended to support, not replace, clinical assessment by a qualified HCP. Anomalous readings must be reported to the assigned Doctor and to MYDR24 Support.

13.4 MYDR24 does not guarantee uninterrupted transmission of RPM data. Connectivity may be affected by device battery levels, network availability, device malfunction, or interference. The User is responsible for maintaining device charge and connectivity in accordance with usage instructions.

13.5 RPM devices provided by MYDR24 remain the property of MYDR24 unless sold outright to the User. They must be returned in good working condition at the conclusion of the subscription period. The User is liable for damage beyond fair wear and tear. See the Cancellation Policy for deposit and return terms.

14. AI-ENABLED HEALTH INSIGHTS & DECISION SUPPORT

14.1 MYDR24's Platform includes AI-powered features that may generate health summaries, risk scores, care recommendations, medication reminders, and trend analyses based on data provided by or collected from the User.

14.2 AI Features may produce inaccurate, incomplete, or outdated outputs. MYDR24 does not warrant the accuracy, completeness, or fitness for any clinical purpose of any AI-generated output. MYDR24 is not liable for any harm arising from reliance on AI outputs without appropriate clinical review.

14.3 The User may request human review of any AI-generated recommendation by contacting MYDR24 Support or their assigned Doctor. MYDR24 will facilitate such review within a clinically appropriate timeframe.

15. ELDERLY, MATERNAL & SPECIALIST CARE

15.1 Elderly & Assisted Care

MYDR24 provides specialised care plans for elderly patients, including chronic condition management, mobility support, companionship services, and emergency alert monitoring. Care plans are developed by a clinical lead in consultation with the family and the patient where capacity permits. All elderly care arrangements are subject to a clinical assessment before commencement.

15.2 Mother & Baby Care

MYDR24 provides postnatal nursing, lactation support, neonatal monitoring, baby massage, and developmental check services. All maternal and neonatal care staff are appropriately trained and credentialled. The User must disclose all relevant obstetric and neonatal history to the attending HCP before commencement of care.

15.3 Chronic & Post-Operative Care

MYDR24 provides structured care programmes for chronic conditions (diabetes, hypertension, cardiac, renal, and respiratory) and post-operative or post-discharge care. These programmes do not replace the treating specialist's supervision. The User must maintain their relationship with their specialist and inform their specialist of any MYDR24 care programme they are enrolled in.

16. MEDICAL EQUIPMENT RENTAL

16.1 MYDR24 offers short-term and long-term rental of medical devices and assistive equipment including but not limited to wheelchairs, hospital beds, oxygen concentrators, suction machines, CPAP/BiPAP devices, and infusion pumps.

16.2 A refundable security deposit is required for most rental items. The amount is specified at the time of booking. The deposit is refunded within [CONFIRM: 7–10] business days of the equipment being returned in good condition.

16.3 The User is responsible for: (a) using equipment only for its intended medical purpose; (b) keeping equipment clean and in good working condition; (c) not modifying, tampering with, or sub-letting equipment; and (d) returning equipment by the agreed return date.

16.4 Deductions from the deposit may be made for damage beyond fair wear and tear, missing accessories, or late return beyond the agreed period. A written itemised deduction notice will be provided before any deposit deduction is made.

16.5 If equipment fails during the rental period through no fault of the User, MYDR24 will arrange a replacement or repair within a clinically appropriate timeframe, or issue a pro-rata refund for the period of non-use.

17. CARE PACKAGES & SUBSCRIPTIONS

17.1 MYDR24 offers pre-paid Care Packages and recurring Subscriptions that bundle multiple Services. Package terms, included services, validity period, and pricing are set out in the Platform at the time of purchase.

17.2 A seven (7) day cooling-off period applies from the date of purchase of a new Package or Subscription. Within this period, the User may cancel and receive a full refund of the unused portion, subject to any Services already consumed.

17.3 After the cooling-off period, cancellation of a Package or Subscription is subject to the pro-rata refund terms in the Cancellation Policy.

17.4 Recurring Subscriptions are renewed automatically unless the User cancels at least [CONFIRM: 3–7] days before the renewal date. Renewal charges are communicated to the User in advance.

17.5 MYDR24 does not guarantee that every Service included in a Package will be available throughout the Package validity period. Where a Service is temporarily unavailable, MYDR24 will extend the Package validity or offer an equivalent Service.

18. USER OBLIGATIONS & PROHIBITED CONDUCT

18.1 The User agrees to: (a) provide accurate, complete, and up-to-date information including clinical history relevant to the Services requested; (b) comply with all HCP clinical instructions; (c) use the Platform and Services only for lawful, personal healthcare purposes; (d) not use the Platform for any commercial, resale, or fraudulent purpose.

18.2 The following conduct is strictly prohibited:

Providing false, misleading, or incomplete health information that could affect clinical safety;

Harassing, threatening, or abusing any HCP, MYDR24 staff, or other Platform user;

Attempting to bypass, circumvent, or reverse-engineer any Platform security feature;

Uploading or transmitting malicious code, spam, or unlawful content;

Attempting to directly solicit or hire MYDR24 HCPs outside the Platform within twelve (12) months of the last Service interaction;

Impersonating another person or misrepresenting authorisation to act on a Patient's behalf.

18.3 MYDR24 reserves the right to suspend or terminate an account, without refund of unused Services, where prohibited conduct is confirmed. Termination does not affect any rights or obligations that accrued before termination.

19. PATIENT SAFETY ESCALATION

19.1 All HCPs operating through MYDR24 are obligated to escalate to emergency services if they determine that a patient's condition poses an immediate risk to life, regardless of the Service booked or the User's preferences.

19.2 MYDR24's Platform includes automated RPM alert escalation pathways that may contact the patient's designated emergency contacts and/or coordinate emergency response if RPM data indicates a life-threatening condition.

19.3 No commercial or contractual provision in these Terms shall limit or override the obligation of an HCP or MYDR24 to take action to protect patient life. Users must not instruct HCPs to withhold or delay emergency escalation.

20. HEALTH RECORDS & DATA

20.1 MYDR24 maintains digital health records for all Patients on the Platform, including consultation notes, prescriptions, diagnostic reports, RPM data, and care plans. These records belong to the Patient and are accessible through the User's account.

20.2 The User may request a copy, correction, or deletion of health records in accordance with the Privacy Policy and the Digital Personal Data Protection Act, 2023 (DPDPA). Requests are processed within seven (7) days of receipt.

20.3 MYDR24 supports integration with the Ayushman Bharat Health Account (ABHA) system under the Ayushman Bharat Digital Mission (ABDM), enabling the User to consolidate their health records on the national digital health infrastructure.

20.4 Health records are retained for a minimum period required by applicable Indian medical law and as set out in the Privacy Policy. Records are not deleted merely upon account closure where clinical or legal retention obligations exist.

21. INTELLECTUAL PROPERTY

21.1 The Platform, MYDR24 brand, all software, algorithms, content, visual design, and AI models are the exclusive intellectual property of Accufly Healthcare Pvt. Ltd. or its licensors.

21.2 Users are granted a limited, non-exclusive, non-transferable, revocable licence to access and use the Platform solely for personal healthcare purposes in accordance with these Terms. No other rights are granted.

21.3 Users must not: reproduce, modify, distribute, reverse-engineer, decompile, or create derivative works from any part of the Platform or its content without prior written consent of the Company.

22. DISCLAIMER & LIMITATION OF LIABILITY

22.1 The Platform and its Services are provided 'as available' and 'with reasonable care and skill'. MYDR24 does not warrant uninterrupted availability, error-free operation, or the fitness of AI-generated outputs for any specific clinical purpose.

22.2 MYDR24 does not provide medical advice, diagnosis, or treatment through the Platform itself. All clinical judgments are made by qualified, independently registered HCPs. MYDR24 is not liable for the clinical decisions of independent HCPs.

22.3 Nothing in these Terms excludes or limits MYDR24's liability for: (a) death or personal injury caused by MYDR24's negligence; (b) fraud or fraudulent misrepresentation; or (c) any liability that cannot be lawfully excluded under the Consumer Protection Act, 2019, or any other applicable Indian statute.

22.4 Subject to clause 22.3, MYDR24's aggregate liability to a User for all claims arising from a single event shall not exceed the amount paid by the User for the Service giving rise to the claim in the thirty (30) days immediately preceding the event.

22.5 MYDR24 is not liable for: (a) loss or harm arising from Force Majeure Events; (b) harm caused by the User's failure to provide accurate clinical information; (c) harm caused by the User's failure to follow clinical advice; (d) harm caused by third-party service providers (including ambulance operators, independent labs, or independent HCPs) acting beyond MYDR24's coordination.

23. INDEMNITY

The User agrees to indemnify and hold harmless Accufly Healthcare Pvt. Ltd., its officers, directors, employees, and HCPs from and against any claims, damages, costs, or expenses (including reasonable legal costs) arising from: (a) the User's breach of these Terms; (b) the User's provision of false or misleading information; (c) unauthorised use of the User's account; or (d) the User's violation of any applicable law.

24. FRANCHISE CLINICS

24.1 MYDR24 Services may be accessible through Franchise Clinics — independently owned and operated clinics authorised to offer MYDR24 services under a Franchise Agreement. Franchise Partners are independent entities and not employees or agents of Accufly Healthcare Pvt. Ltd.

24.2 These Terms apply to Services received through a Franchise Clinic. Any complaint regarding a Franchise Clinic must be submitted to MYDR24 Support at info@mydr24.com or +91 9667378887. MYDR24 will investigate all such complaints and respond within 48 hours.

25. COMPLAINTS & GRIEVANCE REDRESSAL

25.1 MYDR24 is committed to resolving all complaints fairly and promptly. Complaints may be submitted via in-app support, email (info@mydr24.com), or WhatsApp/phone (+91 9667378887).

25.2 In compliance with the Consumer Protection Rules, 2020 and the IT (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021, MYDR24 has appointed a Grievance Officer:

25.3 For clinical complaints against a Doctor, the User may also approach the relevant State Medical Council or the National Medical Commission.

26. GOVERNING LAW, DISPUTES & ARBITRATION

26.1 These Terms are governed by and construed in accordance with the laws of the Republic of India.

26.2 In the event of any dispute arising out of or in connection with these Terms, the parties shall first attempt resolution through good-faith negotiation. If unresolved within thirty (30) days, the dispute shall be referred to arbitration under the Arbitration and Conciliation Act, 1996 (as amended). The arbitration shall be conducted by a sole arbitrator mutually agreed upon by the parties, or appointed by a competent court. The seat of arbitration shall be New Delhi. The language of arbitration shall be English.

26.3 Notwithstanding the above, either party may seek urgent interim relief from courts of competent jurisdiction in New Delhi.

26.4 The User's statutory rights under the Consumer Protection Act, 2019 — including the right to approach a Consumer Disputes Redressal Forum — are not affected by the arbitration clause above.

27. FORCE MAJEURE

MYDR24 shall not be liable for any failure or delay in performance of its obligations caused by a Force Majeure Event. MYDR24 will promptly notify affected Users, take all reasonable steps to minimise disruption, and resume performance as soon as the Force Majeure Event ceases. Users affected by a Force Majeure Event will be offered rescheduling or a refund of unused Services as appropriate.

28. MISCELLANEOUS

28.1 Severability. If any provision of these Terms is found to be unenforceable, the remaining provisions remain in full force.

28.2 No Waiver. MYDR24's failure to enforce any provision does not constitute a waiver of that provision.

28.3 Entire Agreement. These Terms, together with the Privacy Policy, Cancellation Policy, and Support Policy, constitute the entire agreement between the User and MYDR24 in respect of the Platform and Services.

28.4 Assignment. MYDR24 may assign its rights and obligations under these Terms to a successor entity following a merger or acquisition. Users may not assign their rights without MYDR24's written consent.

28.5 Language. These Terms are published in English. In the event of any conflict with a translated version, the English version shall prevail.

The following notes are for internal review only and must be removed before public publication.

[CONFIRM] Legal entity name, CIN, and registered office address.

[CONFIRM] Effective date of these Terms.

[CONFIRM] URLs for Privacy Policy, Cancellation Policy, and Support Policy.

[CONFIRM] Name of Grievance Officer.

[CONFIRM] Security deposit amount for equipment rentals (Section 16.2).

[CONFIRM] Subscription renewal cancellation window (Section 17.4) — recommended 3–7 days.

[CONFIRM] List of Services currently live vs. planned — update Section 4 table accordingly.

[CONFIRM] Geographic coverage — which pincodes/states are currently served?

[CONFIRM] Whether MYDR24 holds any specific clinical establishment registration, insurance, or certifications — add to Section 4 if applicable.

[LEGAL REVIEW REQUIRED] This document should be reviewed by qualified Indian healthcare and technology counsel before publication. It does not constitute legal advice.

— End of Terms & Conditions —

MYDR24 | Accufly Healthcare Pvt. Ltd. | info@mydr24.com | +91 9667378887 | www.mydr24.com

Reference table 1

Brand	MYDR24 (also styled MyDr24 / My DR24)
Legal Entity	Accufly Healthcare Private Limited — [CIN: CONFIRM] — [Registered Office: CONFIRM]
Principal Office	4th Floor, LHS Building, IIIT Delhi, Okhla Phase III, Okhla Industrial Estate, New Delhi 110020
Email	info@mydr24.com
Phone / WhatsApp	+91 9667378887
Website	www.mydr24.com
Governing Law	Republic of India

Definitions table

Term	Definition
Platform	The MYDR24 mobile application, website (www.mydr24.com), APIs, and any related digital interface operated by Accufly Healthcare Pvt. Ltd.
Company / We / Us	Accufly Healthcare Private Limited, operating the MYDR24 brand.
User / You	Any individual who accesses, registers on, or uses the Platform, including patients, caregivers, and authorised representatives.
Patient	The individual receiving or intended to receive a healthcare service arranged through the Platform, who may or may not be the same person as the User.
Authorised Representative	A legally authorised person acting on behalf of a Patient — including a parent or guardian of a minor, a legal guardian, a court-appointed representative, or a formally designated caregiver.
Healthcare Professional (HCP)	A licensed doctor, nurse, physiotherapist, or other regulated healthcare provider, either employed by, contracted to, or independently listed on the Platform.
Service	Any healthcare service, coordination service, digital tool, or related offering accessible through the Platform, as described in Section 4.
Booking	A confirmed reservation of a Service, as acknowledged by a booking confirmation communicated to the User.
RPM	Remote Patient Monitoring — the continuous or periodic collection and transmission of a patient's vital measurements using connected devices integrated with the Platform.
Virtual Hospitalisation	A structured, clinically assessed care pathway delivered in the patient's home by MYDR24 and/or its partner HCPs, designed to provide hospital-equivalent care for eligible conditions. It does not constitute a formal hospital admission and does not provide ICU-level facilities unless separately confirmed in writing.
AI Features	Artificial-intelligence-powered tools within the Platform that generate health insights, risk alerts, care summaries, or care recommendations. AI Features are assistive and informational only — they do not constitute medical diagnosis, clinical advice, or prescription.
Care Package / Subscription	A pre-paid bundle of Services, either time-limited or recurring, purchased by a User as set out in Section 14.

Term	Definition
Franchise Clinic	An independently owned and operated clinic authorised to offer MYDR24 services under a Franchise Agreement with the Company.
Privacy Policy	The MYDR24 Privacy Policy, available at [URL CONFIRM], governing personal and health data processing.
Cancellation Policy	The MYDR24 Cancellation & Refund Policy, available at [URL CONFIRM].
Support Policy	The MYDR24 Customer Support & Grievance Redressal Policy, available at [URL CONFIRM].
Force Majeure Event	Any event beyond the reasonable control of the Company, including natural disasters, pandemic, war, civil unrest, power failure, cyberattack, or government action.

Service portfolio table

Service	Description	Mode	MyDr24 Role
Teleconsultation	Audio/video/chat doctor consultations via the Platform	Online	Platform & coordinator
Doctor Home Visits	Licensed doctor attends the patient at their home address	On-site	Coordinator / direct
Quick Medical Services (QMS)	Time-sensitive doorstep first-response medical assistance for acute, non-emergency conditions	On-site	Direct / coordinator
Emergency Coordination	Facilitation of ambulance booking and emergency response logistics	Coordination	Coordinator only
Home Healthcare	Nursing, physiotherapy, post-operative and ongoing clinical care at home	On-site	Direct / coordinator
Nursing & Caregiver Services	Trained nurses, attendants, and caregivers for shift-based or residential care	On-site	Direct / coordinator
Elderly & Assisted Care	Specialised care plans for senior patients including companionship, mobility and chronic support	On-site/hybrid	Direct / coordinator
Mother & Baby Care	Postnatal nursing, lactation support, neonatal care, baby massage and developmental monitoring	On-site	Direct / coordinator
Chronic Disease Management	Structured care programmes for diabetes, hypertension, cardiac, renal and respiratory conditions	Hybrid	Platform & coordinator
Post-Operative / Post-Discharge Care	Recovery care after surgery or hospital discharge including wound care, medication and physio	On-site/hybrid	Direct / coordinator
Remote Patient Monitoring (RPM)	Connected device monitoring with automated vital alerts and clinical escalation workflows	Remote	Platform & direct
Virtual Hospitalisation	Clinically assessed, structured hospital-at-home care pathways for eligible conditions	Hybrid	Direct / coordinator
Diagnostic Coordination	Booking and facilitation of laboratory tests and imaging with home sample collection	Coordination	Coordinator
Medical Equipment Rental	Short-term or long-term rental of medical devices and assistive equipment	Delivery/on-site	Direct

Service	Description	Mode	MyDr24 Role
AI Health Insights	AI-generated summaries, risk alerts, and care recommendations (not medical diagnosis)	Digital	Platform
Care Packages / Subscriptions	Bundled recurring services on a monthly or annual subscription basis	Hybrid	Platform & coordinator

Reference table 4

Grievance Officer	[Name — CONFIRM]
Email	info@mydr24.com
Phone	+91 9667378887
Address	Accufly Healthcare Pvt. Ltd., 4th Floor, LHS Building, IIIT Delhi, Okhla Phase III, New Delhi 110020
Acknowledgement	Within 24 hours (IT Rules, 2021) / 48 hours (Consumer Protection Rules, 2020)
Resolution	Within 15 days (IT Rules, 2021) / 30 days (Consumer Protection Rules, 2020)

Grievance Redressal

Grievance Officer: Rahul Kumar
Email: info@mydr24.com
Phone: +91 9667378887
Address: 4th Floor, LHS Building, IIIT Delhi, Okhla Phase III, Okhla Industrial Estate, New Delhi 110020

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