

Terms & Conditions

Applicability: These terms and conditions apply to all transactions including appointment booking, bill payments, advance payment for services and/or any other transactions through any service from Healthitinerary.

Information provided by you:

- All personal and medical information will be kept confidential. It will only be disclosed to those involved with your treatment, care or persons involved in the process of evaluation of your information including but not limited to medical treatment.
- All the information that you provide through the HealthNet Connect Membership including patient's details or card holder's name, it may be used under the responsibility of the company and under no circumstances will it be used for profit.
- You agree to ensure that any information provided by you shall be complete and accurate. You shall not provide us with information which is false, inaccurate, misleading, obsolete or deceptive. If the information is found false/deceptive/inaccurate/misleading, Healthitinerary holds the right to cancel the appointment, transaction, refund or stop the membership if it were the case.
- To receive the confirmation alert of the appointment booking, kindly provide your correct contact number and email ID, by handing over this information, you hereby authorize Healthitinerary to contact you by telephonic calls, SMS and/ or electronic mail, as a reminder of the appointments booked by you and for giving the information about the services of Healthitinerary.
- The consultation time of any appointment is indicative and actual consultation time can vary, Healthitinerary is not responsible for delays that doctors or medical appointments incur.
- Any changes or cancellation in the appointment should be done by contacting the customer service.
- The appointment slot will be released in case the patient arrives 20 minutes late or the times set for the appointment, and the patient will be treated as a walk-in patient and consultation should be subject to availability of time with the respective doctor.
- Complete details of 'New' patient should be filled in accurately, and we may also use this information for data analysis and marketing purposes. By accepting these Terms, you expressly permit Healthitinerary to use the data provided by you for the previously described purpose.
- We track the address of the members with the exclusive purpose of location for future appointments.

Warranties:

- Every single member is free to decide the providers of each appointment, medical procedure, or any service related to them, the company is not responsible if any service is unsatisfactory, since it only acts as an intermediary between the client and the service provider, so any subsequent responsibility related to these services such as returns, complaints or suggestions are the sole responsibility of the Service provider.
- Services request. All services requested through the customer service line, will be attended within 1 to 2 labor days. In the case that this request takes more than expected, the client will be notified.
- If any member wishes to cancel their current membership, the company will only return the value of up to 3 months as a replacement related to its cancellation, this if the membership still has 3 or more months of validity in case the validity is equal to or less than 3 months, the cancellation will be made but this will not incur any monetary refund.
- All payments for services outside of our yearly and monthly fee that are made with a debit or credit card to the Healthitinerary company will incur an extra cost of 10% of the total payments received, this to be able to solve the costs related to the use of this service
- Any monetary refund requested will have a waiting time of 10 business days.

Office and Service Hours.

- Our customer service line and email, is operational from 9:00 am to 6:00 pm from Monday to Friday and Saturdays from 9am to 1pm. This line is open for phone calls and emails.
- Notice that if you send an email/Message outside this working hours it may take between 24 to 48 hours to answer your request.

Emergency Line or Emergencies:

- The emergency phone number is available for MEDICAL EMERGENCIES ONLY within the office hours or outside the office hours. Requests that are not an emergency will not be attended through this line.
- MEDICAL EMERGENCY. It is the sudden appearance of an alteration of the state of health of the CLIENT who manifests with acute symptoms that according to their severity they endanger the life of the insured or the viability of any of their organs.
- The emergency service includes accompaniment, translation and post emergency advice and following under no circumstances Healthitinerary can guarantee to provide the pick up service, all emergencies must be attended by an emergency vehicle (ambulance) whether is a private or public.

Medical Consultation:

- The hours of medical consultation in our facilities is from 9 pm to 7pm from Monday to Friday which requires an appointment, in case of requiring a visit at your home in the city of Merida, the cost per visit will be \$400 pesos and outside the city, the cost will be \$ 600 pesos, any other cost related to this consultation, such as medicines or supplies, will be paid by the client.

Pick up Service:

- The pickup service to the clients in the city of Merida does not incur any additional cost, the pickup services at your home in the following municipalities: Progreso, Chicxulub and Chelem will have a cost of \$300 pesos exclusive for recovery of gasoline of the collaborator who makes the pickup, in the case of the municipalities of San Crisanto, Telchac and Sisal the cost will be \$400 pesos for the same purpose mentioned above, in case your municipality has not been mentioned previously, you must contact the customer service to know the price of this service.
- The pick-up service for appointments will be within our working hours, from 9:00 am to 6:00 pm from Monday to Friday and Saturday from 9am to 1pm. This service needs to be requested 2 labor days before the date of the appointment.
- In the event that your appointment is before or after the established working hours or/and non-working holidays days in Mexico, the cost of the pick up or translation service will be \$500 pesos for residents of Mérida and \$ 800 pesos outside the city, as long as the appointment can be attended by a member of our team, this does not apply to scheduled surgeries.
- Any surgery or medical appointment which is scheduled by a member without the support of the Healthitinerary team is subject to the availability of the agenda to offer the pick-up and translation service.

Prescriptions and Medications:

- All prescriptions requested for controlled medications will be submitted to approval of the Healthitinerary Medical coordinator.
- Any prescription for medications that is requested through our WhatsApp service or customer service mail, has a period of 48 hours to be delivered to your home, or on the same day as the request if the member can pick it up at our offices.
- Healthitinerary does not prescribe opioids under any circumstance, these drugs can only be prescribed by some specialists in Mexico.

Documentation:

- Healthitinerary is not responsible for documentation, papers or studies forgotten in our work vehicles or our facilities.
- In case of requiring the documentation pick up service at the beach (Progreso, Chelem, Chixulub, etc.) to generate an appointment or a medical study, a charge of \$ 300 pesos will be generated for the document pick up service and return of documentation to your address.

Hospitalization and emergencies:

- Healthitinerary is a company of support and advice to carry out the paperwork and documentation related to health insurance (if applies) , it is not responsible under any circumstances for the resolution of the claim to be executed by the insurer, the insurers are external entities not related to the enterprise.

- In case of a medical emergency Healthitinerary is not responsible for the cost or expenses that the emergency generates, it is the responsibility of the contractor to pay the total expense generated.
- In case of emergency, the client can choose the hospital where to be attended, excusing Healthitinerary from any responsibility that this choice generates.
- The emergency telephones are cleared at the moment a new member joins us, the private telephones of all the staff are not available 24/7 so in case of a medical emergency we do not promise to answer any call that is not addressed to the Healthitinerary emergency numbers.

Surgeries:

- None scheduled surgery will generate any extra cost in case of requiring transportation and translation services, regardless of the time and place.
- It is essential for all scheduled surgeries that the member of our service presents with a companion on the day and at the time scheduled for their appointment, since this is a requirement from hospitals, the Healthitinerary team cannot sign any documents in hospitals or clinics under any circumstances or act as the relative or family of the client.
- The Healthitinerary team oversees performing the client's check-in and accompaniment at the time of admission to surgery, no member of the Healthitinerary team stays during the time that the surgery is performed.
- All costs generated before, during and after surgery are the sole responsibility of the treating physician, Doctors and the hospital, Healthitinerary has no monetary interest on surgeries and medical treatments.
- All surgeries can be re-scheduled or present some changes due to medical variations which could prevent the procedures from being performed, Healthitinerary is not responsible for changes and movements in scheduled surgeries.

I HAVE READ, UNDERSTOOD AND AGREE TO THE TERM & CONDITIONS

HealthNet Connect Terms & Conditions are also available at www.healthitinerary.mx

Signature _____

Date Signed ___M___ / ___D___ / ___Y___