DoctorsHub24 HealthTech Limited

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doctorshub24.com

Telemedicine Consent & Clinical Safety Policy

BMDC Telehealth Standards, Mandatory Informed Consent, Video Session Safety & Emergency Red-Flag Triage

Governing Law: BMDC Telemedicine Practice Guidelines; Medical & Dental Council Act 2010; Drug & Cosmetics Act 2023 (DGDA); ICT Act 2006 Digital Signature & Consent Rules.

Jurisdiction & Seat:	Dhaka, People's Republic of Bangladesh
Operating Markets:	Bangladesh (BD) | Saudi Arabia (SA) | Malaysia (MY) | UAE (AE)
Live Commission Rules:	Consult: Doctor 35% / Hosp 40% / Platform 10% | Labs: Hosp 55...
System Compliance Posture:	Hold: 30m | Retention: 1825 days | Currencies: BDT, USD, SAR,...

EXECUTIVE OVERVIEW

Mandates recorded per-appointment informed consent (‘telemedicine_consents‘), non-emergency red-flag diversion, DGDA prescription compliance, and cross-border telehealth boundaries across BD, SA, MY & AE.

1. Mandatory Informed Consent & Verifiable Audit Capture

Before entering any Telemedicine Video Waiting Room (user/telemedicine_waiting.php) or live room (video_room.php), the patient must explicitly confirm informed consent recorded in telemedicine_consents (timestamp, IP address, user-agent, consent version). Canonical consent text: "I understand this is a telemedicine consultation via DoctorsHub24, not an emergency service. I consent to video/audio consultation, sharing relevant medical history, and storage of session records per privacy policy. In an emergency I will call local emergency services immediately."

2. Authorized Practitioners Only (BMDC & Regional Verification)

Only physicians with approved verification status and active telemedicine_enabled flag may conduct remote consultations on telemedicine.php. Doctor identity, registration number, qualifications, and hospital affiliation remain visibly displayed prior to fee payment.

3. Red-Flag Symptoms & Absolute Emergency Contraindications

Telemedicine is STRICTLY contraindicated for life-threatening emergencies including acute chest pain, severe dyspnea, suspected stroke/paralysis, uncontrolled hemorrhage, severe trauma, altered consciousness, or anaphylaxis. AI Triage & Telemedicine screens display immediate redirection to Emergency 999 (BD) / 997 (SA) / 998 (AE) / 999 (MY) and DoctorsHub24 SOS dispatch.

4. Physical Examination Limits & Prescribing Restrictions

Both Doctor and Patient acknowledge inherent limitations of remote video assessment (absence of palpation/auscultation). In compliance with Bangladesh Drug & Cosmetics Act 2023 and BMDC rules, narcotics, Schedule-X habit-forming psychotropics, and intravenous anesthetics MUST NOT be prescribed via telemedicine.

5. Privacy During Video Rooms & Anti-Recording Rule

Consultations occur in encrypted room sessions accessible only to the authenticated Patient and assigned Doctor. Neither party may covertly record, screen-capture, or publicly broadcast medical video sessions without separate signed written authorization.

6. Technical Dropouts & Reconnection / Refund Safeguards

If technical connectivity fails mid-session for >50% of scheduled duration before clinical evaluation completes, the Doctor or Care Desk authorizes complimentary rescheduling within 24 hours or full consultation fee refund under the Refund, Cancellation & Complaint Policy.

IN WITNESS WHEREOF, the Parties execute this Agreement in duplicate:

For: DoctorsHub24 HealthTech Limited

_____

Authorized Managing Director
Authorized Signatory & Compliance Officer
Date: _____ Place: Dhaka

For: Patient & Telemedicine Physician

_____

Authorized Signature & Seal
NID / BMDC / Passport / TIN: _____
Date: _____