

Telepsychiatry Service Agreement

1. Introduction and Purpose

This Telepsychiatry Service Agreement ("Agreement") is entered into between Rhope ("Provider") and the individual receiving telepsychiatry services ("Patient"). By agreeing to this document, both parties recognize the advantages and limitations of telepsychiatry services. This Agreement ensures that services are provided in a professional, ethical, and legally compliant manner.

Telepsychiatry is a method of delivering psychiatric care remotely using secure videoconferencing technology. This Agreement governs all telepsychiatry sessions provided by Rhope and defines the rights, responsibilities, and obligations of both the Provider and the Patient.

2. Scope of Services

Rhope offers the following telepsychiatry services:

- **Consultations:** Personalized evaluations, diagnosis, and treatment plans via secure video or audio platforms.
- **Medication Management:** Prescription and monitoring of psychiatric medications.
- **Mental Wellness Support:** Access to educational resources and community support for improving mental health.
- **Personal Health Records (PHR):** Secure access to medical records for tracking treatment progress.

These services are not intended to replace in-person care where deemed necessary by the Provider or in emergencies.

3. Patient Eligibility

Patients utilizing telepsychiatry services must:

- Be of legal age (or have parental/guardian consent if a minor).
- Reside in a jurisdiction where telepsychiatry is permitted.
- Provide accurate contact information and health details.

4. Technology Requirements

The Patient is responsible for ensuring access to the following:

- A reliable internet connection.
- A device with a camera, microphone, and speakers (e.g., smartphone, tablet, or computer).
- A private, quiet, and well-lit space for sessions.

Rhope uses secure, encrypted platforms to conduct all telepsychiatry services. The Provider is not liable for disruptions caused by technical difficulties beyond their control.

5. Informed Consent

By signing this Agreement, the Patient consents to receiving psychiatric services via telepsychiatry. The Patient acknowledges:

- Telepsychiatry may have limitations, such as technical disruptions.
- Remote care may not be suitable for all conditions, and in-person consultation may be recommended.
- The Provider will take all reasonable steps to ensure data confidentiality.

6. Confidentiality and Privacy

Rhope is committed to protecting Patient confidentiality. All communications are encrypted, and personal health information (PHI) is stored securely in compliance with relevant laws, including the Indian Information Technology Act, of 2000, and the General Data Protection Regulation (GDPR).

However, confidentiality may be breached under the following circumstances:

- The Patient poses a threat to themselves or others.
- Disclosure is required by law (e.g., court orders, mandated reporting).

7. Emergency Protocols

Telepsychiatry is not appropriate for emergencies. In the event of a crisis, the Patient should:

- Contact local emergency services immediately.
- Reach out to Rhope's helpline at +91-9643388707 for guidance.
- Utilize additional resources, such as the nearest hospital or mental health crisis team.

8. Patient Responsibilities

To ensure effective care, the Patient agrees to:

- Provide accurate and complete health information.
- Adhere to scheduled appointments or notify the Provider at least 24 hours in advance if unable to attend.
- Follow the treatment plan as discussed with the Provider.

9. Provider Responsibilities

Rhope's licensed mental health professionals will:

- Deliver services with the same standards as in-person care.

- Maintain confidentiality and professionalism.
- Use secure technologies for all communications and data storage.
- Provide referrals for in-person care when necessary.

10. Fees and Payment

- Consultation fees start at ₹299 and vary based on the service provided.
- Payments must be made online through secure methods before the session begins.
- Cancellations made less than 24 hours in advance may incur charges.

11. Termination of Services

Either party may terminate this Agreement under the following conditions:

- The Patient fails to comply with the terms outlined herein.
- The Provider determines that telepsychiatry is no longer appropriate for the Patient's needs.
- Termination notices must be communicated in writing.

12. Dispute Resolution

In the event of a dispute, both parties agree to resolve matters through mediation or arbitration by applicable Indian laws. Litigation will only be pursued if other resolution methods fail.

13. Compliance with Laws and Guidelines

Rhope adheres to the following:

- Telepsychiatry Operational Guidelines 2020 by the Indian Psychiatric Society and NIMHANS.
- World Health Organization (WHO) ethical guidelines for telemedicine.
- Indian Information Technology Act, 2000, and related data protection regulations.

14. Contact Information

For any inquiries or support:

- **Phone:** +91-9643388707
- **Email:**
- **Website:** <https://rhope.in>

15. Agreement Acknowledgment

By signing up, the Patient acknowledges that they have read, understood, and agreed to the terms of this Telepsychiatry Service Agreement.