

OPERATIONS DEPARTMENT		POLICY FOR REFUND			 INTERNATIONAL Proven And Preferred
ISSUE NO	REVISION NO	COUNTRY	DATE OF ISSUE	ISSUED BY	APPROVED BY
1	-	UAE	01/04/2016	Operations Dept	CEO – International Business

SUBJECT:

This policy is laid down to define the process of refund to the patients. The defined policy will help in smooth operations of refund process. The general rules and guidelines involved in the process of refunds are given below.

EFFECTIVE DATE:

1st April 2016

ELIGIBILITY / APPLICABILITY:

The policy is applicable to patients registered on or after 01st September 2014, who claim for refunds.

OBJECTIVE:

- Develop a refund process that is accessible and simple to follow.
- Treat all applications for refund in a fair and equitable manner for all parties involved.
- Incorporate conflict management principles when resolving concerns over the issue of refunds.

SCOPE:

The policy will cover all the patients who are registered with the organisation and fully paid the treatment fees.

POLICY OVERVIEW:

At Dr Batras' International we strive to deliver a world class "Treatment & Cure "to every patient.

Our Doctors & Staff members are trained to ensure that every time you walk into the clinic, you experience a Consistent & Customised experience, built to accelerate your treatment.

However, in case you are not satisfied with any aspect of your interaction / treatment with our organisation & Services delivered to you, feel free to contact us at: uaecare@drbatras.com Stating your name / Patient Code & Contact details. Our Patient Care Manager will get back to you within 24 hours.

In case you wish to discontinue your treatment with Dr Batra's Healthcare, – please write into uaecare@drbatras.com, with reasons for discontinuation and you would be guided with appropriate course of action.

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As a substantial time & effort is invested by a battery of doctors in Diagnosing & Investigating your ailment & Working out medication, customised for you, we follow a “NO REFUNDS” policy. However, on rare instances, where the medication has not worked for you, or in instances of complete service breakdown, our Patient Care Manager has been authorised to support our patients with all possible alternative routes including Extended Treatments / Escalations to the medical board / 2nd opinion from our Global Medical Pool etc.

SERVICE FEES TOWARDS TREATMENT:

S. No.	Details of Session	Service Fees Charged per Session (AINahda/DHCC/JLT)	Service Fees Charged per Session (Al Wasl)
1	Registration Charges	AED 350	AED 500
2	Consultation and Diagnosis	AED 500	AED 1000
3	Detailed Case Analysis	AED 750	AED 750
4	Dietician Consultation	AED 350	AED 500
5	Follow up Sessions with unit doctors	AED 200	AED 500
6	Senior Doctor Consultation	AED 400	AED 1000

Additional 10% service and maintenance charges will be levied on the overall billed amount and the balance amount will be refunded after deducting the number of sessions consumed by the patient.

REFUND PROCEDURE:

Refund applications must:

- be made in writing at uaecare@drbatras.com; and
- set out the reasons for the refund; and
- be accompanied by supporting documents such as (original bill, insurance documents, details of claims made, Emirates ID copy etc.,) as may be appropriate.
- Management decision is final on all refund cases.

The date of the notification for application for refund is the date the completed and signed Application for Refund is received by the Organisation.