

DRAFT MOU
(for providing Health Care Services)

Sub :-MOU BETWEEN STAR HOSPITAL AND

Dear Sir,

This has reference to our discussion on dated regarding tie-up for Medical Services for your staff / employee's & management officials in Hospitalization and other services as mentioned on the terms and conditions here in after / enclosed with this document.

Star Hospital (unit of OM Medicentre Pvt. Ltd) and both jointly shall be referred to as the "Parties" in this contract. Mr. B.K.Jain (Officer In -charge) signed this document on behalf of Hospital & Company as first party and Mr. P.S. Raghav (GM HR and Admin) signed on behalf of second party.

• **TERM**

The parties agree that this contract shall be for a period of twelve months effective from the date of execution . Each party has the right to terminate this contract without cause with a minimum of 30 days written notice prior to termination.

• **SCOPE OF WORK FOR STAR HOSPITAL :-**

1. Star Hospital will provide equipped free ambulance as and when needed for emergency and IPD patients (subject to availability).
2. Star Hospital will conduct free health talks by various specialties and organize periodical health checkup (Height, Weight, BP, Pulse, and General Examination) camps on discounted rates once in a year at company premises on request of second party, request to be received 30 days in advance.

• **SERVICE :-**

- Please visit our site at www.starhospital.co.in, for service details.
- Kindly go through the services and charges applicable before admission from front desk or admission desk to settle bill on final discharge without any confusion.
- The consent once accepted after all queries will be final in all respect of financial settlements, without any mis-understanding.
- In any special case the issues can be settled on one to one basis if required.

• **STAR HOSPITAL WILL GIVE PRIVILEGE OF :-**

- Priority in admission to ICU or wards for company employees in minimum possible time.
- Cashless Facility for in-patients: Bills can be paid for cash patient later by company (on written confirmation by mail) as pre-agreed rates for cash treatment. TPA patients will be treated and billed as per their medi claim policy and ESI patient as per their panel rates and terms.
- In emergency Hospital will treat patients without any depth formalities and second party assured for compliance & formalities in minimum possible time without any delay including payments if patients are not covered in any TPA's / Insurance / ESI or Hospital receives denial due to any reason on what so ever account.
- Hospital staff will Co-ordinate and report to Company management (second party) over what's app group / mail about status of employee.
- Hospital will coordinate with family members during their enquiries and smooth response as per rights & duties of patients displayed in hospital premises.

- Hospital will provide one point contact system for emergency / serious patients admitted in ICU / NICU / SICU in the Hospital for patients family members and Company management of second party (on providing contact numbers)
 - 25% discounts in OPD consultations & priority for our in-house consultants opinion.
 - Facility to pay bills by cash / cheque / internet banking / credit card as per choice.
 - Hospital will provide foods as per dietician schedule during hospital stay for patients on chargeable basis as per hospital policy.
 - In case of serious patients and required to shifted to higher Centre due any reasons either attendants willing or need of advance facility, treating doctor will provide full support with guidance and explain treatment procedure as and where required in midway and best possible help while shifting the patient.
- **Company**
Agrees to co-ordinate with doctors of STAR HOSPITAL and follow their advice, however the choice of hospitalization and right to choose treatments will still lie with the employees of the company.
 - **PAYMENT TERMS**
Star Hospital shall raise a bill to patients until unless company management of second party provide written consent for payment for cash patients treatment not covered under any TPA's /Insurance /ESI.
 - **QUALITY**
Hospital management assures to provide quality service as per standard medical practice. It is desirable by both parties that the service performed by Star Hospital should be maintained at a level reasonably satisfactory to the company. In the event such is not the case, company shall immediately notify Star Hospital with specific dissatisfaction case and Hospital will correct it to company's satisfaction up to the level of facility available with the Hospital.
The hospital has applied for Registration with NABH and in process following its guidelines to help improve quality services.
 - **TERMINATION :**
 1. If company wishes to change or discontinue services, company may then terminate this contract with no further obligation to Star Hospital except for services rendered prior to the date of Termination Notice.
 2. Hospital can also terminate / withdrawal discounted benefits if payment is delayed beyond the agreed period of 30 days with no confirmation or reasons for delay.

This document supersedes all previous commitments either verbal or written only the terms herein above will be applicable in future.

You are requested to counter sign this contract as token of your acceptance.

Thanking You

For : Star Hospital

For :