



Our Service Policy

Welcome to My Online Doctor!

Our mission is to provide exceptional online healthcare services. This policy outlines the standards and procedures we uphold to ensure the highest quality of care for our patients.

Our Commitment to High-Quality Healthcare:

1. **Professional Standards:** We maintain the highest standards in online healthcare delivery.
2. **Appropriate Online Prescriptions:** Prescriptions are issued only when deemed appropriate by our experienced doctors.
3. **Individual Assessment:** Prescription eligibility is determined based on your responses during the digital medical consultation, your medical history, and other relevant factors.

Our Services Include

1. **Instant eScript for Eligible Patients:** Eligibility for electronic prescriptions is carefully evaluated by our doctors.
2. **Pathology Requests, Medical Certificates, and Referrals:** Acquire essential medical documents through our platform.
3. **Online Medical Consultations and Advice:** Consult with our medical professionals from anywhere.
4. **Transparent Pricing:** A standard consultation fee of \$69 is charged for a 15-minute session.

Consultation and Prescription Policy

Telehealth Consultations

If you wish to discuss your condition, you can request a Telehealth consultation. Our doctor will assess and decide if it is safe to provide a prescription.

Non-Prescription of Controlled Drugs

We do not prescribe Schedule 8 Controlled Drugs or drugs of addiction.

Refund Policy

Should you need to request a refund, we will first assess the appropriateness of your request. If your refund request is approved, please be aware that a 25% administration fee will be applied, with the remaining amount being refunded to you.

Emergency Services Disclaimer

Please be aware that My Online Doctor is not equipped to handle emergency medical situations. If you are experiencing a medical emergency, it is crucial to seek immediate assistance from appropriate emergency services. In such urgent cases, you should dial 000 for emergency services or promptly go to the nearest hospital emergency department. Our platform is designed for non-emergency medical consultations and should not be used for urgent or life-threatening medical conditions.

Thank you for choosing My Online Doctor for your healthcare needs. We are dedicated to providing you with a safe, convenient, and professional healthcare experience.