

**CUREVIDA HEALTH CARE
04 ASPARAGUS ROAD
HALFWAY GARDENS
MIDRAND
1685**

30 October 2024

Terms and Conditions

1. Introduction

These Terms and Conditions (“Terms”) govern the use of services provided by Curevida Health Care (“Company,” “we,” “our,” or “us”). By engaging our services, you (“client,” “patient,” or “your”) agree to comply with and be bound by these Terms. Please read them carefully before using our services.

2. Scope of Services

Curevida Health Care provides home-based medical and healthcare services, including but not limited to:

- **IV therapy (antibiotics, Polygam infusion, iron infusion, etc.)**
- **Wound care**
- **Chronic disease management**
- **Other home-based primary healthcare services as agreed upon**

The specific services provided will be outlined in the Service Agreement signed with the client.

3. Patient Eligibility

All services are subject to a health assessment and eligibility review by our healthcare professionals. Curevida Health Care reserves the right to refuse service if it is determined that homecare is not suitable for the patient’s medical condition.

4. Service Availability

Services are provided based on availability and location. Certain services may not be available in all regions. Availability may also depend on staff capacity, required resources, and the patient’s medical condition.

5. Consent to Treatment

By engaging our services, the patient or authorized representative consents to the treatment plan, as prescribed by our medical professionals. Any changes to the treatment plan will be communicated in advance.

6. Payment and Fees

- **Pricing: Fees for services will be detailed in the Service Agreement. Fees may vary based on the services required, the duration of care, and the complexity of the medical condition.**
- **Payment Terms: Payment is due according to the terms specified in the Service Agreement, and**

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may be made via bank transfer, credit card, or any other payment method agreed upon.

- **Medical Aid/Insurance:** If services are covered by a medical aid or insurance provider, the client is responsible for ensuring that the coverage applies to the services rendered. The client will be responsible for any co-payments or costs not covered by insurance.

7. Cancellations and Rescheduling

- **Cancellation by Client:** Appointments may be canceled or rescheduled with at least 24 hours' notice. Failure to provide adequate notice may result in a cancellation fee.
- **Cancellation by Curevida Health Care:** We reserve the right to reschedule or cancel appointments due to unforeseen circumstances (e.g., staff unavailability, emergencies). In such cases, we will notify the client as soon as possible and make alternative arrangements.

8. Termination of Services

Curevida Health Care may terminate services in the following circumstances:

- **Non-payment of fees**
- **Non-compliance with the treatment plan**
- **Unsafe or inappropriate conditions at the patient's home that pose risks to our staff or the patient**
- **Any form of abuse, harassment, or threats towards our staff**

The patient or authorized representative may terminate services by providing written notice. Any outstanding fees for services rendered must be settled in full upon termination.

9. Limitation of Liability

Curevida Health Care will provide services to the best of our ability and in accordance with professional medical standards. However, we are not responsible for:

- **Delays or failures in service delivery due to factors beyond our control (e.g., natural disasters, strikes, pandemics).**
- **Any loss, injury, or damage caused by non-compliance with the prescribed treatment plan.**
- **The outcome of medical treatment, as results may vary based on individual patient conditions.**

10. Patient Responsibilities

The patient or their authorized representative agrees to:

- **Provide accurate, complete medical history and information necessary for the provision of care.**
- **Comply with the treatment plan and prescribed medications.**
- **Maintain a safe and clean home environment for healthcare staff.**
- **Inform us promptly of any changes in the patient's condition or concerns about the treatment.**

11. Confidentiality and Privacy

Curevida Health Care is committed to maintaining the confidentiality of all personal and medical information in accordance with applicable data protection and privacy laws. Please refer to our Privacy Policy for more details.

13. Indemnity

The client agrees to indemnify and hold Curevida Health Care harmless against any claims, damages, liabilities, and expenses (including legal fees) arising from non-compliance with these Terms or any misrepresentation of information provided by the client.

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14. Changes to Terms and Conditions

Curevida Health Care reserves the right to update or modify these Terms at any time without prior notice. The most current version of the Terms will be available on our website, and it is the client's responsibility to review them regularly.

15. Contact Information

If you have any questions or concerns about these Terms and Conditions, please contact us at:

- Email: [info@curevida.co.za]
- Phone: [011) 312-8642]
- Address: [04 Asparagus Road Halfway Gardens Midrand]