

IndusInd Bank Avios Visa Infinite Elderly Care Assist Concierge

Category	Proposition	Partner/s
Teleconsultation with GP	Teleconsultation by network experienced Doctors at a special rate	The services are provided by an aggregator Medibhai, a leading Health specialist whose network of doctors comprises: <ul style="list-style-type: none"> • General Physicians • Cardiologists • Orthopaedics • Gynaecologists • Paediatricians • Dentists
Nursing & Physiotherapy Assistance at Home	Available at Mumbai, Hyderabad and Bengaluru. Avail Nursing (Short Term & Critical Care), Physiotherapy at home, Physician visits & Dental Visits, Lab sample collection, Nurses would have atleast 10 years of experience and minimum 5 years of ICU experience.	Medibhai : Facilitation of nursing and physiotherapy staff based upon need of the elderly customers.
Wellness Experts	Avail 15% discount on wellness packages like weight management, diabetes care, Healthy heart, stress management, healthy pregnancy, smoking cessation, relational wellbeing, sleep, active ageing.	Weljii: Integrated & Personalized wellness coaching approach acknowledges the importance of not only physical but also emotional, psychological, spiritual and social dimensions of health.
Dietician	Free health score or status assessment along with phone consultation, worth INR 1999.	Balancenutrition.in is an online weight loss & lifestyle management company. It is

	Curated packages like the PRIVY PLATINUM Body Transformation or ACTIVE programs for busy executives at a special price	the brainchild of Khyati Rupani, a Renowned Dietitian with an experience of 12 years in the field of health, food and nutrition. Khyati is an accomplished dietitian, menu designer, blogger and recipe developer.
Nutrition	10% discount on 1-time consultation, 4-week plan, 12 weeks plan and 26 weeks plan	Vasundhara Agrawal is a Bangalore-based diet & active lifestyle expert and an independent food consultant who strives to take the confusion out of healthy eating. Having closely worked as a dietitian / nutritionist with top hospitals like Fortis and Max healthcare, she believes in a philosophy that diets, just like clothes, should be tailor-made because every individual is different and there is no one-size-fits-all here.
Elderly Care Program	1. Homecare/Nursing assistance – Like aaya with fixed hrs duty (Not a nursing assistance and not for patients who are in coma or on ventilator) 2. Doctors visit to elderly for routine check ups	Medibhai : Facilitation of nursing staff based upon need of the elders
OPD support, Hospitalization and Facilitation	OPD appointments Diagnostic procedures IPD procedures (not covered under insurance) Hospitalization/Day care	The services are provided by an aggregator Medibhai whose network of 100 + hospitals across the country comprise – <ul style="list-style-type: none"> • Narayana Health • Manipal Hospitals • Fortis • Artemis Hospitals

		<ul style="list-style-type: none"> • Apollo Spectra Hospitals • Rainbow Hospitals for Women and Children • RG Stone Urology and Laparoscopy Hospitals • Ruby Hall Clinics • Lilavati Hospitals • Sahyadri Hospitals • Aster Care Hospitals and more
Diagnostic support	Pathology tests	<p>The services are provided by an aggregator Medibhai whose network of 200+ diagnostic chains across the country comprise –</p> <ul style="list-style-type: none"> • Suburban Diagnostics • Apollo Diagnostics • Dr. Lal PathLabs • Neuberg Diagnostics • Healthians • Thyrocare and many more
Healthcare packages	Ailment (illness) wise packages	<p>Medibhai:</p> <p>Customized packages designed involving daycare support hospitalization at leading hospitals with discounts</p>
	Cancer support packages	<p>Medibhai:</p> <p>Discounts for treatment, chemotherapy and related procedures at leading hospitals across the country</p>

Terms & Conditions:

Disclaimer

- This list is subject to change and the updated list will be shared whenever the aggregator updates their list of hospitals, pathology labs etc.

Definitions

- Provider means the healthcare aggregator of Aspire Lifestyles that is offering GP and Specialist Telemedicine support, pathology test support, OPD appointment booking, etc
- Aspire Lifestyles is the Concierge partner of IndusInd Bank that is managing and facilitating such a program through its network of partners/aggregators.

Terms and Conditions

- Customer access for the tele-consultation with doctor will be facilitated through service provider of Aspire Lifestyles
- All consultations will on appointment basis to enable smooth and qualitative interaction.
- Customer's verification and identity check will be validated by Aspire Lifestyles when scheduling appointment.
- Aspire shall do bookings through its partner network of Telemedicine Providers Specialist consultation in Endocrinology, Paediatrics, Gynaecology, Dermatology, Psychiatry, Urology, Cardiology, Neurology, Gastroenterology, Orthopaedics, Oncologist.
- Once appointment is booked, the Provider shall reach out to customer directly through SMS and if payment is required to be taken, customer will pay via payment link provided by Concierge Desk which will be sourced from service provider.
- Provider Terms & Conditions will be as follows:
 - The Teleconsultation service by the Provider will include Video (Video on chat platforms) or Audio (Phone, App based calling platforms etc.) teleconsultations as per the patient's preference.
 - If the Physician feels that a physical examination is critical for consultation, they should not proceed until a physical examination can be arranged through an in-person consult. Wherever necessary, depending on professional judgement of the Physician, he/she shall recommend: -Video consultation; Examination by another RMP/ Health Worker; In-person consultation
 - Post the interaction with the Doctor, if the Doctor has prescribed any medicines for the patient, they need to issue a prescription. Doctor shall provide a photo scan, digital copy of a signed prescription via email.
 - Appropriate medical records of the patient's interactions will be maintained by the Provider. Physicians shall maintain all patient records including case history, investigation reports, images, etc. as appropriate and upload the relevant medical records against the patient's current medical record as a part of the patient's medical record.

- Exclusions: Emergency Medical Services, Services outside India, any advice regarding obstetrics, pre- or postnatal care, gynaecology issues, mental health, or any other health condition that in the doctor's view needs a physical assessment or further investigations etc. not in scope
- IndusInd Bank or Aspire Lifestyles does not assume any responsibility for the services offered by the provider. Such services are provided solely by Provider/s, under such terms and conditions as determined by such providers and IBL or Aspire Lifestyles accepts no liability whatsoever in connection with such products and services.