Doctor 24/7

Doctors available 24/7

SERVICE LEVEL AGREEMENT (SLA)

Medical Call-Out Coordination & Facilitation Services

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1. PARTIES

Service Provider (Intermediary):
Doctors 24/7
9 Norman Road, Green Point, Cape Town 8051, South Africa
E-Mail: doctorcol247@gmail.com
Website: https://doctors247.co.za
Contact: Colleen Wood Cell +27 (0)82 964 5909

Client (Hotel)

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Cape Town 8005 South Africa

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2. EFFECTIVE DATE & TERM

Effective Date: 22 December 2025
Term: Fixed term of [12 / 24] months unless terminated earlier in accordance with this Agreement.
Review Date: Annually or as required by regulatory change.

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3. PURPOSE & SCOPE

This SLA governs the provision of **24/7 medical call-out coordination and facilitation services** by Drs 24/7 to guests, residents, and staff of the Client.

Drs 24/7 provides **administrative, logistical, and coordination services only** and does **not** provide medical treatment.

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4. ROLE OF DRS 24/7 (CRITICAL ROLE CLARIFICATION)

4.1 **Intermediary Only**
Drs 24/7 acts solely as a **medical call-out coordination and facilitation service**.

4.2 **No Medical Services Provided**
Drs 24/7:

- is **not a healthcare provider** as defined by the National Health Act 61 of 2003.
- does **not** provide medical advice, diagnosis, treatment, prescriptions, or clinical decision-making;
- does **not** supervise or control medical practitioners.

4.3 **No Employment or Agency**
All medical practitioners are **independent contractors** and are **not employees, partners, or agents** of Drs 24/7.

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5. SERVICES COVERED (COORDINATION SERVICES)

Drs 24/7 provides:

1. 24/7 medical call-out coordination (emergency and non-emergency).
2. Telephone pre-assessment for logistical purposes only.
3. Price confirmation prior to doctor dispatch.
4. Dispatch coordination of appropriate licensed doctors.
5. In-room / on-site visit coordination.
6. Telemedicine coordination where clinically appropriate.
7. Referral coordination to hospitals, specialists, or ambulance services.
8. Multilingual coordination support (including German and Swiss German).
9. Payment facilitation (credit card processing).
10. Issuing insurance-compliant invoices on behalf of practitioners.

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6. MEDICAL PRACTITIONERS

6.1 **Independent Professionals**
All medical services are rendered **exclusively** by independent, HPCSA-registered medical practitioners acting in their own professional capacity.

6.2 **Medical Responsibility**
All responsibility for:

- diagnosis
- treatment
- prescriptions
- medical advice
- clinical outcomes

rests **solely with the attending medical practitioner**.

6.3 **Professional Indemnity Insurance**
Each medical practitioner must maintain valid **professional indemnity insurance** (e.g. MPS or equivalent).
Drs 24/7 does **not** provide medical malpractice insurance.

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7. SERVICE AVAILABILITY & AREAS

Availability:
24 hours a day, 7 days a week, 365 days per year.

Coverage Areas:
Atlantic Seaboard, City Centre, Waterfront, Southern Suburbs up to Constantia.
Long-distance call-outs incur additional travel fees.

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8. RESPONSE TIMES (TARGETS – NOT GUARANTEES)

Area	Target Response
City Centre	30–45 minutes
Suburbs	30–60 minutes

Response times are **targets only** and not guarantees.

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9. PAYMENT & FINANCIAL TERMS

9.1 **Patient Responsibility**
All fees are payable by the patient directly. The Client bears **no financial responsibility**.

9.2 **Non-Payment**
In the event of declined payment, insurance rejection, or chargeback, the patient remains fully liable.

9.3 **Price Disclosure**
Prices are disclosed prior to dispatch in compliance with the Consumer Protection Act.

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10. KEY PERFORMANCE INDICATORS (KPIs)

- Successful call-out completion: ≥ 98%
- Documentation turnaround: within 24 hours
- Patient satisfaction: ≥ 98%

KPIs are performance benchmarks, not warranties.

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11. DATA PROTECTION & POPIA

11.1 All personal and medical data is processed in accordance with POPIA (Act 4 of 2013).
11.2 Access is restricted to authorised personnel only.
11.3 Data breaches will be managed in accordance with statutory notification requirements.

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12. LIMITATION OF LIABILITY (CRITICAL)

12.1 To the maximum extent permitted by South African law, **Drs 24/7 shall not be liable for any medical outcomes**.

12.2 Drs 24/7's total liability, if any, shall be **strictly limited to the coordination fee paid** for the specific service.

12.3 Drs 24/7 shall not be liable for indirect, consequential, or economic loss.

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13. INDEMNITIES

13.1 **By the Client**
The Client indemnifies Drs 24/7 against claims arising from:

- inaccurate guest information.
- guest refusal of treatment.
- disputes relating to fees or insurance.

13.2 **By Medical Practitioners**
Medical practitioners indemnify Drs 24/7 against all claims relating to clinical care.

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14. CONFIDENTIALITY

Both parties shall maintain confidentiality of all non-public and patient information.

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15. TERMINATION

Either party may terminate with written notice. Immediate termination applies in case of serious legal or regulatory breach.

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16. FORCE MAJEURE

Neither party shall be liable for failure caused by events beyond reasonable control, including public health emergencies.

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17. GOVERNING LAW

This Agreement is governed by the laws of the **Republic of South Africa**.
Jurisdiction: **Western Cape Courts**.

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18. SIGNATURES

Signed at _____ on _____ 20___

For Doctors 24/7
Founder & Director Colleen Wood

Name: _____

Signature: _____

For The Hotel

Name: _____

Title: _____

Signature: _____

ANNEXURES

A – Service Zones Map
B – Workflow Process
C – Data Protection Policy