



# Susrut Eye Foundation & Research Centre

HB-36/A/1, Sector-III, Salt Lake City, Kolkata-700106

Phone: +91 33 40506500

E-mail address: [susrut36@gmail.com](mailto:susrut36@gmail.com)

CE Licence : 33753108



ECO-2021-0174  
APRIL 29, 2024 - APRIL 28, 2027  
SINCE APRIL 29, 2021

## Hospital Policy

### Susrut Eye Foundation & Research Centre

#### 1. Mission & Core Policy Framework

Focus on holistic patient satisfaction, transparency, and continuous quality improvement.

Patient-first approach, ethical practices, and standardized treatment protocols.

#### 2. Patient Care & Service Policy

Equal care irrespective of economic status.

Affordable services with advanced technology.

Includes OPD, IPD, surgeries, and outreach programs.

#### 3. Appointment & Scheduling Policy

One appointment per booking.

Confirmation via SMS/email.

Same-day rescheduling not allowed.

Rescheduling within same doctor/category only.

#### 4. Cancellation Policy

Effective Date: 30th May 2025

- Patients may cancel appointments online any time before visiting the doctor.
- Once the patient has visited the doctor and availed the service, cancellations are not permitted.
- If a patient does not show up for the appointment, the status will be updated as “Absent” the next day and the appointment automatically cancelled.
- Cancellations after appointment completion or visits will not be eligible for refunds.



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## 5. Refund Policy

Effective Date: 30th May 2025

- Refunds will be issued only for cancelled appointments where the service was not availed.
- For online payments, refunds will be credited back to the original payment source within 3-5 business days excluding public and bank holidays.
- For offline payments, refunds must be collected in person at the branch where payment was made.
- Failed transactions will be refunded automatically to the original payment method.
- No refunds will be provided if the patient has already availed the medical service.
- Refunds will be processed as per the payment method used.

## 6. Payment Policy

Secure payment gateway.

Multiple payment modes accepted.

Failed transactions refunded.



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## 7. Privacy & Data Protection Policy

Patient data collected for treatment and appointment purposes.

No sharing except legal/medical requirements.

Security measures implemented.

### Privacy Policy

Effective Date: 30th May 2025

SUSRUT EYE FOUNDATION AND RESEARCH CENTRE (“we,” “us,” or “our”) respects your privacy and is committed to protecting your personal information.

#### Information Collection:

We collect personal information including your name, contact details, appointment details, medical information, and payment information when you use our online appointment booking portal.

#### Use of Information:

Your data is used solely to provide medical services and facilitate appointment booking, rescheduling, cancellation, and payment processing. Only SUSRUT doctors have access to your medical and appointment details for diagnosis and treatment purposes.

#### Data Sharing:

We do not share your personal or medical information with any third parties, except our doctors who provide your care. Data may be disclosed only if legally required by law enforcement or governmental authorities.

#### Data Security:

We employ reasonable security measures to protect your data. However, SUSRUT is not liable for any unauthorized data leaks beyond our control.

#### Consent:

By using the portal, you consent to the collection and use of your data as described herein.

#### Policy Changes:

We reserve the right to update this policy at any time. Continued use of the portal indicates acceptance of any changes.

#### Jurisdiction:

This policy is governed by the laws of India and under the jurisdiction of Kolkata High Court.



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## 8. Legal & Compliance Policy

Governed under Indian law.

Jurisdiction: Kolkata.

Limited liability for portal usage.

## 9. Quality & Training Policy

Continuous staff training.

Focus on global standards of care.

## 10. Social Responsibility Policy

Blindness eradication programs.

Subsidized care for underprivileged.

Community outreach initiatives.