



# evercare

## HOSPITAL CHATTOGRAM

Transforming Healthcare

1.4 CUSTOMER acknowledges, understand and agrees that:

- 1.4.1 CUSTOMER shall ensure that each APPROVED PERSON is at all times compliant with the terms of this Agreement, as well as the other terms and conditions and rules and regulations relating to the Services, as may be prescribed by STS CHATTOGRAM from time to time.
- 1.4.2 CUSTOMER shall be wholly liable and solely responsible for any loss or damages caused by an APPROVED PERSON.
- 1.4.3 STS CHATTOGRAM shall endeavor to provide the Services on a non-discriminatory and on first-come, first-serve basis; however, this Agreement does not guarantee access by any APPROVED PERSON to the Services.
- 1.4.4 Notwithstanding anything to the contrary contained in this Agreement, STS CHATTOGRAM reserves the right to refuse the Services to any APPROVED PERSON at any time without showing any cause at its discretion, which discretion shall be exercised reasonably and in good faith.
- 1.4.5 STS CHATTOGRAM reserves the right to refuse a service to any person who is not an APPROVED PERSON.
- 1.4.6 STS CHATTOGRAM reserves the right to ask for identification document of an APPROVED PERSON to verify identity.
- 1.4.7 This Agreement may be suspended, or any service may be withheld, without notice to CUSTOMER in the event of an emergency, as determined by STS CHATTOGRAM from time to time.
- 1.4.8 CUSTOMER shall ensure that each APPROVED PERSON has registered with STS CHATTOGRAM and has taken prior appointment, in order to avail the services.
- 1.4.9 STS CHATTOGRAM may ask for information and medical documents it may reasonably require to provide the Services, which the CUSTOMER shall provide, or require the APPROVED PERSON to provide, to STS CHATTOGRAM.

1.5 STS CHATTOGRAM shall make provision for a dedicated corporate desk for APPROVED PERSONS to avail priority customer services. An APPROVED PERSON may also use the following contact information for availing priority customer services or other correspondences, between 9:00 AM and 5:00 PM from Saturday to Thursday, except holidays:

Name	Contact No.	Email
Ranjan Kumar Dash	01729043247	ranjan.kumar@evercarebd.com
Ram Prasad Sushil	01322839853	ram.prasad@evercarebd.com
Tanvir Sarwar Khan	01322839904	tanvir.sarwar@evercarebd.com
Appointment call center	+88002 41380350-61	ehcfeedback@evercarebd.com
Emergency hotline		
Ambulance		
Pharmacy		
Home service sample collection and medicine		