



RC: 1602663

# HEALTHCARE PROFESSIONALS LTD.

■ *HMO*

■ *Air Ambulance*

■ *Hypaberic Medicine*

SERVICE LEVEL AGREEMENT FOR THE PROVISION OF HEALTHCARE DELIVERY  
BETWEEN  
HEALTHCARE PROFESSIONALS LIMITED (HMO)  
AND THE HEALTHCARE PROVIDER

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This Agreement is made between HEALTHCARE PROFESSIONALS LIMITED of  
NO 3 SAMUEL EKUNUOLA STEET, BY LORDS BUS STOP, OFF AGO PALACE WAY, OKOTA  
LAGOS. (herein referred to as the Health Maintenance Organisation "(HMO) of the  
One part AND

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The other part for the rendering of healthcare services to all recipients as shall be named by the HMO  
In documents which shall be provided from time to time. In consideration of the sums (hereinreferred  
to as fee for service), which shall be paid to the HEALTH PROVIDER by the HMO.

THE HEALTHCARE PROVIDER HEREBY CONVENANTS:

1. ) to render all required quality medical treatment to a recipient. Such treatment shall include all  
Procedures of:
  - a) Registration
  - b) Consultation
  - c) Laboratory Investigation
  - d) Provision Drug
  - e) In and out-patient Services
  - f) Minor to Major Surgeries
  - g) Referral to other specialists where required
  - h) Preventive Care Services
  - i) Health Education
  - j) Emergency Treatment
  
2. )To ensure that the HMO shall be immediately notified where in the reasonable professional

Judgment of the provider the patient would:

- a) Require further more specialized treatment
  - b) Require Surgery
  - c) Require an amount in excess of that pre-agreed for such a patient as contained in the HMO's Tariff.
- 3). The Provider shall exercise all due, reasonable professional competence at all times making the Well being of the patient a priority.
  - 4). At all times without hindrance allow consultants and specialist nominated by the HMO access to the patient when necessary.
  - 5). Allow HMO access to the medical records of the patient without prejudice.
  - 6). Fully cooperate with such nominees in diagnosing, analyzing and deciding best treatment options in the interest of the patient.
  - 7). Allow the patient to be removed if it is expedient to do so to another hospital at the instance of the HMO without prejudice.
  - 8). The Provider shall without prejudice make a photocopy of a case file available to the HMO either when a patient is changing hospital or for other purposes.
  - 9). Render statistical information on patients attendance in the prescribed form on a regular interval as may be decided on forms which shall be provided by the HMO.
  - 10) That he shall not hesitate to request intervention of the HMO on cases where the provider lacks Competence or adequate facilities.
  - 11) The provider shall provide a professionals indemnity guarantee policy from an acceptable Insurance Company for a sum as prescribed by NHIS
  - 12) The provider shall maintain absolute confidentiality of information obtained as a result of this Contract failure which he shall be liable for legal consequences.
  - 13) The Provider shall ensure that enrollees are promptly treated without prejudice and immediately Revert to the HMO if there are contentious issues.
  - 14) When there are unresolved issues or other unusual demands between the provider and enrollee Records of such should be maintained and the HMO notified within twenty-four (24) hours.
  - 15) The HMO shall be immediately notified of the death of any enrollee by the fastest possible means within 24 hours and a medical report on the deceased forwarded to the HMO within 48 hours.

**The Health Maintenance Organisation (HMO) covenants as follows**

1. To ensure prompt payment of all fee for service claims within 30 days of receipt of such claims Provided they are presented in the agreed format and according to agreed tariffs.
2. To provide comprehensive information on patients and other dependants to be covered by the Provider.
3. To provide reasonably adequate means of identifying enrollees covered for treatment under the Scheme.

**FOR: HEALTHCARE PROFESSIONALS LTD**

**FOR: .....**

**SIGNED:**

**SIGNED:**