

Online Treatment FAQs – Speciality Clinic

Welcome to **Speciality Clinic – Homeopathy for Human Care and Cure!** Your Smart Health Solutions provider.

Speciality Clinic is a concept conceived, strategized and brought into reality by the renowned homeopathic pioneer Dr. Jawahar Shah with more than 36 years of Homeopathic practice having successfully treated/managed thousands of cases of asthma, allergies, autism, depression, herpes, etc.

Speciality Clinic is specialized in homeopathic treatment of asthma, allergies, autism, depression, herpes, ADHD, behavioral problems, etc.

Get world-class online homeopathic treatment from top-ranked international homeopathic experts in the comfort and convenience of your home. [Click here](#) to Start Online Treatment

Speciality Clinic provides few easy steps to register online and get treatment for you and your family.

Please go through the online treatment FAQs, which will help you make a better decision on online homeopathic treatment.

- **Before Treatment FAQ's**
- **During Treatment FAQ's**
- **After Treatment FAQ's**

Before Starting Treatment

1. **What is Online treatment?**
2. **What is Free Consultation?**
3. **What are the benefits of taking treatment from an Online clinic?**
4. **What are the charges and how do I make the payment?**
5. **Is Online payment secure?**
6. **Is there any money-back guarantee?**
7. **From which countries can patient signup for Online treatment?**
8. **While registering what are the minimum fields that I have to enter?**
9. **How long does it take for my information to reach you?**
10. **How long does it take to receive the reply?**
11. **What about confidentiality?**
12. **How will I receive medicines?**
13. **How long will it take for medicines to reach me?**
14. **How can I track my medicines?**

15. What if medicines are lost in transit?
16. Do the medicines lose efficacy if they are passed through screening machines for Security checkups?
17. What if I change my city / country of stay / work?
18. If I am an Online Patient can I consult Dr. Jawahar Shah in person?
19. What if I want to chat with you?
20. What if I want video conferencing?
21. What if I want a telephonic conversation?
22. What is the cost of video conferencing?
23. I would like to communicate with the patients who have suffered from similar sickness.

What is Online treatment?

To avail of treatment through the internet without having to visit the doctor's clinic personally is termed as Online treatment. The communication between the Doctor and Patient is completed through various media like E-mail, Telephones, Chat, and Video Conferencing. Online treatment breaks the time, space and language barrier.

What is Free Consultation?



Free Consultation includes Free Registration with Speciality Clinic and the facility to submit your complete case history for evaluation. As part of the free service, we will evaluate your history and suggest whether it is treatable with Homeopathy or not. If required, we may ask you for further details necessary for the evaluation.

To receive the medicines from Speciality Clinic, you will have to sign up for the Treatment Plans.

What are the benefits of taking treatment from an Online clinic?



- You can avail the services of a Physician of your choice even if he is situated across the globe.
 - There is no time constraint; you can complete the case record at a time convenient to you. It gives you enough time to answer all the questions.
 - It gives enough time to explain in detail about your symptoms.
 - You do not have to wait in long queues at the clinic.
 - 100% confidentiality is maintained.
 - You do not have to take leave from the office to visit the clinic; you can visit the clinic
-

at a time convenient to you. You can have best of the treatment sitting in your comfortable atmosphere.

- Major breakthrough in the language barrier: You can communicate in many international languages.
- If required, direct communication can also be established with us. You can call the clinic at a prearranged time, we can chat online or communicate via video conferencing.
- You also have the option of uploading your case in an audio format.

What are the charges and how do I make the payment?



The charges for treatment are as follows:

Groups	Treatment Plans			
	3 months	6 months	9 months	12 months
USA / Canada	\$ 250	\$ 325	\$ 425	\$ 500
Europe / Australia	€ 250	€ 300	€ 375	€ 450
Asia / Africa	\$ 175	\$ 225	\$ 275	\$ 350
UAE	AED 650	AED 800	AED 1000	AED 1300

Group	Treatment Plans			
	3 months	6 months	9 months	12 months
India	Rs. 3000	Rs. 6000	Rs. 8000	Rs. 9500

You can make payment by any of the following methods:

- Credit Card: This is the fastest and the most convenient way to sign up for treatment. The transaction by this method is completely secure and safe.
- PayPal
- You can also send a Cheque or Bank Draft
- Telegraphic transfer

- Western Union Money Transfer

For further information, please [click here](#)

Is Online payment secure?

Yes, in the current scenario, Online payment is very safe and secured. We at Speciality Clinic use Verisign certified secure payment gateway. On transactions here are secure and confidential.

Is there any money-back guarantee?



The option to take the medicine is entirely your decision; we cannot refund the money once paid, but on humanitarian ground we can discuss your case with a panel of leading practitioners and may suggest you some alternative treatment based on the experts' opinion.

From which countries can patient signup for Online treatment?

Patients from any corner of the world can avail of our Online treatment facility. All you need is access to internet and telephone and we will be at your service.

While registering what are the minimum fields that I have to enter?



The minimum mandatory fields which you are required to fill are marked with an asterisk* in front of the description of the field; in case you have not completed those fields, the system will give you a message to complete the fields.

How long does it take for my information to reach you?



We receive an alert as soon as any new case, follow up, or any updation is submitted by any patient; hence there is no gap between the submission of the case by you and its receipt by us. However, it may take about 2-3 working days to process the case details and finalize your medicines.

How long does it take to receive the reply?



Please allow us 3 working days to receive a reply from Dr. Jawahar Shah and team.

What about confidentiality?



Your data will be hundred percent confidential with us. Nobody will have access to any of your information except you. Only you can add/edit your case pages. So there is direct relationship between patient and physician here and it is 100% confidential.

How will I receive medicines?



To receive medicines there are 3 options:

- a) We can courier the medicine to you
 - b) We can give a prescription and you can buy medicine from a local pharmacy
 - c) We forward your prescription to the nearest available reliable pharmacy that will courier the medicines to you.
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How long will it take for medicines to reach me?



After a completed case record is submitted, the medicine is dispatched within 2 working days. On an average, globally it takes about 8 to 10 working days for the medicines to reach you. In case you do not receive the medicines within 10 to 12 days of giving the case, kindly contact us.

How can I track my medicines?



Modern technology allows you to keep track of every good dispatched; most of the courier services have a tracking system; you can get the information on the internet and know the exact status of the medicines and how far they have reached. We will mail you the courier details for your reference.

What if medicines are lost in transit?



Normally, most of the courier services have a tracking system. You can get the information on the Internet and know the exact position of the medicines and how far they have reached. If the medicines are not received within 10 days of dispatch, kindly request us and we will send you fresh stock immediately. During this period if you also receive the old medicines, please keep them with you and consult us regarding the same.

Do the medicines lose efficacy if they are passed through screening machines for Security checkups?



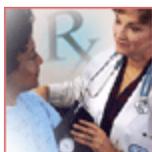
Normally these medicines do not lose their efficacy unless they are exposed to direct sunlight or strong odors for a prolonged period.

What if I change my city / country of stay / work?



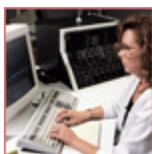
As the clinic is online, you can get in touch with us from any part of the world. It really doesn't matter where you stay and where you work. However you will have to inform us about the change of address, and update the contact details if the medicines are to be dispatched to the new location.

If I am an Online Patient can I consult Dr. Jawahar Shah in person?



If you wish to consult Dr. Shah in person, you can fix up an appointment with us by sending an email to us. You can also have a chat online, video conference with us or have a telephonic interview with prior appointment.

What if I want to chat with you?



You may fix up an appointment for the same and at a mutually convenient time you can chat online with us.

What if I want video conferencing?



You may fix up an appointment with for video conferencing with us at a mutually convenient time. For video conferencing you have to have a webcam installed on your Personal Computer/Laptop.

What if I want a telephonic conversation?



You can call us up on our contact numbers during our Clinic working hours. We are open from Monday through Saturday 10 a.m. to 7 p.m. (IST).

What is the cost of video conferencing?



For video conferencing, the cost, the speed and the services offered differ from country to country. Kindly refer to the payment section of the website for further details on this.

I would like to communicate with the patients who have suffered from similar sickness.



Our privacy policy does not permit us to share details of our patients. And most of the patients would like to keep their disease details confidential, so we may not be able to give their contact information to you. However, you can refer to the section of success stories, which will give you a fair idea of the efficacy of homeopathic medicines.

During Treatment

1. How do I fill the history form?
2. Why do I have to give such a detailed case record?
3. While I was completing the case record I got disconnected from the internet; will the details be saved?
4. Can I complete my case history in multiple sessions?
5. What if I forget my password?
6. Is it necessary to fill in all the pages?
7. What if the information submitted by me is not sufficient for you to prescribe?
8. How do I upload photos and videos taken before, during and after the treatment?

9. How do I store investigation reports?
10. What about physical examination and expert opinion?
11. If I wish to add more information, what do I do?
12. How long does it take to receive the reply?
13. Can I view the data which I have entered?
14. Can I modify the data and do the corrections?
15. What if I do not receive a prescription for a long time?
16. What should I do about the medicines I am already taking?
17. Can I combine Homoeopathy with other alternative system of medicine – like Chiropractice, Acupressure, Acupuncture, Herbal medicine, etc.?
18. How will online treatment help me to recover?
19. All the medicines look alike, how do I differentiate?
20. What if I have some acute problem?
21. When and how should I take the medicines?
22. What guidance regarding Diet and Nutrition is accessible?
23. If I find that my relief is not satisfactory what should I do?
24. How do I send email?
25. If I am traveling, can I carry a homoeopathic kit?
26. Can I repeat the prescription on my own?
27. How long does it take for a homoeopathic medicine to work?
28. Can I give a medicine prescribed for me, to my family members for similar sickness?

How do I fill the history form?



We have a specially designed history form which ensures that all data required for an ideal prescription is collected. The navigation and filling of data is very user friendly. An accompanying guiding tool is provided which will assist you to fill the form with ease. The form gives you the leisure to fill the history at a time of your convenience. You may make use of the **Help feature** given on each page, in case you face any difficulty in filling the case record form.

Why do I have to give such a detailed case record?



Homeopathic medicines are based on individualistic responses; to get your individualistic response a detailed history is absolutely essential. The case record provided has been designed to facilitate patients to give correct, honest and

exact history and to help the physician come to the nearest correct medicine. This exercise decreases your time, efforts and energy by at least 50%, physician's efforts are decreased by 35 - 85% and the chances of prescribing the correct remedy increases at least by 500%. So kindly give the details honestly, correctly and completely. If you have any doubts, reservations or questions do write to us and we will resolve your problems.

While I was completing the case record I got disconnected from the internet; will the details be saved?



Yes the details will be saved. Our system is specially designed to handle this problem; your entries get saved automatically once you exit a page. Only the current page which you were working with will not be saved and you have to re-enter the details on that page.

Can I complete my case history in multiple sessions?



Yes, you can complete your case history in multiple sessions, but please inform us about this, otherwise we will take action on your partially submitted data assuming that it is complete. Note: Once you give complete case record kindly inform us of the same so that we can study your case and then prescribe you the medicine.

What if I forget my password?



If you forget your password, you can click on **Forgot Password** under the Patient login and enter your Login ID there. Thereafter, we will retrieve your password and e-mail it to you on your e-mail ID that is registered with us. Subsequently, you may change the password if required.

In case you face any difficulty, you can write to us with more details.

Is it necessary to fill in all the pages?



It is not necessary to fill in all the pages but some pages are mandatory for a complete case history. These include:

- Complaints
 - Causative factors
 - Factors that worsen
-

- Factors that relieve
- Past and family history
- Mind
- Food
- Complaints in general
- Sensations in general
- Any other page applicable to your Chief Complaint

The clearer the information you give to us, the better it will help us in selecting an accurate medicine.

What if the information submitted by me is not sufficient for you to prescribe?



It is possible that you may not recollect complete details on your first visit. In these circumstances, we may write to you and request you to fill in some missing points or lacunae and you can complete this information to give complete totality of the case. Even if you recollect some more details later, you can add these to your case.

How do I upload photos and videos taken before, during and after the treatment?



You can upload your photos by saving them in JPEG format not exceeding 2MB each in size. You can give multiple photos taken before, during and after the treatment. Also you can upload your videos taken before, during or after the treatment.

Camera tip for photos: Set your Camera to 3 Megapixel resolution before clicking the photos so that the image size does not exceed 2 MB.

How do I store investigation reports?



You can describe the details of the reports in the Investigations section provided to you. You can also upload a scanned copy of the investigations.

What about physical examination and expert opinion?



You can have yourself examined by a local / family physician and you can send us the examination findings / diagnosis to us by e-mail, or send us a scanned copy of the reports.

If I wish to add more information, what do I do?



If you recollect some history or important information, you can add it any time and the same will be updated in our record instantaneously.

How long does it take to receive the reply?



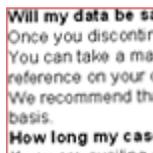
Normally you will receive the reply from us within 2- 3 working days. Please feel free to contact us in case you have not received any reply from us within this period.

Can I view the data which I have entered?



Yes, you can view the complete data under the section **Full case page**. This gives you an idea about the correctness of the information given by you and gives you a chance to modify the same if it is not correct.

Can I modify the data and do the corrections?



Yes, you can modify your data. Whenever you remember anything or want to make changes in the case record, you simply have to Log In and go to **Case Record** section and make the necessary changes in **Add/ Edit History**.

What if I do not receive a prescription for a long time?



It takes about 2-3 working days to process the case details and finalize the prescription. However, if you do not hear from us within 5 working days of your case submission, please contact us.

What should I do about the medicines I am already taking?



Homeopathic medicines do not react adversely with other conventional medicines and hence they can be taken along with them. Many a times a person is dependent on some medicines and abruptly stopping them can cause aggravation. These medicines can be gradually tapered off, if required. If you are taking any other homeopathic medicines we request you to discontinue them after starting our medicines. Please feel free to communicate with us for guidance regarding any specific medication.

Can I combine Homoeopathy with other alternative system of medicine – like Chiropractic, Acupressure, Acupuncture, Herbal medicine, etc.?



Normally any traditional or natural system of medicine does not collide with Homeopathy and they may work in synergy or as complementary to the homeopathic medicines. Although this may vary from case to case, it is advisable that you consult us before starting or stopping any such treatment.

How will online treatment help me to recover?



After you submit your complete case history, your case will be studied and evaluated and a suitable Homeopathic medicine will be prescribed for you considering the totality of your symptoms. Completing the treatment course and following the instructions will help immensely in relieving you of your sufferings.

All the medicines look alike, how do I differentiate?



All medicines sent to you will have proper labeling that will help you to differentiate between them. The details with respect to content, dosage, etc. will also be sent to you along with the medicines.

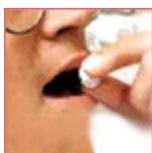
Drops of neutral colored, liquid potencies are added to non-medicated pills and these get absorbed by the pills. Hence, the medicines look similar even though they actually contain different remedies.

What if I have some acute problem?



Homeopathy has wonderful remedies that give prompt relief in acute cases like fever, cough, cold, diarrhea, headaches, etc. It is always advisable to start treatment at the earliest for better and faster recovery. In case of emergency we suggest you to contact your local physician and then once you are stable, homeopathic medicines will help you recover faster. We also provide an individualized homeopathic medicines kit for regular patients. During our working hours we are available Online and a prescription can be sent to you immediately. You can take the prescribed medicine from the kit or purchase it from a local Homeopathic pharmacy.

When and how should I take the medicines?



Instructions regarding taking the medicines will be sent to you along with your medication. Kindly take the medicine exactly as instructed in your prescription. However there are some general rules to be followed:

1. Do not drink or eat anything (not even water) 10 to 15 minutes before and after taking the medicines. You may rinse your mouth with plain water before you take medicine.
 2. Avoid substances with strong flavors and odors 10 to 15 minutes before and after taking medicines. E.g. mint, menthol, coffee, raw onions and raw garlic, toothpaste which contain menthol or peppermint
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What guidance regarding Diet and Nutrition is accessible?



We have an option and utility to guide you regarding the diet and nutrition for various clinical (disease) conditions. It gives you a general view of the disease and its dietary management and also some preventive measures, but these are just for your reference. Please check with your dietician before implementing it.

If I find that my relief is not satisfactory what should I do?



It is advisable to evaluate one's condition after 3 to 4 weeks of medication. If you find that the relief is not as you had expected please feel free to contact us; we will look into the matter and advise you regarding the same. If the treatment has not produced the desired effects do write to us and we can organize a group-discussion with the senior practitioners so that all of us can

help you. Our ultimate purpose is to create a healthy, happy and harmonious homeopathic world.

How do I send email to Dr. Jawahar Shah?



You may send email to us by visiting the SEND MESSAGE link under CONTACT PHYSICIAN heading on the left panel of your home page.

If I am traveling, can I carry a homoeopathic kit?



You can carry a Homeopathic kit when you are traveling.

- This may be directly purchased from your nearby homeopathic pharmacy
- You can also purchase it online from some of the e-stores
- On request, we can also recommend some of the frequently used medicines for certain common ailments and you can purchase these from a local Homeopathic pharmacy.

Ideally, homeopathic medicines are to be taken very carefully based on the advice given by the physician.

Can I repeat the prescription on my own?



No not at all. It takes many years of study and experience to practice correct homeopathy. The selection, dosage and the repetition of the clinical remedy is done after much study and evaluation of your case history, and this can be done only by a qualified physician.

How long does it take for a homoeopathic medicine to work?



The time taken for the medicines to work varies from case to case and depends on many factors some of which are:

- Chronicity of complaints
 - Nature of illness
 - General health of the patient
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- Medications taken in the past

After going through your case in details, we will be able to tell you an approximate time that you will take to start feeling better. For best results, one should opt for Homoeopathic treatment early in the course of the illness and not delay the treatment unnecessarily.

Can I give a medicine prescribed for me, to my family members for similar sickness?



Homeopathic medicines are highly individualistic and constitutional, hence no two persons receive the same medicines even if they have similar illness. Every individual is different and his expression of the disease is also unique and so is homeopathic medicine required for his illness. You must take the advice of an expert homeopathic physician to achieve correct results in treatment.

After Treatment

1. **Once I have discontinued the treatment and if I wish to come back what is the procedure?**
2. **Can I recommend your site to other friends?**
3. **What added benefits do I have from this site other than homoeopathic treatment?**

Once I have discontinued the treatment and if I wish to come back what is the procedure?



Once you discontinue the treatment, a proper back-up of your case is stored with us. In case if you have any problem in future, you can get back to us and avail of the treatment again. If you report after long duration of time, kindly resubmit your history.

Can I recommend your site to other friends?



Yes definitely, if you have benefited you may recommend our site or your physician to your friends. Let the healthy feeling spread all over the world.

What added benefits do I have from this site other than homoeopathic treatment?



Besides Homoeopathic treatment, you will have access to the following useful information on this site:

- Diet and nutrition section which advises you on dietary management for various disease conditions
- A section on patient instructions which give you basic information about various clinical conditions, their causes, symptoms, do's and don'ts
- The FAQs section where all common queries have been answered
- Sections that give you a brief detail about homeopathy
- A section of success stories and cases for your reference
- Some interesting articles which we keep on updating regularly.

If you need any assistance, please feel free to contact us as per details mentioned below:



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