



PRESCRIPTION FORMAT AND E-PRESCRIPTION POLICY

What every prescription must contain, and how prescriptions are issued, checked, validated and corrected

Document No.: CYD-CLN-02 | Version 1.0 | Effective date: November 5, 2026 | Owner: Zebrold Private Limited | Status: Approved

1. Purpose and scope

This policy sets the standard format of a prescription issued through Consult Your Doctor and the rules for creating, signing, issuing and correcting it. It applies to all doctors on the platform and to the staff and systems that support them.

2. Required content of a prescription

Section	Content
Doctor	Full name, registration number, clinic or practice name and address, and the authority that issued the registration.
Patient	Full name, sex, date of birth, age, mobile number, weight, height, body mass index and oxygen saturation where available.
Date and time	Date and time of the consultation and of issue.
Medicines	Medicine name, type (for example tablet or syrup), generic name, dose, frequency, duration and instructions for each item.
Clinical notes	Symptoms and vital observations (blood pressure, heart rate, respiratory rate, body temperature).
Notes and follow-up	Standard patient notes, and the statement that follow-up care is supported by Zebrold AI for twelve days.
Authentication	Doctor's signature and stamp (or qualified electronic signature), a unique prescription number and a barcode.
Terms page	Terms and conditions, how to use medicines and a disclaimer, as page two of the document.

3. Rules of issue

- A prescription is valid for the named patient only, and for thirty days from the date of issue unless the doctor states another period.
- It is valid only with the doctor's signature and stamp. It may not be altered, copied or reused. A refill needs a new consultation unless the doctor writes otherwise.
- Medicines are written with their generic names as well as the brand name, so that a pharmacist can dispense a suitable equivalent.
- Every prescription is checked by the platform's tools for dose or frequency problems, duplicate medicines, known interactions and listed allergies. The tools only flag; the doctor decides and approves.
- Controlled or restricted medicines are prescribed only where local law allows.

4. Country-specific requirements

The rules on electronic prescriptions differ between countries and change from time to time. The legal team confirms the position for each country before the platform issues prescriptions there, and records it in the table below.



Country	Points to confirm and record
India	Acceptance of electronic prescriptions and digital signatures under the Telemedicine Practice Guidelines and the Information Technology Act; required contents of a prescription; rules on categories of medicines that may be prescribed by teleconsultation; pharmacist acceptance of electronic prescriptions.
Germany	Use of the e-prescription (e-Rezept) through the national telematics infrastructure for patients in the statutory insurance system, rules for private patients, qualified electronic signature requirements, and professional rules on remote treatment.
Other countries	To be assessed before launch.

5. Verification and misuse

Each prescription carries a unique number and barcode. A pharmacy or a diagnostic centre may verify a prescription by contacting the platform. A prescription that appears altered, duplicated or used by a person other than the patient is blocked and reported to the medical lead.

6. Corrections and cancellation

If a doctor finds an error in an issued prescription, the doctor cancels it, issues a new one with a new number, and informs the patient at once. The old prescription remains in the record marked as cancelled. Errors are reported under the Adverse Event and Error Reporting Procedure (CYD-CLN-03).

7. Numbering and barcode

Each prescription receives a unique number in the format RX followed by ten digits, created by the platform when the doctor signs the prescription. The same number appears in the barcode on both pages and in the footer. Numbers are never reused, and a cancelled prescription keeps its number. The barcode links to a verification record that shows only whether the prescription is valid, the issue date and the doctor's registration, and does not show clinical details to anyone who is not entitled to them.

8. Prescribing safeguards for special groups

- **Children:** doses are based on weight and age, and the weight is shown on the prescription. Liquid medicines show the volume as well as the strength.
- **Pregnancy and breastfeeding:** the doctor asks about pregnancy and breastfeeding and records the answer. Medicines that may harm the baby are avoided, and the platform flags known risks.
- **Older patients:** the doctor considers kidney and liver function, other medicines and the risk of falls, and prescribes the lowest effective dose where suitable.
- **Antibiotics:** prescribed only where a bacterial infection is likely, with the shortest effective course, and the patient is told to finish the course.
- **Allergies:** any known allergy must be recorded before a prescription can be signed; the platform blocks a medicine that conflicts with a listed allergy unless the doctor records a reason.

9. Dispensing and verification at the pharmacy

A pharmacy that dispenses a prescription is asked to check the doctor's registration number, the barcode and the validity date, to dispense only the quantity and the course written, and to record the dispensing. The pharmacy may contact the doctor through the platform with any query. A pharmacy must not substitute a medicine other than a generic equivalent allowed by law, and must tell the patient of any substitution.



10. Roles in the prescription process

Step	Responsible	Control
Draft prescription	Doctor	Structured fields; mandatory allergy and weight entries
Automated safety check	Platform tools	Flags dose, frequency, duplication, interaction and allergy problems
Review and approval	Doctor	Doctor resolves or overrides each flag with a recorded reason
Signature and issue	Doctor	Signature or qualified electronic signature; unique number and barcode created
Delivery to patient	Platform	Sent through the patient's verified account
Follow-up	Zebroid AI and doctor	12-day follow-up under CYD-AI-02

11. Audit and measures

Every month the medical lead reviews a sample of prescriptions for completeness, appropriateness, correct use of the format and the handling of safety flags. The number of flags raised, resolved and overridden is reported each quarter. Findings that suggest risk to patients are reported under the Adverse Event and Error Reporting Procedure (CYD-CLN-03).

12. Electronic signature and security of the prescription

A prescription is signed by the doctor with a signature that identifies the doctor and shows that the document has not been changed since signing. Where the law of a country requires a qualified electronic signature or the signature of a particular system, the platform uses it. After signing, the prescription is stored in a form that cannot be edited, and any change is a new version. Access to prescriptions is limited to the patient, the doctor, those who need it to provide care and the pharmacy that the patient chooses.

13. Information given to the patient

Together with the prescription, the patient receives plain-language information on how to take each medicine, the common side effects, what to do if a dose is missed, how to store medicines, which signs need urgent help and when to contact the doctor. The patient is told that the prescription is valid for a limited time and that it may be used only by the person named in it.

Approval

This document is approved by the directors of Zebroid Private Limited, the operator of Consult Your Doctor.

Hemendrah Kumar Sadamsetty

Electronically signed | November 5, 2026

Hemendrah Kumar Sadamsetty

Director, Zebroid Private Limited

Date: November 5, 2026

Indu Reddy Morthala

Electronically signed | November 5, 2026

Indu Reddy Morthala

Director, Zebroid Private Limited

Date: November 5, 2026