
MedComfyAI

Legal & Policies Handbook

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"Your Mental Health, Our Priority" — Pakistan's trusted digital mental health platform.

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Website	www.medcomfyai.com
Prepared By	MedComfyAI — Legal & Compliance

PMDC-Certified Doctors · 24/7 AI Support · 100% Confidential

Faisalabad, Pakistan | info@medcomfyai.com

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1. About MedComfyAI

Company overview gathered from medcomfyai.com — Home, About, Services, Pricing, and Contact pages.

MedComfyAI is Pakistan's trusted digital mental health platform, committed to making mental healthcare accessible, affordable, and stigma-free. Founded in 2020, the platform combines PMDC-certified (Pakistan Medical and Dental Council) doctors with an empathetic, AI-assisted intake system to provide safe, confidential, judgment-free mental health support — available 24/7, nationwide.

Every mental health facility is offered in one place: AI-assisted intake, professional consultation, digital prescriptions, appointment management, follow-ups, and free self-care resources — supported in both English and Urdu.

1.1 Our Services

- **AI-Doctor** — An empathetic AI assistant available 24/7 that listens, guides an initial assessment, and prepares a structured summary for your doctor before your first consultation.
- **PMDC-Certified Doctors** — Licensed, verified mental health professionals (psychologists and psychiatrists). Every license is verified before onboarding and monitored on an ongoing basis.
- **Easy Appointment Booking** — Book, reschedule, or cancel sessions online 24/7 with real-time slot availability, instant confirmation, and email/SMS reminders.
- **Ongoing Care** — Digital prescriptions, personalized treatment plans, follow-up management, and continuous AI support.
- **Free Resources** — Articles, guided audio (sleep meditation, stress relief), daily self-care tips, and emergency helpline directory.

1.2 How It Works

Step	Stage	What Happens
1	Share with AI	Talk to the empathetic AI about your concerns and feelings, at your own pace.
2	AI Review & Matching	The AI analyzes your intake and matches you with a suitable PMDC-certified doctor.
3	Doctor Consultation	Connect with your matched doctor for professional diagnosis and personalized treatment.
4	Ongoing Support	Prescription management, follow-ups, and 24/7 AI support continue your journey.

1.3 MedComfyAI at a Glance

Metric	Value
Certified Doctors	50+ PMDC-certified professionals
Patients Helped	500+ across Pakistan

Metric	Value
AI Support	24/7, 365 days a year
Satisfaction Rate	95%
Confidentiality	100% — bank-level encryption

1.4 Session Pricing (PKR)

Plan	Price / Session	Includes
Human Dr — Simple	PKR 500	Basic consultation & guidance; suitable for mild concerns or a first consult.
AI + Dr — Simple	PKR 999	MBBS psychiatrist session + 15-minute AI session included.
Human Dr — Advanced	PKR 1,000	Detailed assessment & treatment planning; best for ongoing or complex care.
AI + Dr — Advanced	PKR 1,500	Consultant psychiatrist (10+ years' experience) + 15-minute AI session included.
AI Add-On	PKR 200	Extra AI psychologist session (15 minutes).

Accepted payment methods: EasyPaisa (mobile wallet), JazzCash (mobile wallet), and Visa / Mastercard debit or credit cards, processed through a secure online payment flow.

2. Privacy Policy

Effective date: April 2026 — how MedComfyAI collects, uses, shares, and protects your information.

This Privacy Policy explains how MedComfyAI collects, uses, shares, and protects your information when you use our website, platform, and services. By creating an account or using MedComfyAI, you consent to the practices described in this policy. We treat mental health information with the highest degree of sensitivity and confidentiality.

2.1 Information We Collect

- **Account Information** — Name, email address, and phone number provided at signup.
- **Health & Intake Information** — Responses shared during AI-assisted intake — mood, sleep, stress, lifestyle, symptoms — and consultation records, diagnoses, treatment plans, and digital prescriptions.
- **Appointment Details** — Doctor, date/time, session type, and appointment status.
- **Communications** — Messages you send within the platform, including conversations with the AI assistant.
- **Payment Information** — Transaction records for EasyPaiza, JazzCash, or card payments. Full card numbers are handled by secure payment processors, not stored by MedComfyAI.
- **Technical Data** — Device and browser data, IP address, activity logs, and cookies.

2.2 How We Use Your Information

- To provide, personalize, and improve our services, including matching you with a suitable PMDC-certified doctor.
- To authenticate users and keep accounts secure.
- To manage appointments, prescriptions, reminders (email/SMS), and platform communication.
- To prepare a structured AI intake summary that makes your doctor consultation focused and effective.
- To comply with legal obligations and prevent fraud or misuse of the platform.

2.3 AI Conversations & Confidentiality

All conversations with the AI assistant are encrypted and stored securely. Only you and your assigned PMDC-certified doctor can access your intake information. AI conversations are used solely to support your care and improve service quality — they are never sold or shared for advertising.

2.4 Sharing of Information

We may share information only with: (a) the healthcare providers you choose to consult; (b) service providers who help us operate the platform (e.g., hosting, payments, SMS/email delivery) under confidentiality obligations; and (c) authorities when required by law. We do not sell your personal information to anyone.

2.5 Data Security

We use bank-level, end-to-end encryption and reasonable administrative, technical, and physical safeguards to protect your information. No system is 100% secure, so please also protect your login credentials and never share your password.

2.6 Data Retention & Your Choices

We retain records only as long as needed to provide care and meet legal requirements. You can update your profile information at any time from your dashboard, and you may request account deletion by contacting support@medcomfyai.com. Cookies can be managed through your browser settings (see the Cookie Policy, Section 6).

2.7 Contact

Questions about this Privacy Policy? Email support@medcomfyai.com. Complaints may be sent to complain@medcomfyai.com.

Your privacy is protected

MedComfyAI operates a strict judgment-free, 100% confidential environment. Your mental health journey — from AI intake to prescriptions — is visible only to you and your assigned doctor.

3. Return & Refund Policy

Cancellations, rescheduling, and refunds for consultation sessions and AI services.

MedComfyAI provides digital healthcare services — not physical goods — so “returns” take the form of cancellations, rescheduling, and refunds of session fees. This policy applies to all plans listed in Section 1.4 and to payments made via EasyPaisa, JazzCash, or Visa/Mastercard.

3.1 Cancellation & Refund Schedule

Scenario	Outcome
Cancellation 24+ hours before the session	Full refund or free rescheduling — your choice.
Cancellation less than 24 hours before	Free one-time rescheduling; refund at MedComfyAI's discretion.
Missed appointment (no-show by patient)	Non-refundable. A goodwill reschedule may be offered for first-time cases.
Doctor cancels or fails to attend	Full refund or priority rebooking at no charge.
Technical failure on MedComfyAI's side	Full refund or free rescheduling.
Completed consultation session	Non-refundable once the session has been delivered.
AI add-on session (used)	Non-refundable once started.

3.2 How to Request a Refund

- Email support@medcomfyai.com (or complain@medcomfyai.com for escalations) within 7 days of the affected session.
- Include your registered name, email, appointment date/time, doctor, payment method, and transaction reference.
- Our team responds within 24 hours and resolves approved requests promptly.

3.3 Refund Processing

Approved refunds are issued to the original payment method — EasyPaisa, JazzCash, or your Visa/Mastercard — normally within 7–10 business days, depending on the wallet or bank's processing times. You will receive an email/SMS confirmation once the refund is initiated.

3.4 Disputes

If you believe a charge is incorrect, contact us before raising a dispute with your wallet or bank so we can resolve it quickly. Repeated abuse of the refund process (e.g., serial no-shows) may result in refund ineligibility or account review under the Terms of Service.

Fair-care commitment

If MedComfyAI or the doctor is at fault — a cancelled session, a platform outage, or a service not delivered as

described — you always receive a full refund or a free replacement session.

4. Shipping & Service Delivery Policy

How MedComfyAI services are delivered — a 100% digital platform with no physical shipping.

MedComfyAI is a fully digital telehealth platform. No physical products are shipped, so no shipping charges, courier timelines, or delivery addresses apply. All services — AI sessions, doctor consultations, prescriptions, and reports — are delivered electronically through your secure MedComfyAI account.

4.1 Delivery Channels & Timelines

Service	Delivery Method	Timeline
Appointment confirmation	Email & SMS notification	Instant, upon booking
AI-Doctor sessions	In-platform chat (web)	24/7 — immediate, no waiting list
Doctor consultations	Secure online session via the platform	At your scheduled slot
Digital prescriptions	Stored in your MedComfyAI account	After your consultation
Treatment plans & follow-ups	Patient dashboard	As advised by your doctor
Support responses	Email (support@medcomfyai.com)	Within 24 hours

4.2 Service Hours

Channel	Availability
AI Support	24/7 — 365 days a year
Office / Human Support (Mon–Fri)	9:00 AM – 9:00 PM
Office / Human Support (Sat–Sun)	10:00 AM – 6:00 PM
Appointment booking system	24/7 online, with real-time slot availability

4.3 Requirements & Coverage

- A stable internet connection and a modern web browser are required; no app download is needed.
- Services are available nationwide across Pakistan; card payments also support eligible international cardholders.
- You are responsible for joining sessions on time and following your provider's instructions.

4.4 Interruptions

Consultation availability depends on provider schedules and technical availability. We do not guarantee uninterrupted service and are not responsible for third-party outages (internet providers, wallets, or banks). If a session fails due to a fault on our side, Section 3 (Return & Refund Policy) applies — you receive a full refund or a free rescheduled session.

5. Terms of Service

Effective date: April 2026 — the agreement between you and MedComfyAI.

5.1 Acceptance of Terms

By accessing or using MedComfyAI, you agree to these Terms of Service. If you do not agree, do not use the service.

5.2 Service Description

MedComfyAI provides a platform that connects patients with PMDC-certified healthcare providers and offers digital, AI-assisted mental health support. MedComfyAI does not replace emergency services.

5.3 User Responsibilities

- Provide accurate account and intake information.
- Keep your login credentials confidential.
- Use the platform lawfully and respectfully.

5.4 Appointments & Communication

Appointment availability, fees, and session outcomes depend on the selected provider. You are responsible for joining sessions on time and following provider instructions.

5.5 Payments

You agree to pay applicable session fees and taxes as listed on the Pricing page (Section 1.4). Refunds are governed by the Return & Refund Policy (Section 3).

5.6 Disclaimer & Termination

The service is provided “as is”; uninterrupted availability is not guaranteed and MedComfyAI is not responsible for third-party outages. We may suspend or terminate access for violations of these terms or misuse of the platform.

6. Cookie Policy

How cookies and similar technologies are used on medcomfyai.com.

MedComfyAI uses cookies for authentication (keeping you signed in securely), security (fraud and misuse prevention), analytics (understanding how the platform is used), and improving user experience. Cookies never expose your health information to third parties.

You can manage or disable cookies at any time through your browser settings. Disabling essential cookies may limit platform functionality such as staying logged in.

7. AI & Medical Disclaimer

Important limits of AI-assisted support.

AI responses on MedComfyAI are informational and supportive in nature. They organize your intake and guide you toward care, but they do not constitute — and do not replace — licensed medical advice, diagnosis, or treatment from a qualified professional. Diagnosis, prescriptions, and treatment plans are provided only by PMDC-certified doctors.

MedComfyAI is not an emergency service. If you or someone you know is in crisis or at risk of harm, seek immediate help:

Emergency Helpline	Number	Hours
Umang — Pakistan Mental Health Helpline	0311-7786264	24/7
Rozan — Psychological Support	0800-22444	Mon–Sat, 10 AM – 6 PM
Madadgar National Helpline	1098	24/7

8. Contact Information

Reach the MedComfyAI team.

Purpose	Contact
Business / Work	info@medcomfyai.com
Support & Queries	support@medcomfyai.com
Complaints	complain@medcomfyai.com
Head Office	Faisalabad, Pakistan
Branch Office	Shahrah-e-Faisal, Karachi, Pakistan
Website	www.medcomfyai.com
Social	Instagram, TikTok & Facebook: @medcomfyai

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This handbook consolidates the policies published at medcomfyai.com and is reviewed periodically.