



# Employee Health Check

## MediBuddy – Wellness Partner

**Bē**  
Jon Noorlander



# OPD – Process Flow

# Process Flow – Login with Okta

Adobe

Corporate Authentication

User ID

Please enter a username

Corporate Account Password

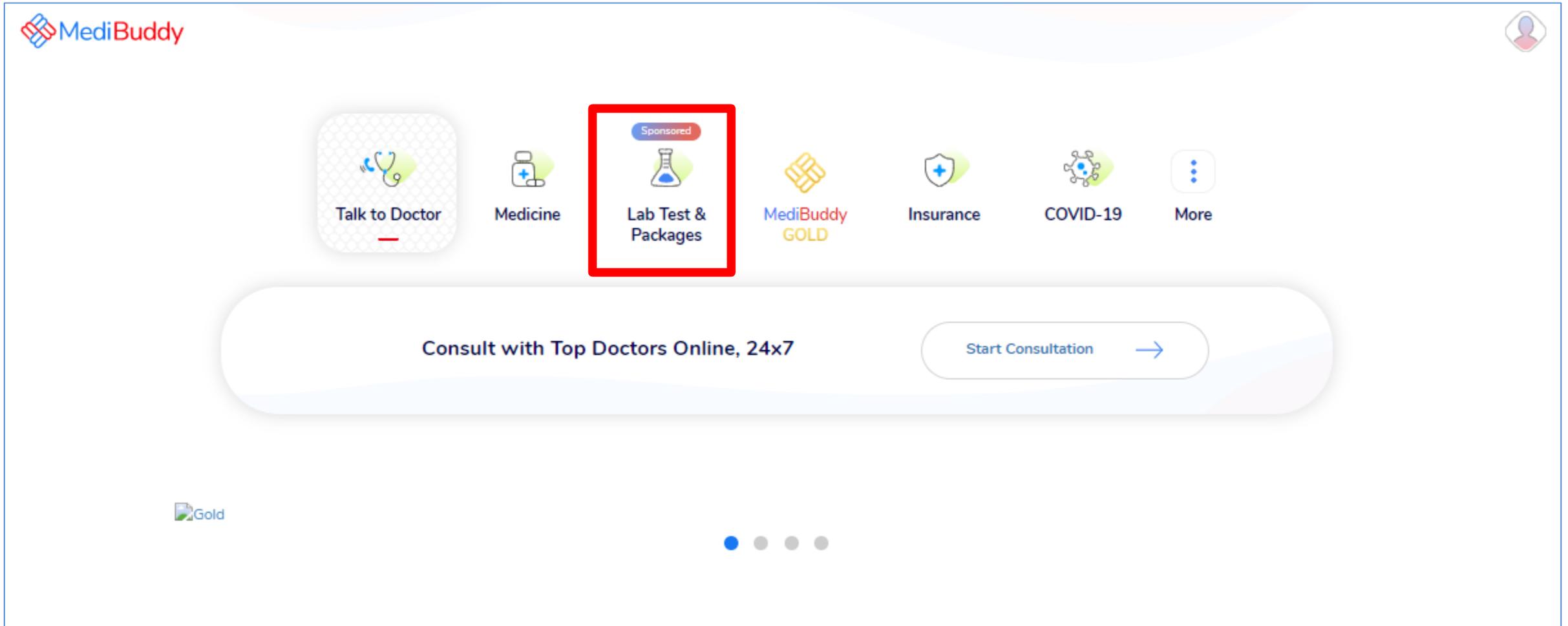
Remember me

Sign In

Need help signing in?

- Benefits link to Login: [https://adobe.okta.com/app/adobe\\_medibuddyprod\\_1/exk1lhn1t9jOQrHPU0h8/sso/saml](https://adobe.okta.com/app/adobe_medibuddyprod_1/exk1lhn1t9jOQrHPU0h8/sso/saml)

# Home Page – Click on Employee Health Check



- Click **Lab Tests & Packages Tab** from the outpatient services listed to avail Health Check

# Home Page – Click on Employee Health Check

MediBuddy

Book Lab Test and Health Checkups

Bengaluru 560001 Search Lab Tests, Health Check Up Package Search

You have Sponsored Health Check Packages from your Company [Book Now](#)

LAB TESTS NOW AT HOME Hassle-free Home Sample collection for your lab tests

- Click **Book Now**

# List of Packages – Adobe Specific & General Packages

## Adobe Specific Health Check –up Packages (For Employees)

- Adobe Master Health Check Package – Male
- Adobe Master Health Check Package – Female
- Adobe Master Health Check Package – Female Above 40 years
- MediBuddy Master Home Sample Collection Package with COVID Antibody Test

Select a Health Check Package for self by clicking on **View Package** & proceed with the booking

**Note:** The package reflecting here will display for your dependents bearing the cost on your own – In Slide number 15 it will give you an option to add them by just one click **ADD TO CART**

Adobe

### Why should you book a Health Check? It's sponsored by Adobe Systems India Private Limited, and is...

- Your biggest catch: Detect early signs of ailments, and take preventive measures.
- A wise move: Detect existing issues in time, and increase the chances for treatment.

Adobe One COVID Antibody Included

MediBuddy Master Health Check Package Male + Rapid Antibody Test

Package Lab Tests: 58 Consultations: --

Home Sample Only

₹ 0 Free

View Package

Adobe One COVID Antibody Included

Adobe Master Health Check Package - Male

Package Lab Tests: 27 Consultations: 2

Home Sample Only

₹ 0 Free

View Package

### Home Sample Packages

Test Adobe COVID Antibody Included

MediBuddy Master Health Check Package Male ...

Package Lab Tests: 58 Consultations: --

Home Sample Only

₹ 4602 Payable

View Package

Abhinav D COVID Antibody Included

MediBuddy Master Health Check Package Male ...

Package Lab Tests: 58 Consultations: --

Home Sample Only

₹ 4602 Payable

View Package



# Home Sample – Process Flow



# Home Sample Package – Booking Process

**Adobe**

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₹ 0 Free

[View Package](#)

**Adobe One**

**Adobe Master Health Check Package - Male**

Package Lab Tests: 27      Consultations: 2

₹ 0 Free

[View Package](#)

### Home Sample Packages

**Test Adobe** COVID Antibody Included

**MediBuddy Master Health Check Package Male ...**

Package Lab Tests: 58      Consultations: --

Home Sample Only

₹ 4602 Payable

[View Package](#)

**Abhinav D** COVID Antibody Included

**MediBuddy Master Health Check Package Male ...**

Package Lab Tests: 58      Consultations: --

Home Sample Only

₹ 4602 Payable

[View Package](#)

- Click **View Package** to proceed with Home Sample Package

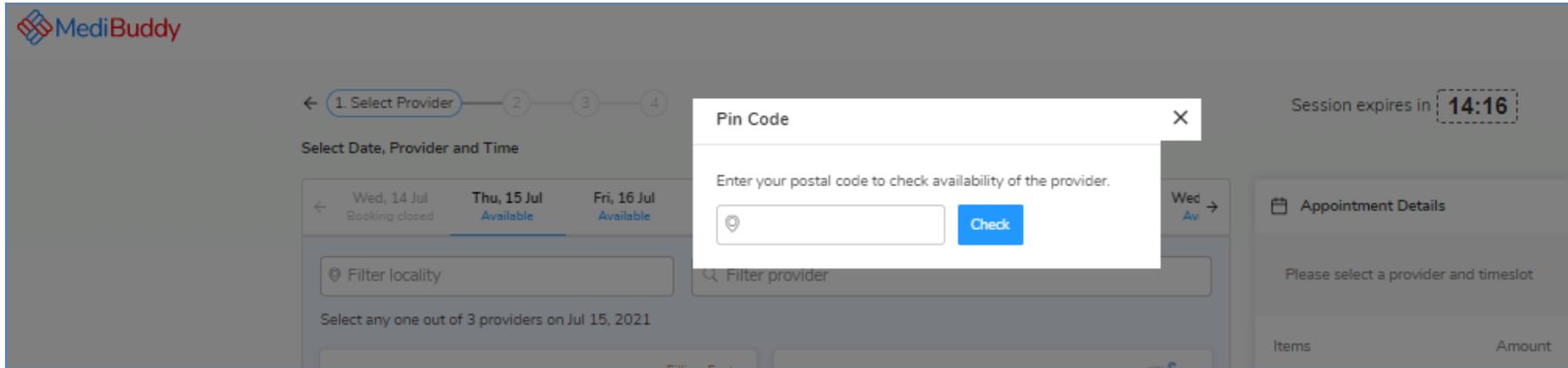
# Appointment Booking Screen

The screenshot shows the MediBuddy interface for booking an appointment. At the top left, the MediBuddy and Adobe logos are displayed. A breadcrumb trail reads: Health Check > Annual Health Check > MediBuddy Master Health Check Package Male + Rapid Antibody Test. Below this, the user's profile 'Adobe Two' is shown with the package name. A red box highlights the 'Payable Amount ₹ 0' and the 'Book Appointment' button. A larger red box highlights a scrollable list of 58 lab tests, including: 25 - Hydroxy Vitamin D - Serum, Amylase - Serum, Apolipoprotein A1 (Apo - A1) - Serum, Apolipoprotein B (Apo - B) - Serum, Complete Blood Count (CBC with P.Smear) - EDTA Whole Blood, and eGFR. To the right, an 'Important Instructions' box lists: 'Do not eat or drink' (Do not eat or drink at least 10 - 12 hours prior to the check-up) and 'Avoid smoking' (Kindly avoid smoking 5 - 12 hours prior to the health check-up). A red arrow points from the test list box to the 'Note' on the right. A 'View All Instructions' link is at the bottom of the instructions box.

- Click **Book Appointment** Tab to avail your sponsored Health Check

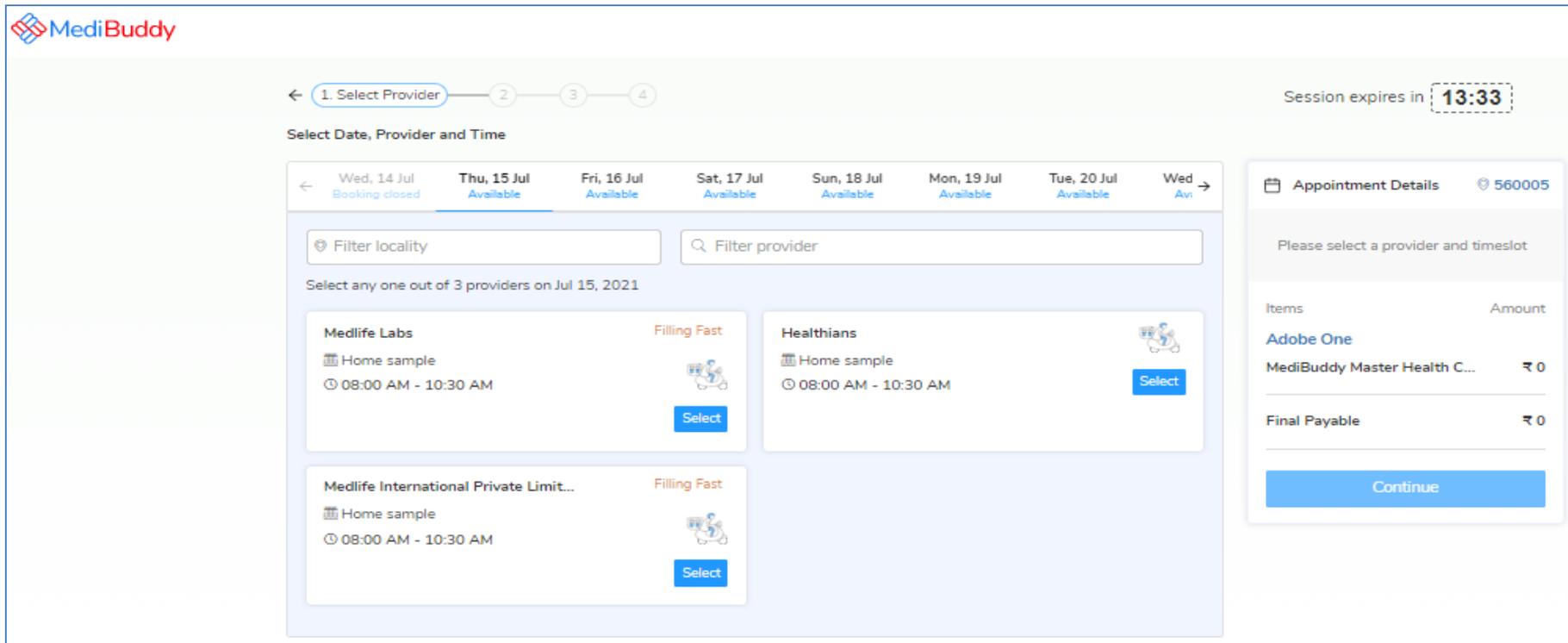
**Note:** Scroll Up and down to view the tests in the package

# Postal Code Availability



- Enter your postal code to check with availability of sample collection at your city

**Note:** Any postal code drop outs will be picked by internal IT team to empanel centers in those cities. As an alternative you can choose center visit package or wait for the team to check for the options to empanel home sample at your postal code



**Note:** By clicking on Lab Test, you will see the details of the tests.

# Selection of Date & Time

The screenshot displays the MediBuddy appointment booking process. At the top left is the MediBuddy logo. A progress indicator shows four steps: 1. Select Provider (active), 2, 3, and 4. A timer indicates the session expires in 07:30. The main heading is "Select Date, Provider and Time". A date selector shows a calendar for July 2021, with dates from Wednesday, July 14 to Wednesday, July 21. The date "Sat, 17 Jul" is selected and highlighted with a red box. Below the date selector are two filter input fields: "Filter locality" and "Filter provider". A large red box highlights the provider selection area, titled "Select any one out of 3 providers on Jul 17, 2021". It lists three providers: "Medlife Labs" (marked "Not Available"), "Medlife International Private Limit...", and "Healthians". The "Healthians" provider is selected, and a "Select" button is visible. A modal window is open over the "Healthians" provider, titled "Select slot for Home sample collection on Jul 17, 2021". It contains a yellow warning message: "Please expect a delay of up to 1 hour for sample collection due to current high volumes." Below the message are six radio button options for time slots: 08:00 AM, 08:30 AM, 09:00 AM, 09:30 AM, 10:00 AM, and 10:30 AM. On the right side of the interface, there is an "Appointment Details" section with ID 560005. Below it is a table with columns "Items" and "Amount". The table lists "Adobe One" and "MediBuddy Master Health C..." with amounts of ₹ 0. Below the table is a "Final Payable" section with an amount of ₹ 0. A blue "Continue" button is highlighted with a red box at the bottom right of the appointment details section.

- Select **Date & Time** for Health check appointment booking
- Click **Continue** to proceed with placing the order

# Confirming Appointment and Adding Cart Option

The screenshot displays the MediBuddy app interface. At the top left is the MediBuddy logo. A progress bar shows four steps: 1 (completed), 2. Add Family (active), 3, and 4. A notification banner at the top says "Added to Cart" and lists "Adobe One" with details for "MediBuddy Master Health Check Package Male + Rapid Antibody Test", including "Package Lab Tests" (58) and "Consultations" (0). A timer indicates "Session expires in 02:17".

On the right, the "Appointment Details" section shows ID 560005, "Healthians" (Remove), "Home sample collection" (Sat, 17 Jul at 08:30 AM), and a "Continue" button. Below this is a table of items:

Items	Amount
Adobe One	
MediBuddy Master Health C...	₹ 0
Final Payable	₹ 0.00

The main area shows "Recommended Packages" for "Test Adobe" and "Abhinav D". Each package is "MediBuddy Master Health Check Package Male + Rapid Antibody Test" with "COVID Antibody Included", "Package Lab Tests" (58), and "Consultations" (0). The price is ₹ 4602 Payable. Each package has a blue "Add" button with a cart icon. A red box highlights the "Add" button for the "Test Adobe" package, with a red arrow pointing to the "Continue" button in the appointment details section.

- You will have option to book the same package for your dependents with **Add** to Cart option on self pay bases
- Proceed with **Continue** button to book the health check

# Confirming of Details & Address

← 1 — 2 — 3 — 4. Contact Info — 5

Session expires in **14:03**

**Contact Information**

Mobile: 9999999999

E-mail ID: adobe1@adobe.com

Home Sample Collection Address (\* only available within selected city)  
Test, Test, Bangalore - 560005

Manage address book

**Appointment Details** 560005

Medlife Labs Home sample collection  
Mon, 19 Jul at 08:30 AM

Items	Amount
Adobe One	
MediBuddy Master Health C...	₹ 0

Final Payable ₹ 0.00

Confirm Booking

- Enter your **Details & Update Home Address** for Sample Collection
- Click **Confirm Booking** for placing a order

MediBuddy | Adobe

✔ Health Check has been placed Successfully [View order detail](#)

Appointment Details Order placed on: 13 Jul, 2021

**Home Sample Collection**  
Venue : Test, Test, 560005, Bengaluru  
Date & Time : Monday, July 19 at 8:30 AM

**Note:** Post Sample collection you will receive reports within 3 business days

You can use MB Gold teleconsultation platform for free doctor consultation – Select option **Lab Report Analysis** to avail free consultation



# Center Visit – Process Flow

# Hospital / Center Visit Package Booking Process

**Adobe**

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**Adobe One** COVID Antibody Included

**MediBuddy Master Health Check Package Male + Rapid Antibody Test**

Package Lab Tests: 58      Consultations: --

Home Sample Only

₹ 0 Free

[View Package](#)

**Adobe One** COVID Antibody Included

**Adobe Master Health Check Package - Male**

Package Lab Tests: 27      Consultations: 2

₹ 0 Free

[View Package](#)

### Home Sample Packages

**Test Adobe** COVID Antibody Included

**MediBuddy Master Health Check Package Male ...**

Package Lab Tests: 58      Consultations: --

Home Sample Only

₹ 4602 Payable

[View Package](#)

**Abhinav D** COVID Antibody Included

**MediBuddy Master Health Check Package Male ...**

Package Lab Tests: 58      Consultations: --

Home Sample Only

₹ 4602 Payable

[View Package](#)

- Click **View Package** to proceed with center booking

# Appointment Booking Screen

MediBuddy | Adobe

← Health Check > Annual Health Check > Adobe Master Health Check Package - Male

Test642  
Adobe Master Health Check Package - Male

Payable Amount ₹ 0  
Book Appointment

27 Lab test(s) in this package

- Bio Chemistry 1 Test
- Cardiac Profile 2 Tests
- Haemogram 2 Tests
- Kidney Function Test 4 Tests
- Lipid profile 5 Tests
- Liver Function Test 9 Tests
- Others 2 Tests
- Radiology 2 Tests

2 Consultation(s) in this package

- Clinical evaluation
- Internal Medicine Consultation

Important Instructions

- Do not eat or drink  
Do not eat or drink at least 10 – 12 hours prior to the check-up
- Avoid smoking  
Kindly avoid smoking 5 – 12 hours prior to the health check-up

View All Instructions

- Click **Book Appointment** Tab to avail your sponsored Health Check

**Note:** By clicking on Lab Test, you will see the details of the tests.

# Appointment Booking Screen – Selection of Center, Date & Time

The screenshot displays the MediBuddy appointment booking interface. At the top left, the MediBuddy and Adobe logos are visible. A progress indicator shows three steps: '1. Select Provider' (active), '2.', and '3.'. A session timer indicates 'Session expires in 08:27'. The main heading is 'Select Date, Provider and Time'. A date navigation bar is highlighted with a red box, showing days from Sun, 09 May (Unavailable) to Sun, 16 May (Unavailable), with Mon, 10 May through Sat, 15 May marked as 'Available'. Below this are search filters for 'Filter locality' and 'Filter provider'. A message states 'Select any one out of 17 providers on May 11, 2021'. A grid of provider cards is shown, each with a 'Select' button. A modal window is open over the 'The Apollo Clinic' card, titled 'Select slot for Center visit on May 11, 2021', with radio buttons for time slots: 08:00 AM, 08:30 AM, 09:00 AM, 09:30 AM, 10:00 AM, and 10:30 AM. On the right, the 'Appointment Details' section shows a table with 'Test642' and 'Adobe Master Health Check ...' both at ₹ 0, and a 'Total payable' of ₹ 0. A blue 'Continue' button is highlighted with a red box at the bottom of this section.

- Select **Date, Center & Time** for Health check appointment booking
- Click **Continue** to proceed with placing the order

# Order Confirmation Details

✔ Your Health Check has been placed Successfully !!

📅 Appointment Details

[View order detail](#)

Order placed on: 23 Nov, 2020

Book health checkups for you and your family members

[Browse](#)

## Center Visit

Venue : The Apollo Clinic, apollo clinic, plot no. 74/1, bellandur ring road, varthur, east, bellandur ,bangalore

Date & Time : Wednesday, November 25 at 12:00 PM

## Home Sample Collection

Venue : Test, Test, 560005, Bengaluru

Date & Time : Wednesday, November 25 at 7:00 AM

## Order details

### Annual Health Checkup - New Appointment Request

Order ID: 4023153

### Order placed on

23 Nov 2020

### MAHS- Advance Health Check Package - Male

The Apollo Clinic

Apollo Clinic, Plot No. 74/1, Bellandur Ring Road, Varthur, East, Bellandur ,Bangalore

### Home sample collection address

Test, Test, 560005, Bengaluru

### Appointment

For: Self Seven

Home sample collection : 25 Nov 2020 - 07:00 AM

Center visit : 25 Nov 2020 - 12:00 PM

[Go to your orders](#)

[Home](#)

- Once your order is confirmed with the chosen provider, you will see this screen - **Your order placed successfully**
- If you wish to Reschedule / Cancel your appointment immediately, Click on **View Order Details**
- Click **Go to your Orders**

# Reschedule / Cancellation of an Appointment

A

The screenshot displays the 'My Orders' section of a user interface. At the top, there is a 'View as' dropdown menu set to 'Timeline' and a 'Total orders: 2' indicator with a dropdown menu set to 'All orders'. Below this, two order cards are visible. The first order card shows an appointment for 'Advance Health Check Package - Male' on '23-Nov-2020' with status 'New Appointment Request'. The second order card shows a 'Cancelled' appointment for the same package on '25-Nov-2020'. A modal window is overlaid on the second order card, titled 'Select your preferred appointment date and time'. This modal shows a calendar view for the week of November 23rd to 27th. The days 'Mon' (23 Nov), 'Tue' (24 Nov), 'Wed' (25 Nov), 'Thu' (26 Nov), and 'Fri' (27 Nov) are all marked as 'Available'. The 'Mon' date is highlighted with a red box. Below the calendar, there is a row of time slots: 08:00 AM, 08:30 AM, 09:00 AM, 09:30 AM, 10:00 AM, and 10:30 AM.

- Employee may **Reschedule or Cancel** the appointment under **My Orders**
- Employee will receive an intimation again via SMS and Email on the new Appointment created or appointment Cancelled
- Upon confirmation of appointment employee will receive an email with the subject - **Your Appointment Confirmation Letter**
- Employee needs to carry a copy of this letter to the centre on the date of appointment with a Government ID Proof like – Aadhaar Card, Voters ID, Driving License etc.

# Reschedule / Cancellation of an Appointment

B

My Orders

View as  Timeline

Total orders: 2 All orders ▾

Ordered	Order ID
20-Nov-2020	4013168

**Product** [Advance Health Check Package - Male](#) Order Details

**Status** **New Appointment Request** Reschedule Order

**Appointment Date** 23-Nov-2020 Cancel

**Patient Name** Self Seven

Ordered	Order ID
20-Nov-2020	4011792

**Product** [Advance Health Check Package](#)

**Status** **Cancelled**

**Appointment Date** 25-Nov-2020

**Patient Name** Self Seven

Would you like to reschedule?

Reschedule Order

Or,Cancel your order.

I have booked another appointment on Medii ▾

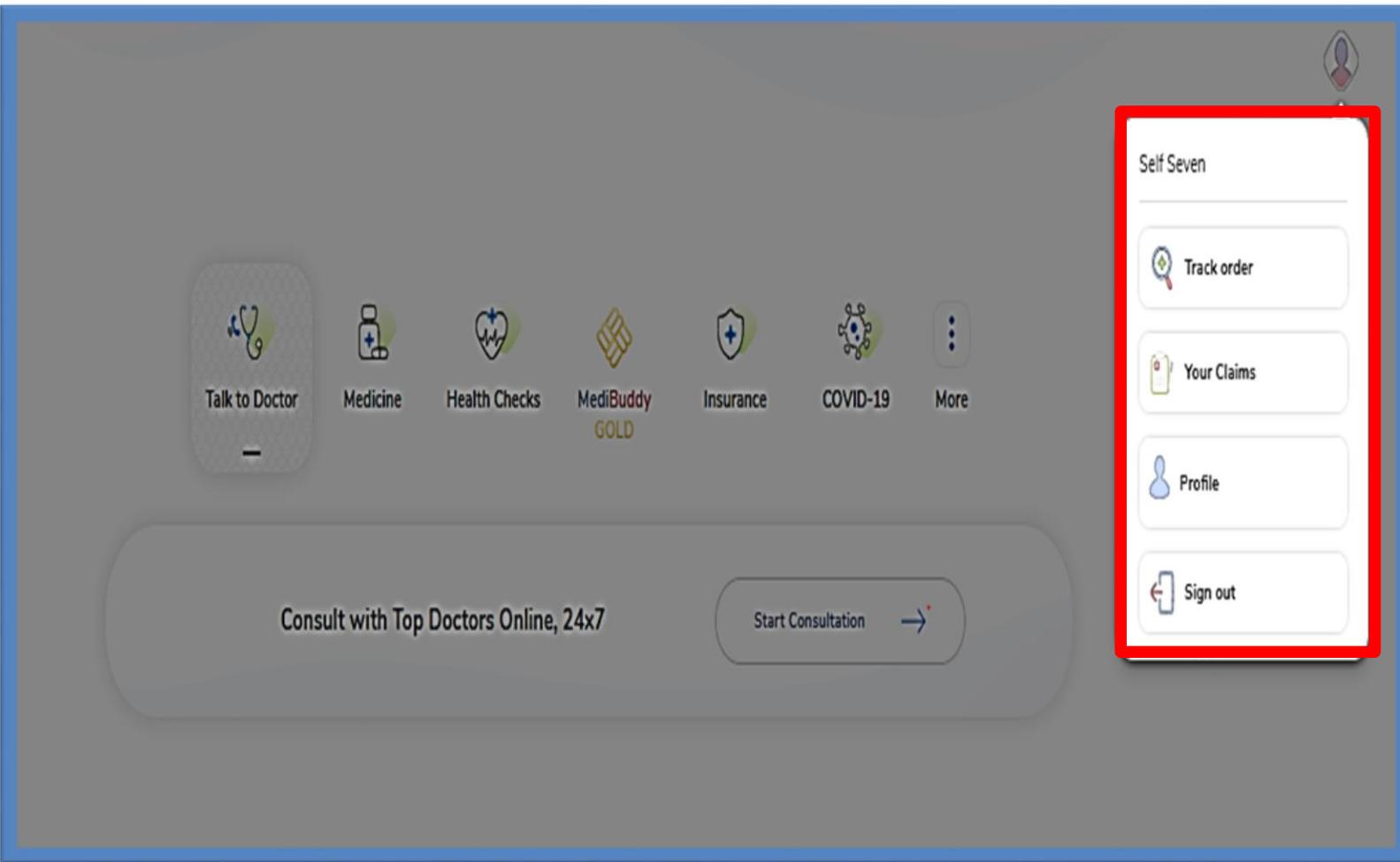
Enter your remark

Confirm Cancel

- Employee may **Reschedule or Cancel** the appointment under **My Orders**
- Employee will receive an intimation again via SMS and Email on the new Appointment created or appointment Cancelled
- Upon confirmation of appointment employee will receive an email with the subject - **Your Appointment Confirmation Letter**
- Employee needs to carry a copy of this letter to the centre on the date of appointment with a Government ID Proof like – Aadhaar Card, Voters ID, Driving License etc.

# Reschedule / Cancellation of an Appointment

C



If an employee logs out of Medi Buddy portal, and wishes to Reschedule / Cancel his appointment later one has to re-login through **MediBuddy** Icon and Click on Self Icon and Select **Track Order**

Any changes done on the Infiniti portal section, employee will get an SMS and an email notification on the registered mobile number and email id provided

*An appointment can be rescheduled for not more than two times during the policy period*

# Appointment Request & Escalation Matrix

Post successful booking, you will receive the below details;

- Booking confirmation mail to your official email Id
- SMS confirmation on your provided mobile number

## **Escalation Matrix:**

Level 1: Customer Support

Email: adopeopd@medibuddy.in

Phone #: 99999 91555

Level 2:

Name: Vignesh RM

Email: p.vignesh#medibuddy.in

Phone #: 636 656 9459

Level 3:

Name: Suma MN

Email: suma.mn@medibuddy.in



**Adobe**