# Employee Health Check

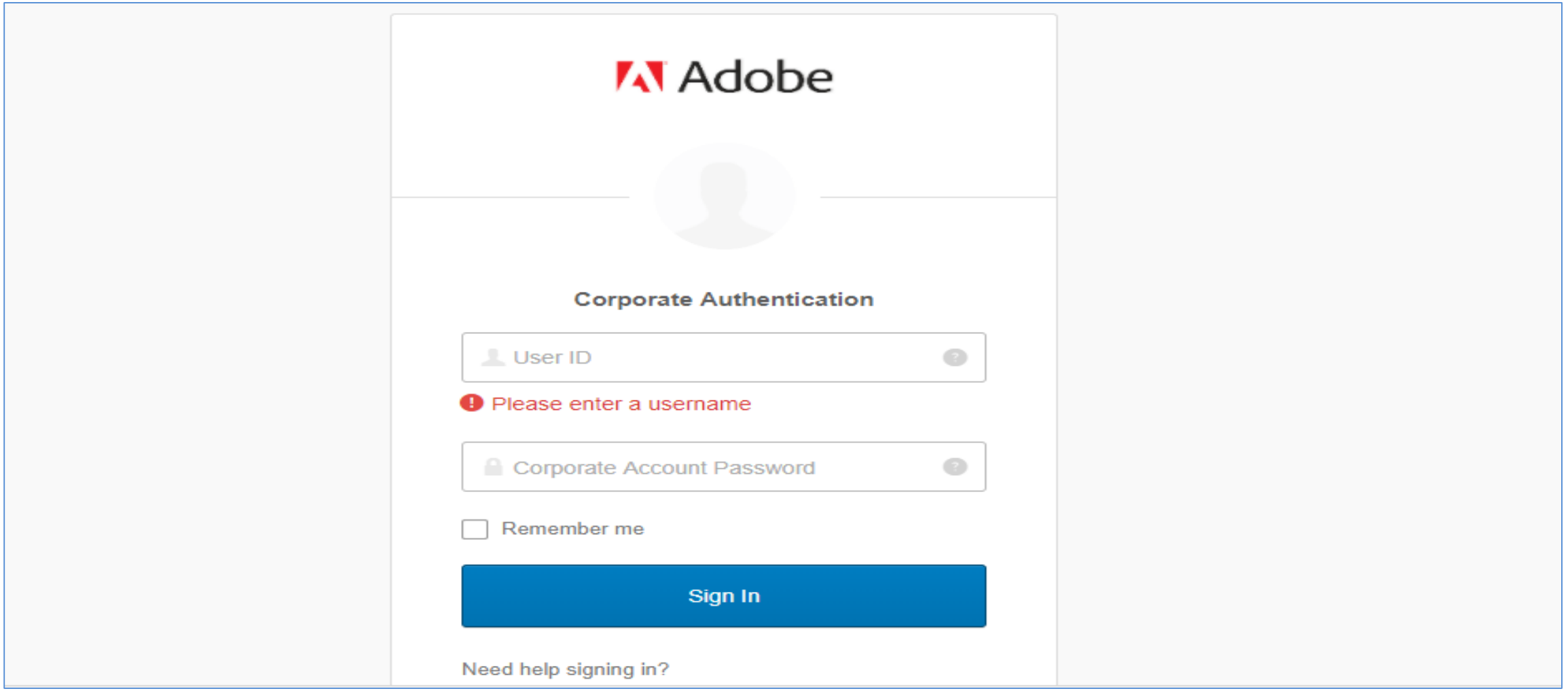
## MediBuddy – Wellness Partner

Jon Noorlander

# OPD – Process Flow

Jon Noorlander

# Process Flow – Login with Okta




- Benefits link to Login: https://adobe.okta.com/app/adobe_medibuddyprod_1/exk1lhn1t9jOQrHPU0h8/sso/saml

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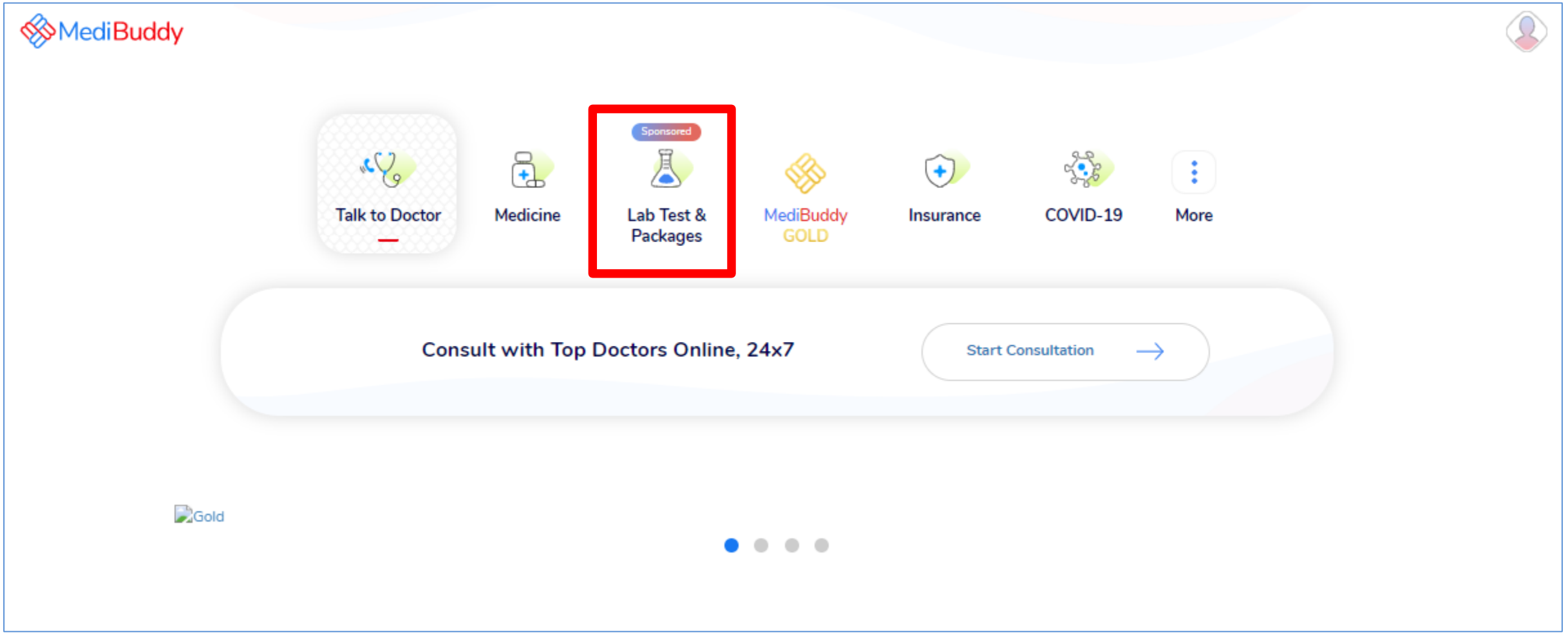
# Home Page – Click on Employee Health Check




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

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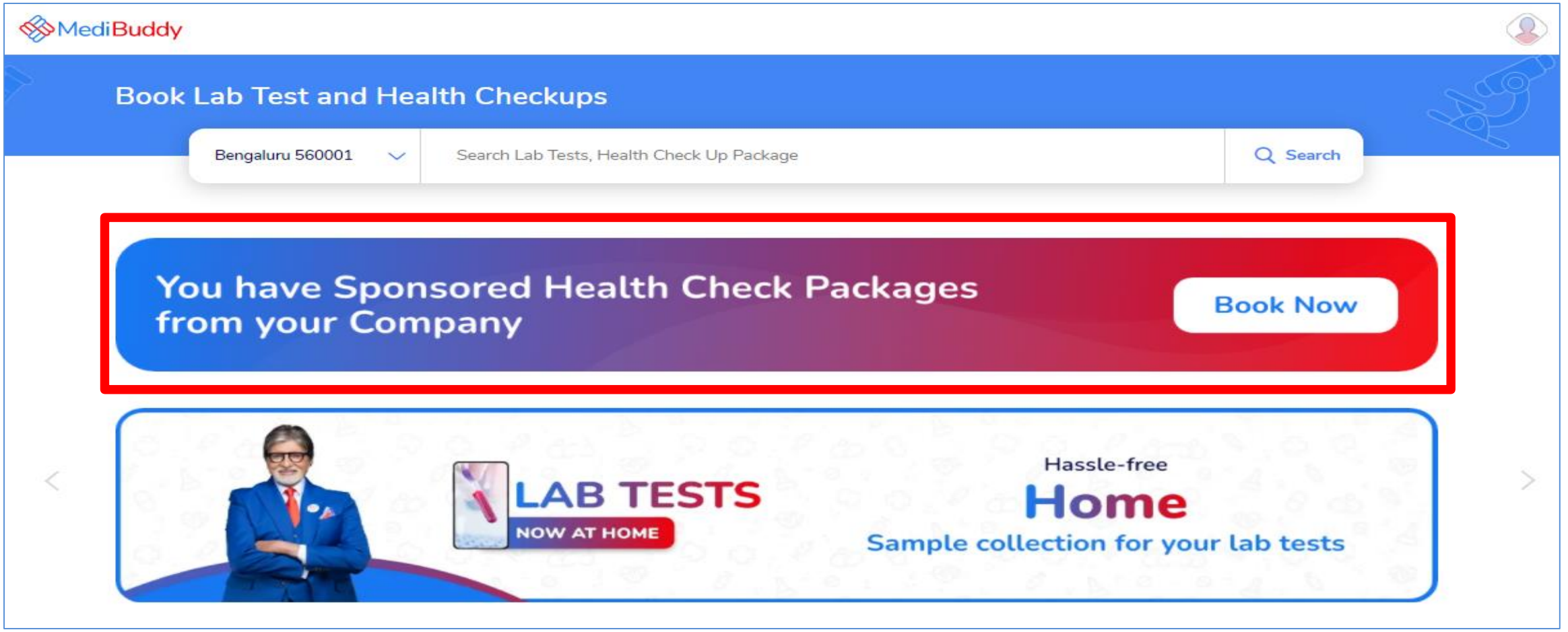
# Home Page – Click on Employee Health Check




- Click **Book Now**

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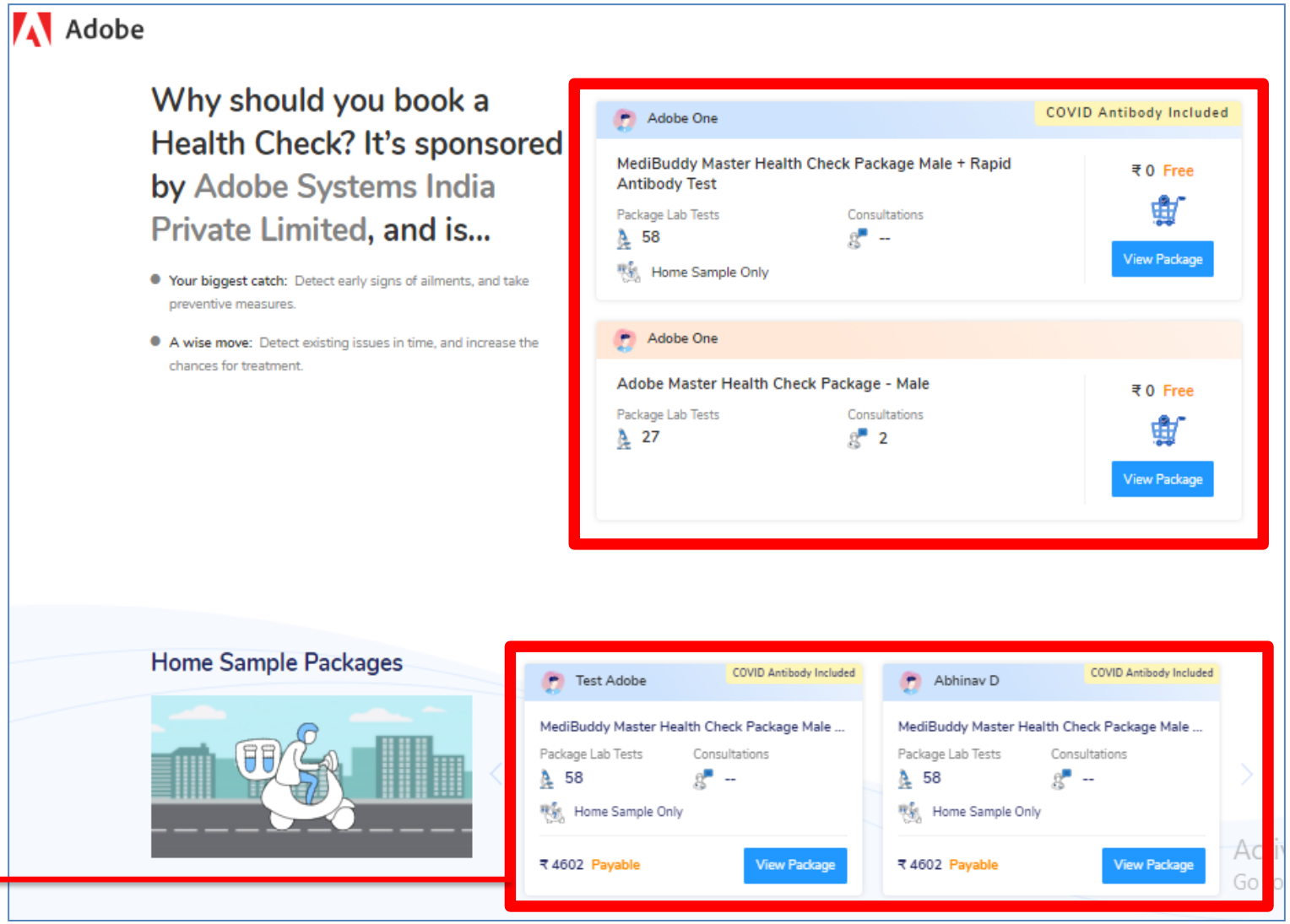
# List of Packages – Adobe Specific & General Packages

**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**

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# Home Sample – Process Flow

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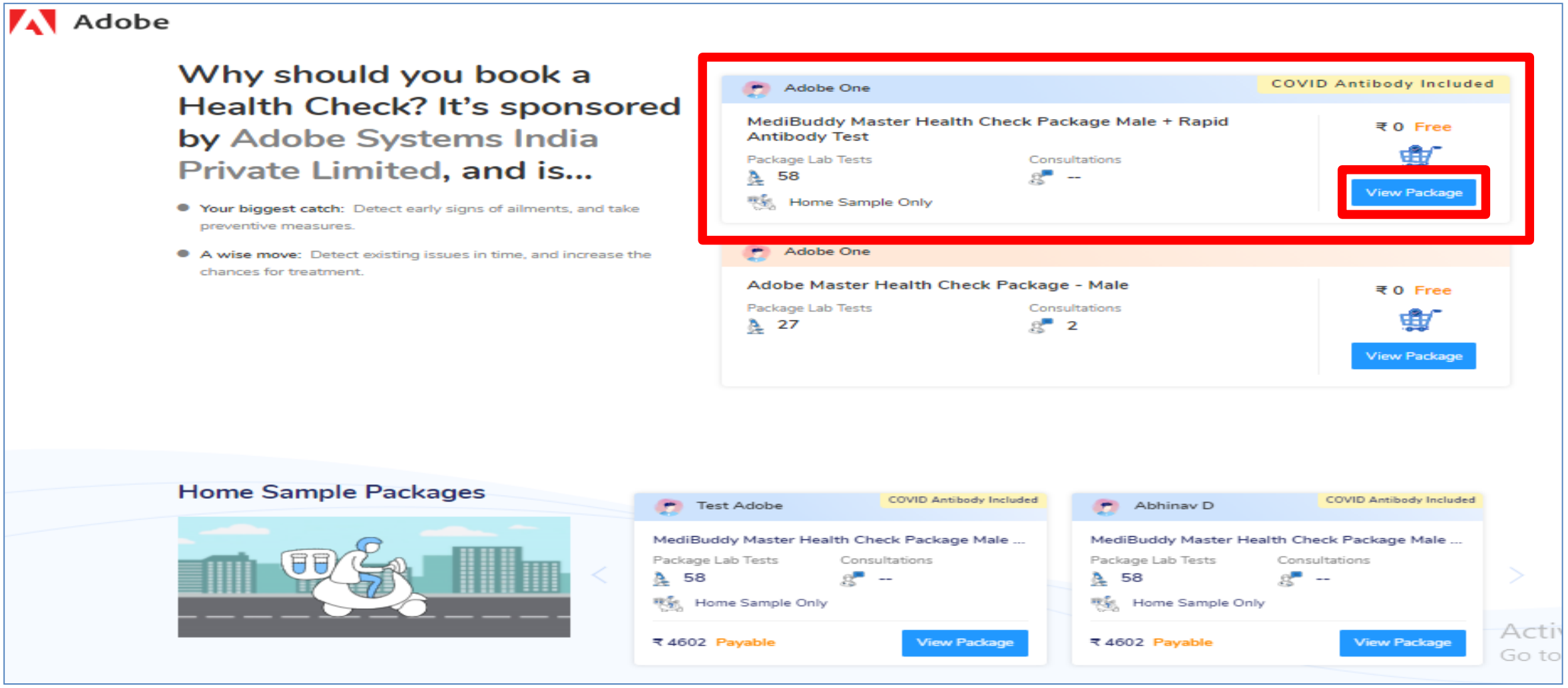
# Home Sample Package – Booking Process




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

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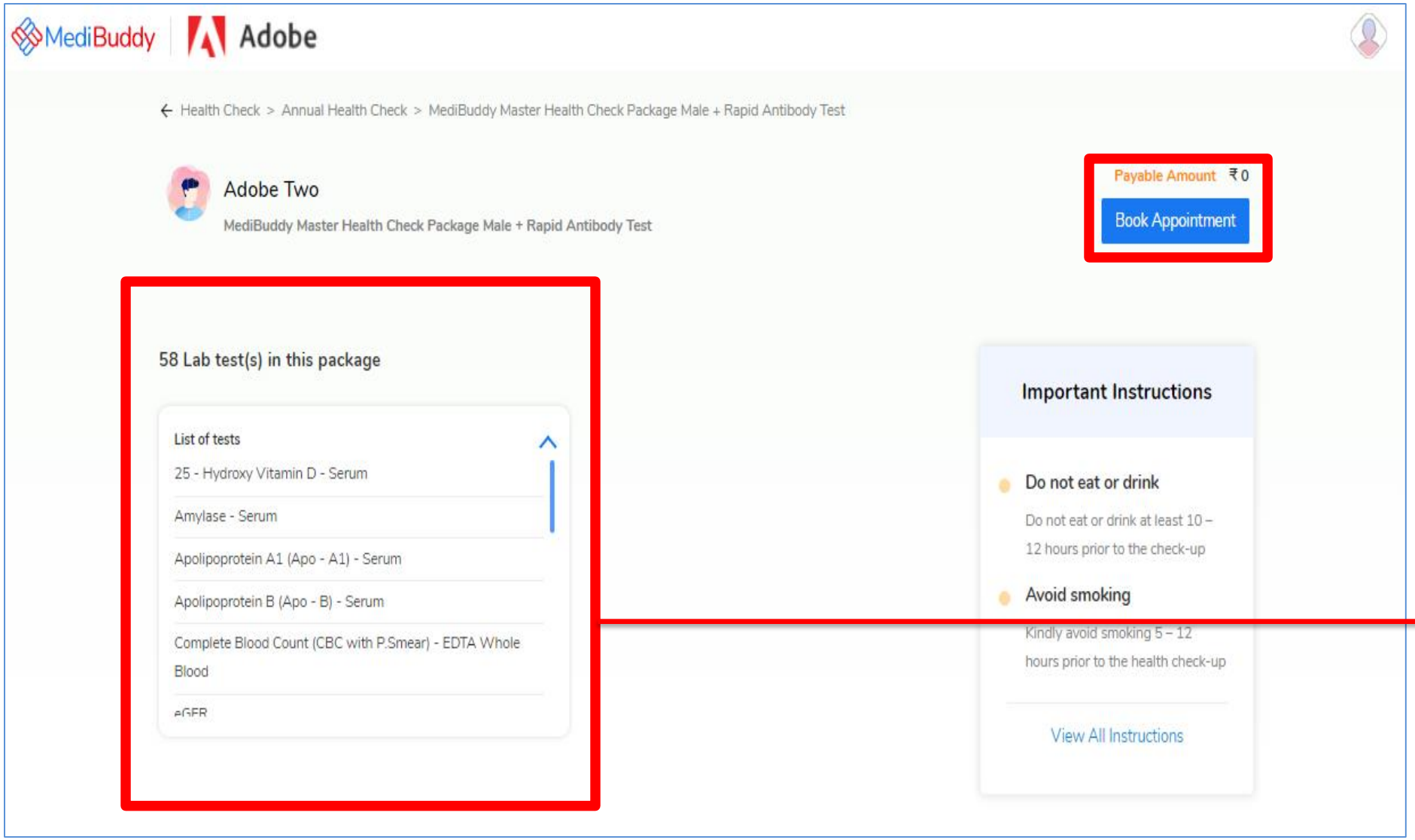
# Appointment Booking Screen




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

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

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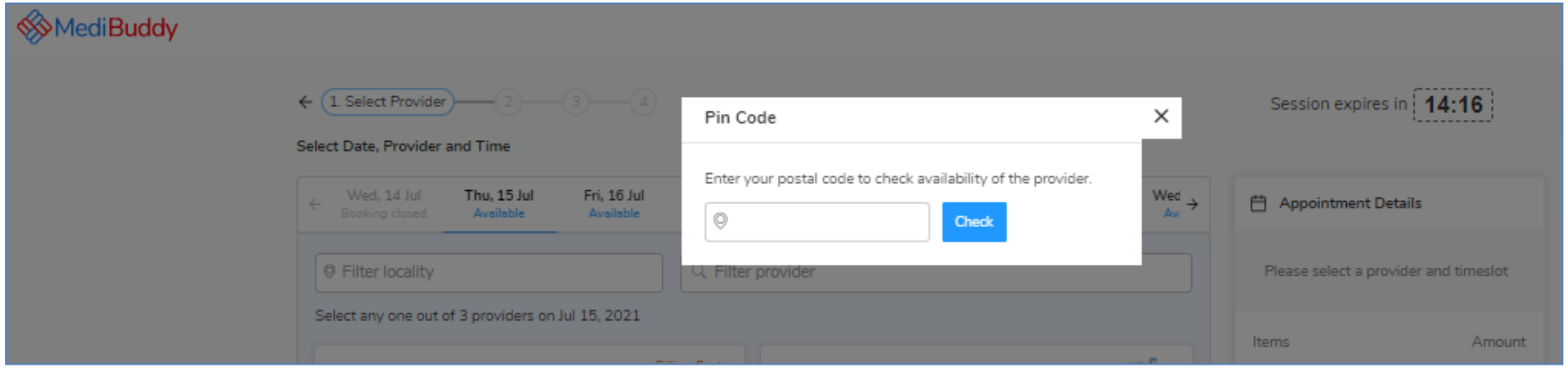
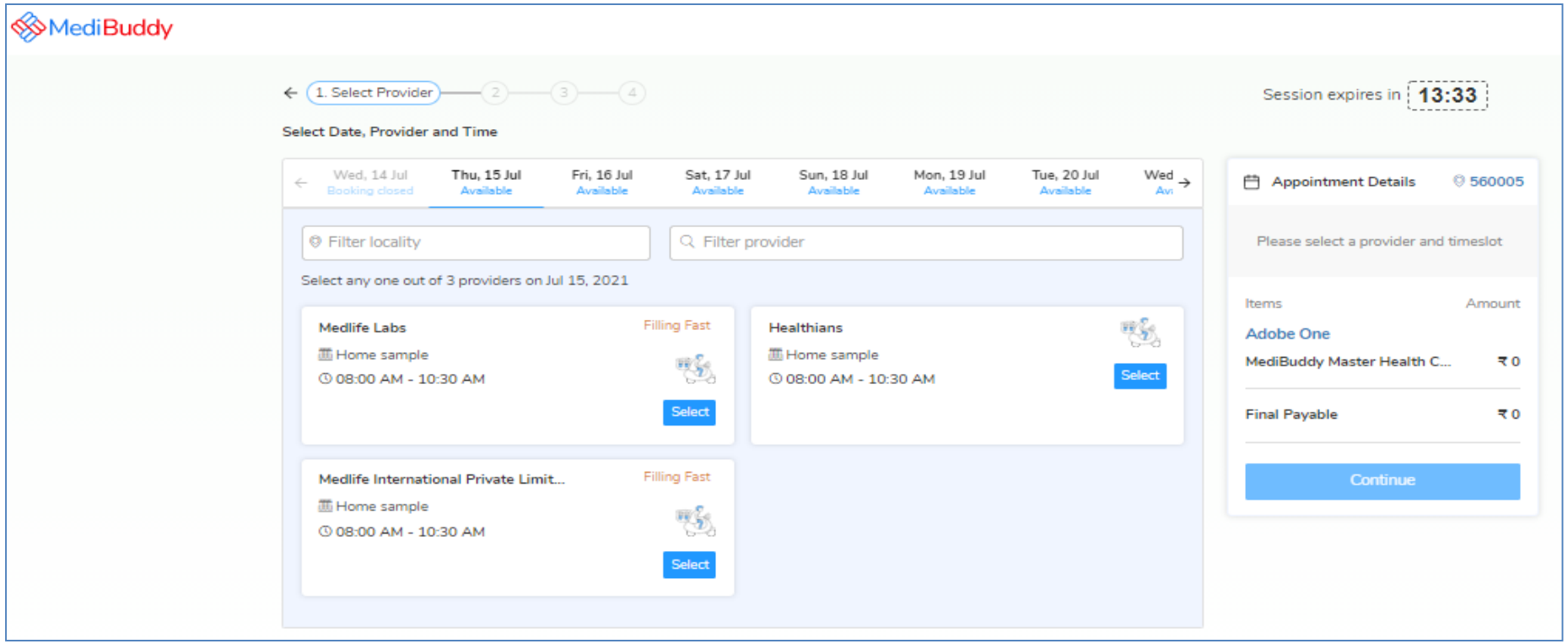
# Postal Code Availability




- 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.

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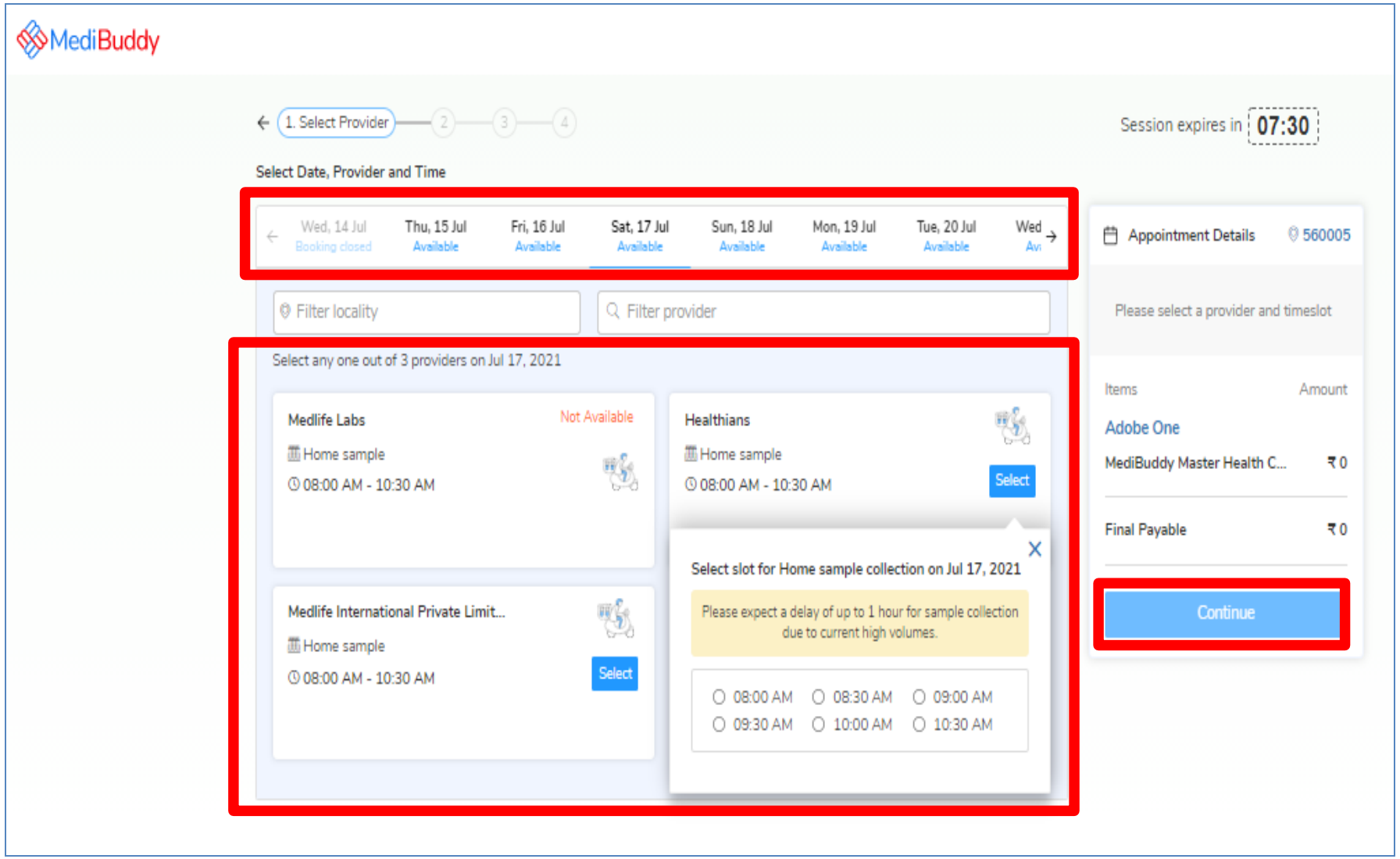
# Selection of Date & Time




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

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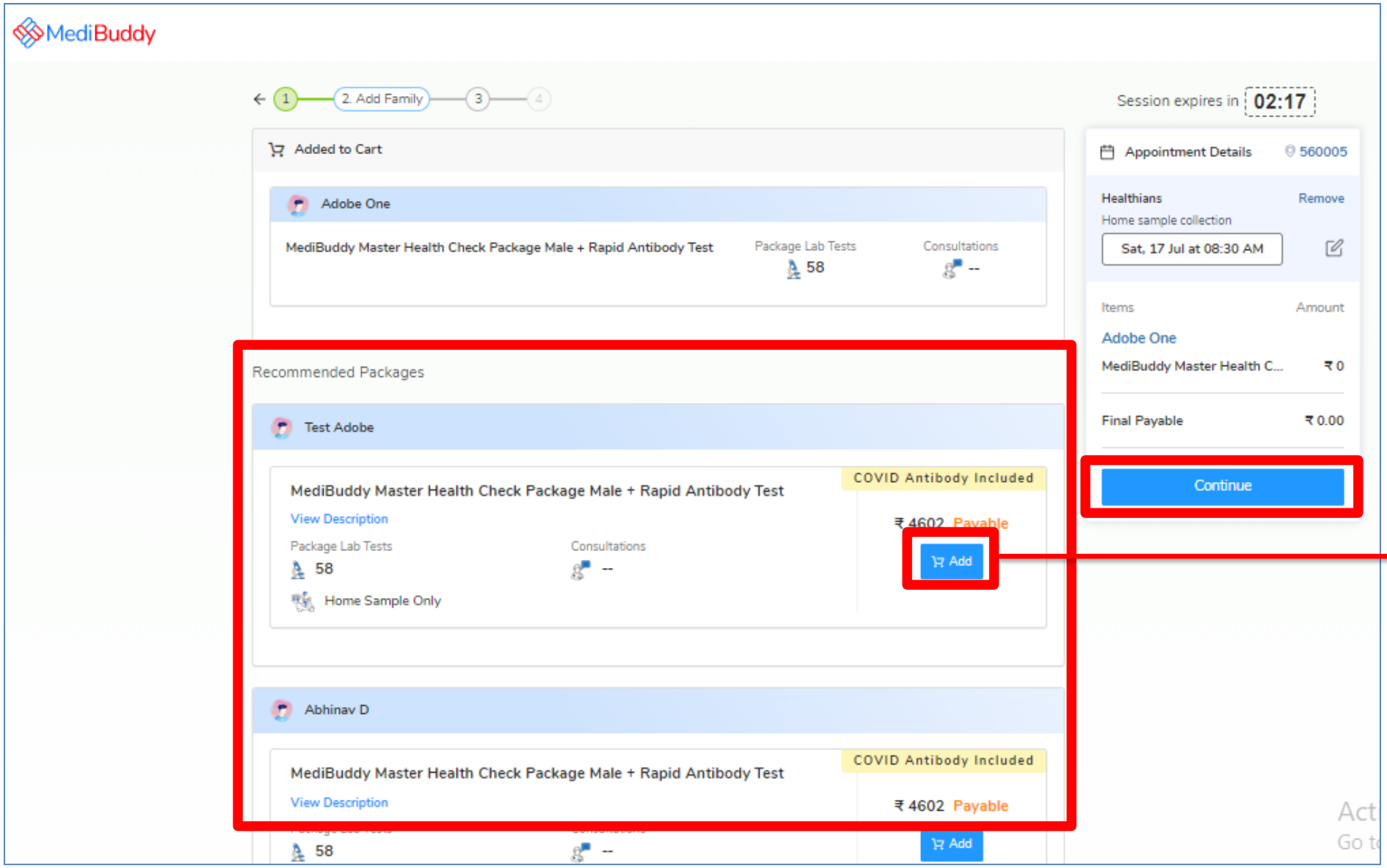
# Confirming Appointment and Adding Cart Option




- 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

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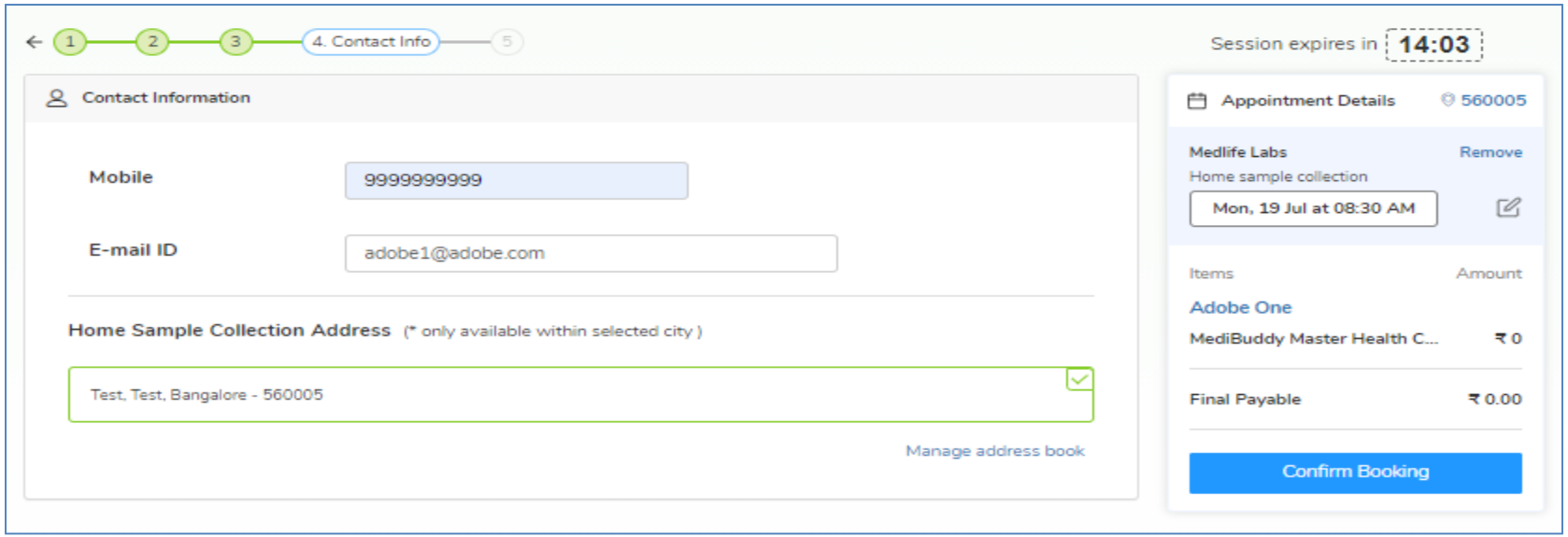
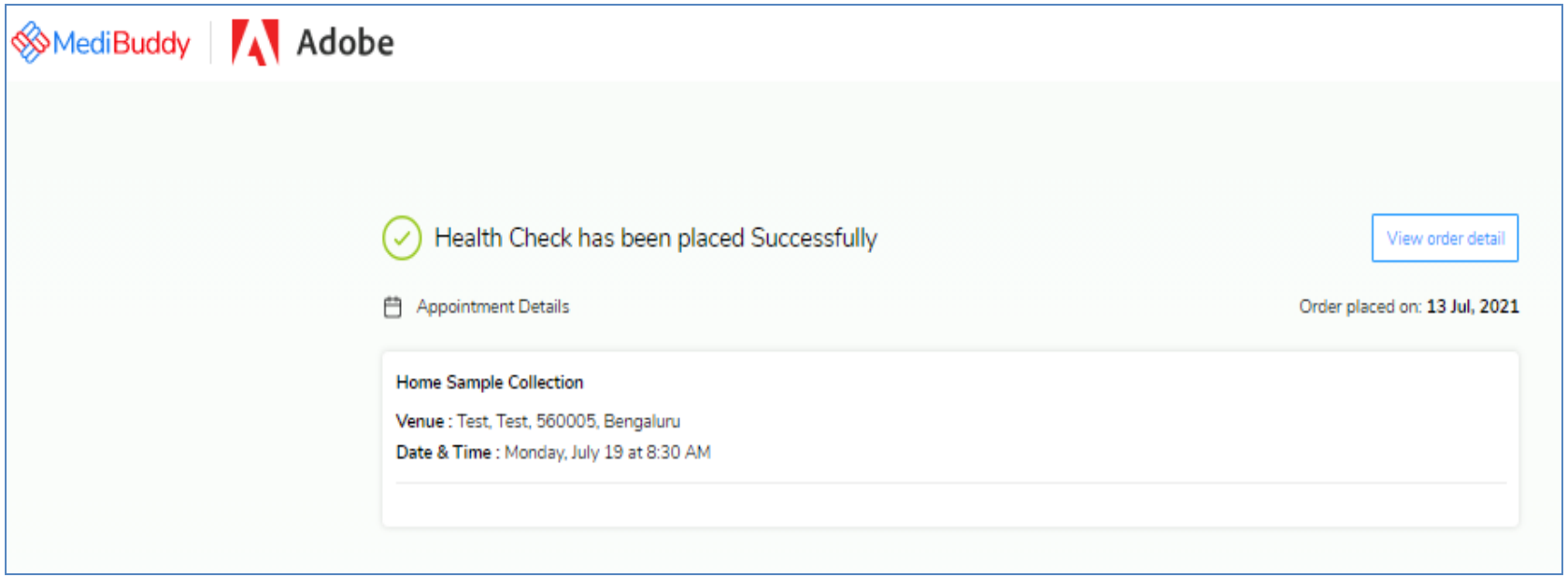
# Confirming of Details & Address




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




**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

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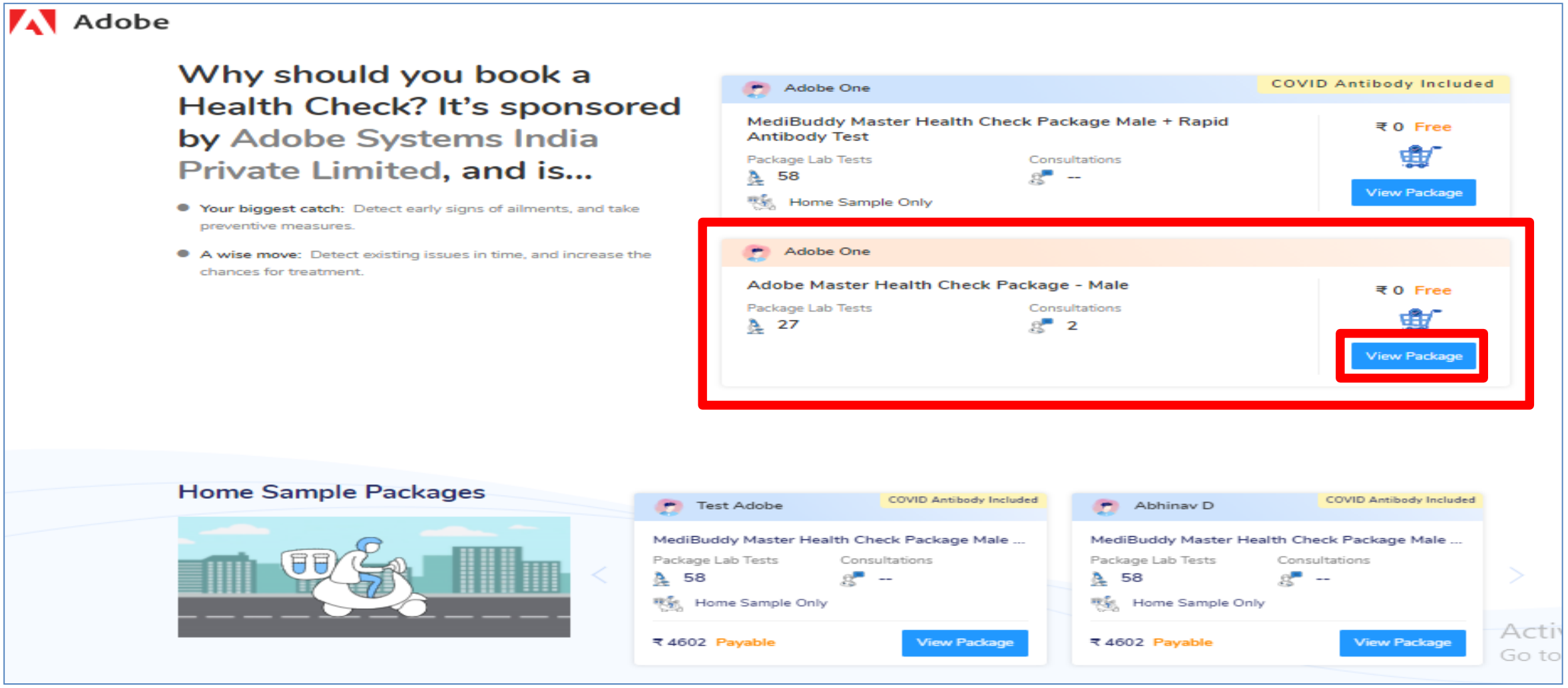
# Center Visit – Process Flow

Jon Noorlander

# Hospital / Center Visit Package Booking Process




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

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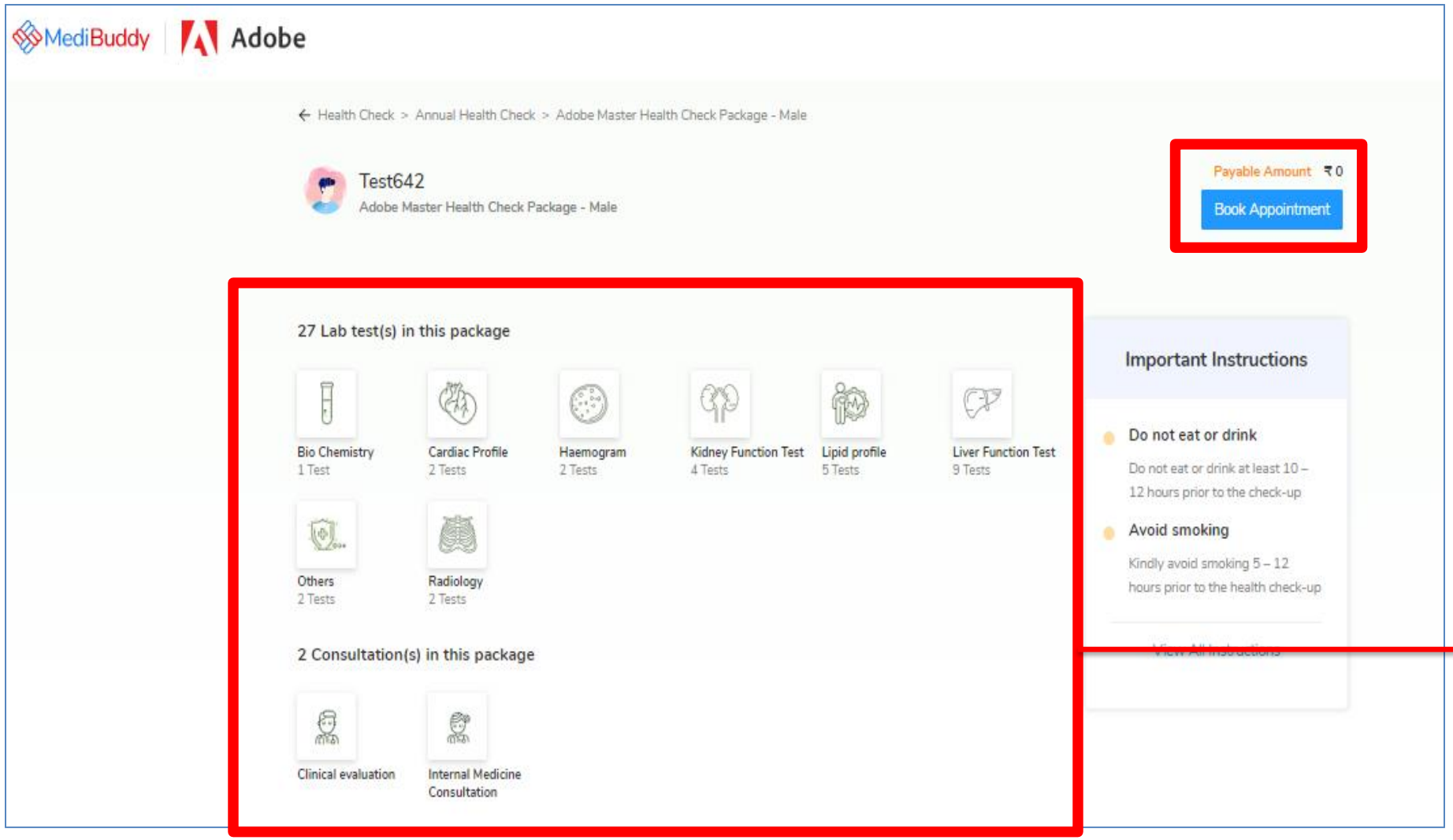
# Appointment Booking Screen




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

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

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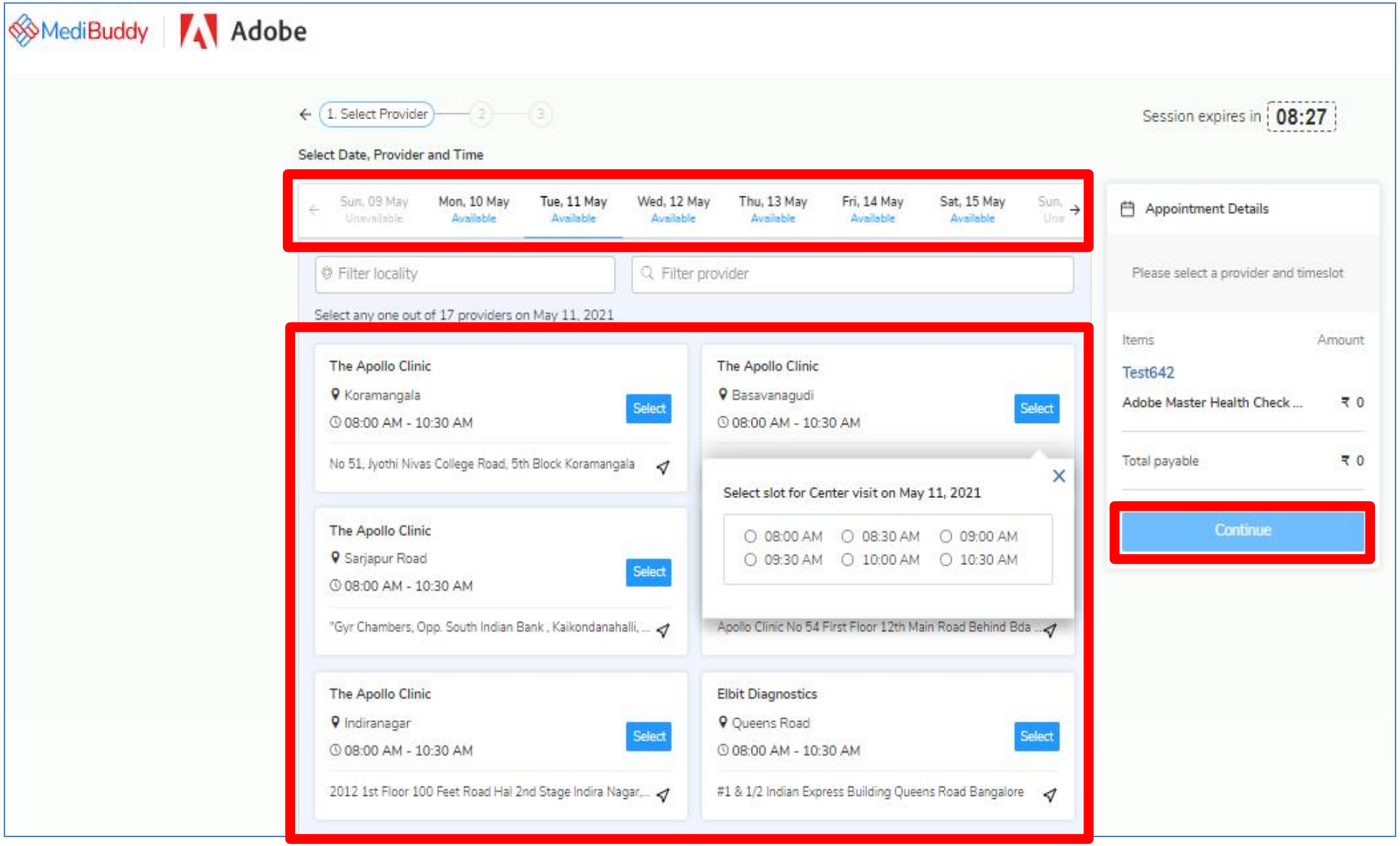
# Appointment Booking Screen – Selection of Center, Date & Time




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

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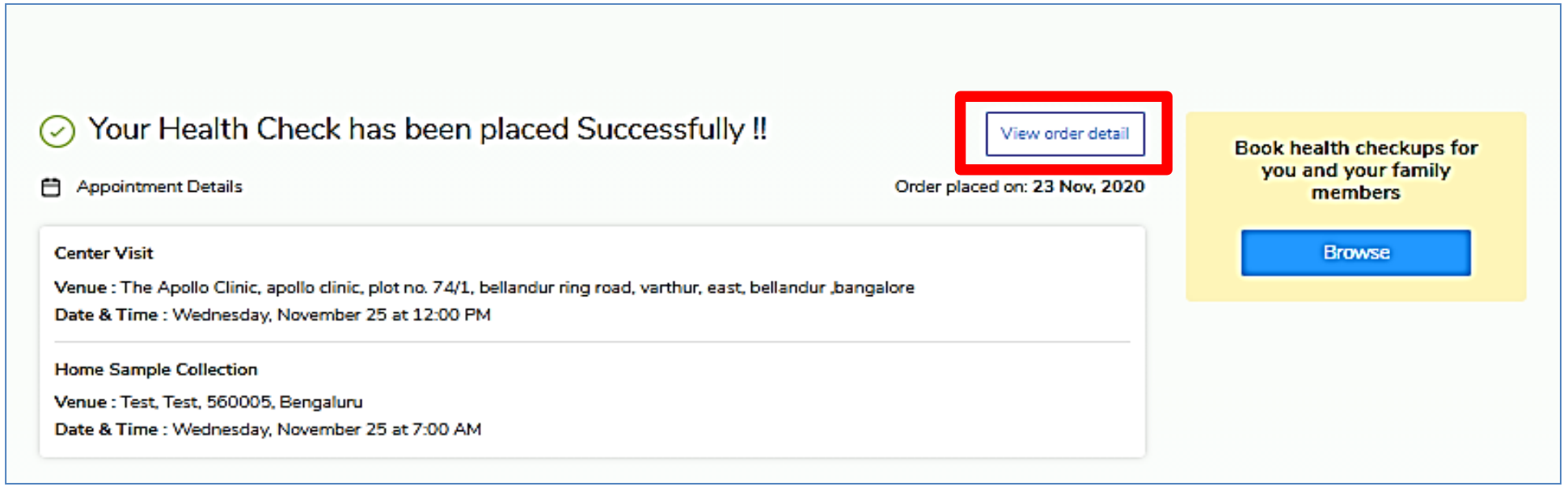
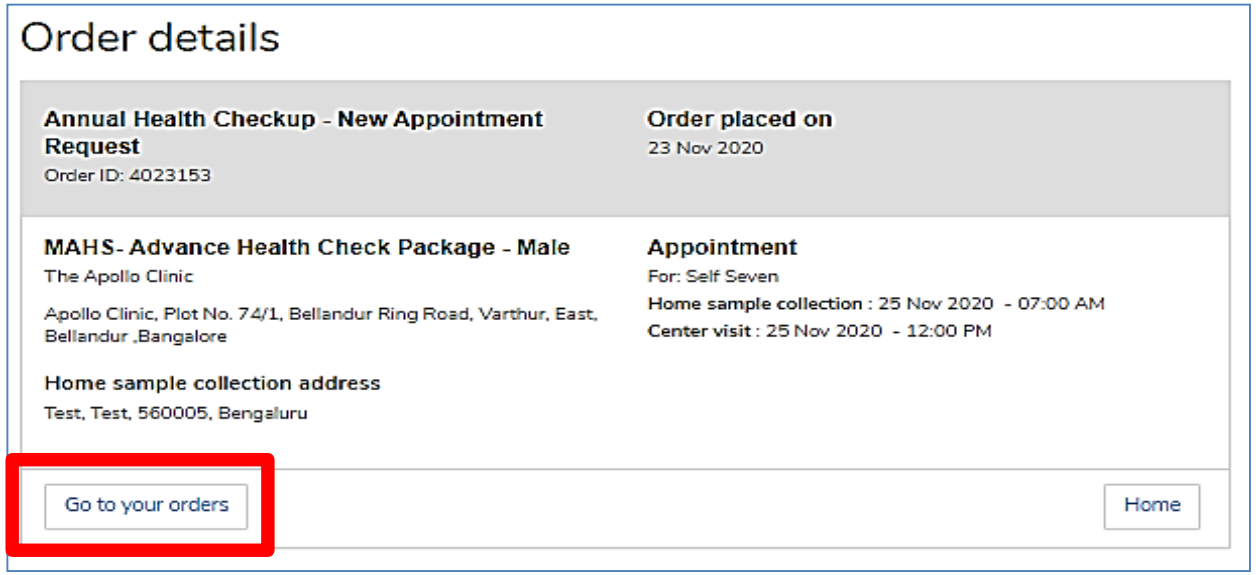
# Order Confirmation Details




- 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**

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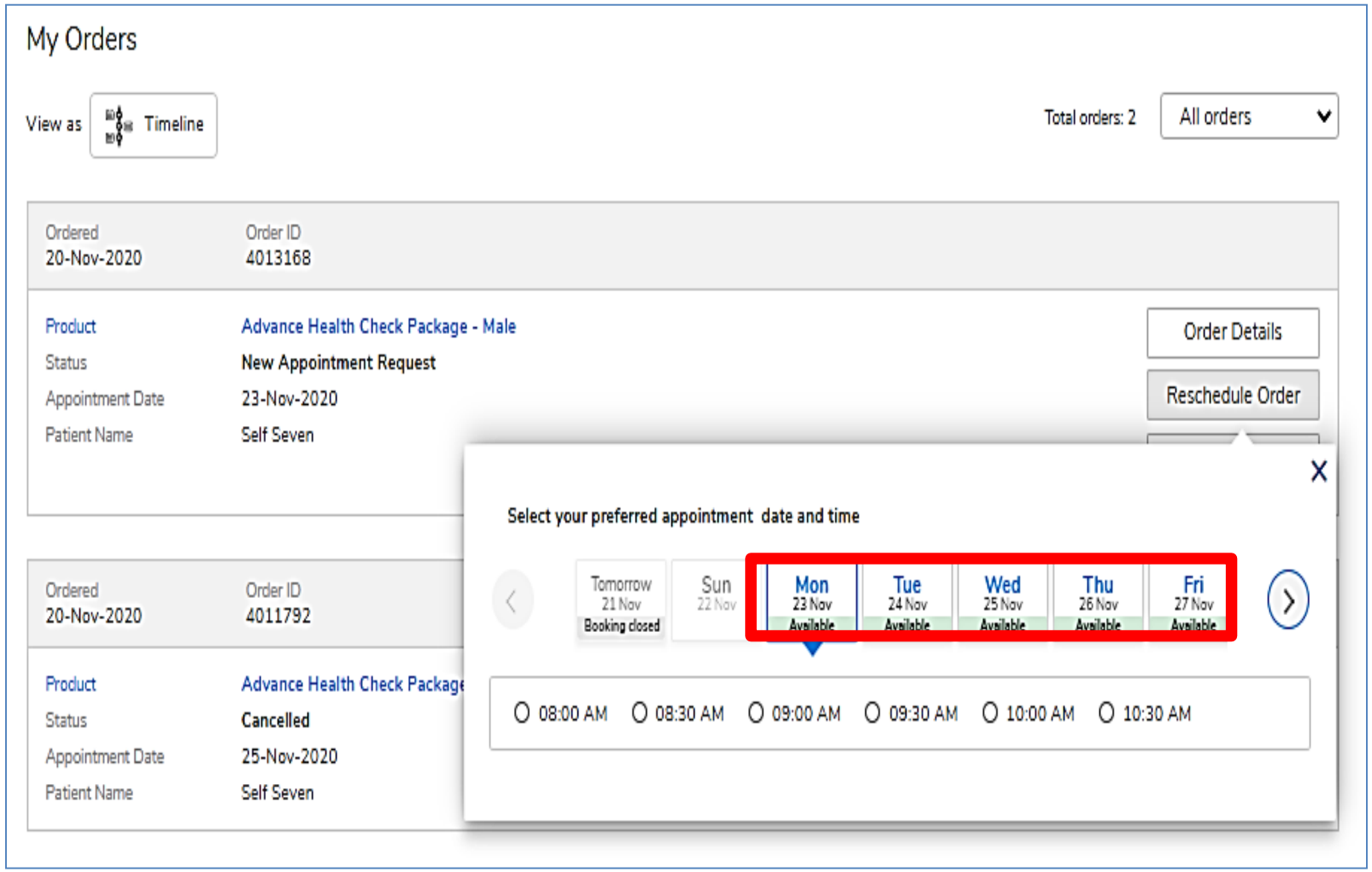
# Reschedule / Cancellation of an Appointment

**A**




- 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.

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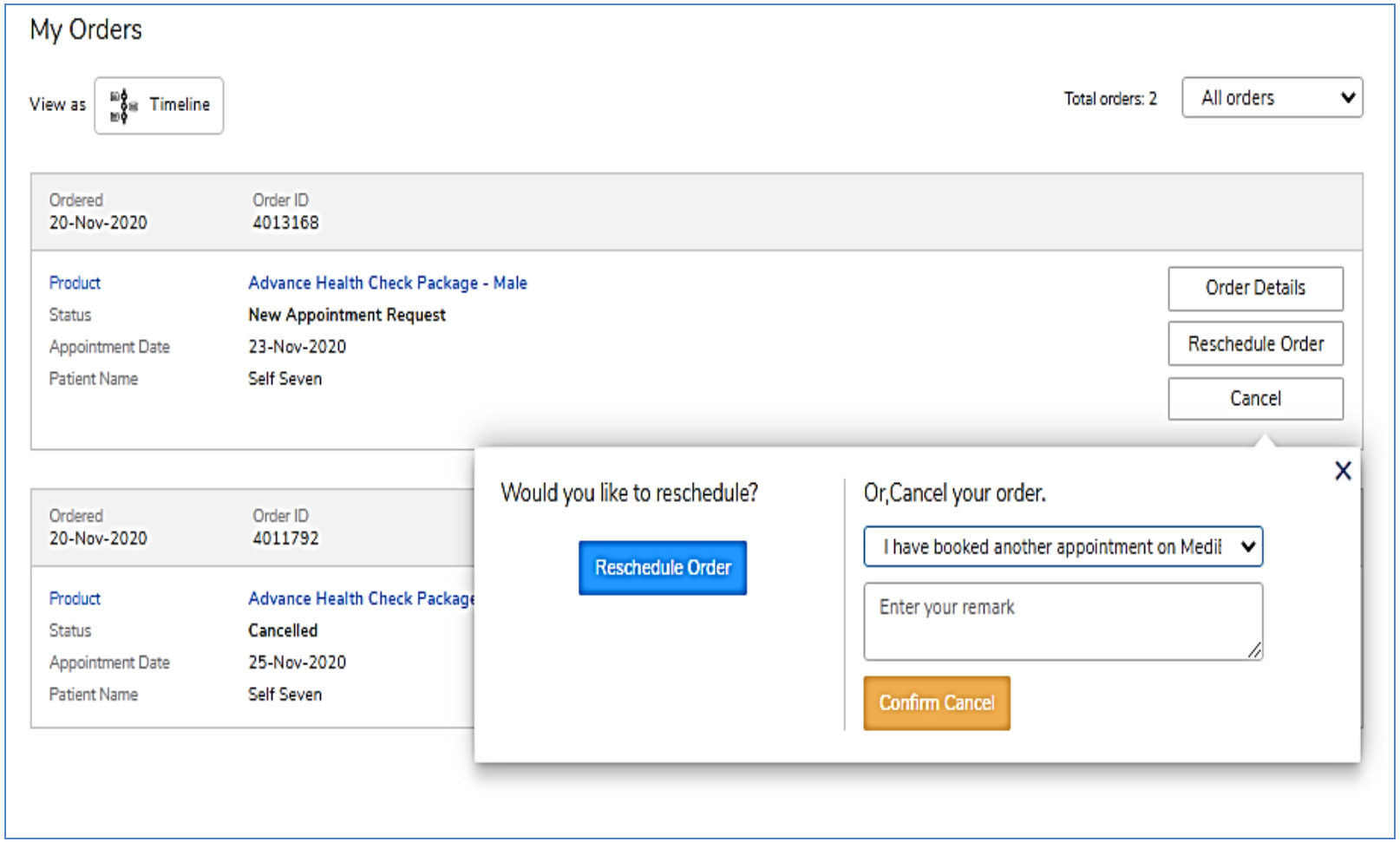
# Reschedule / Cancellation of an Appointment

**B**

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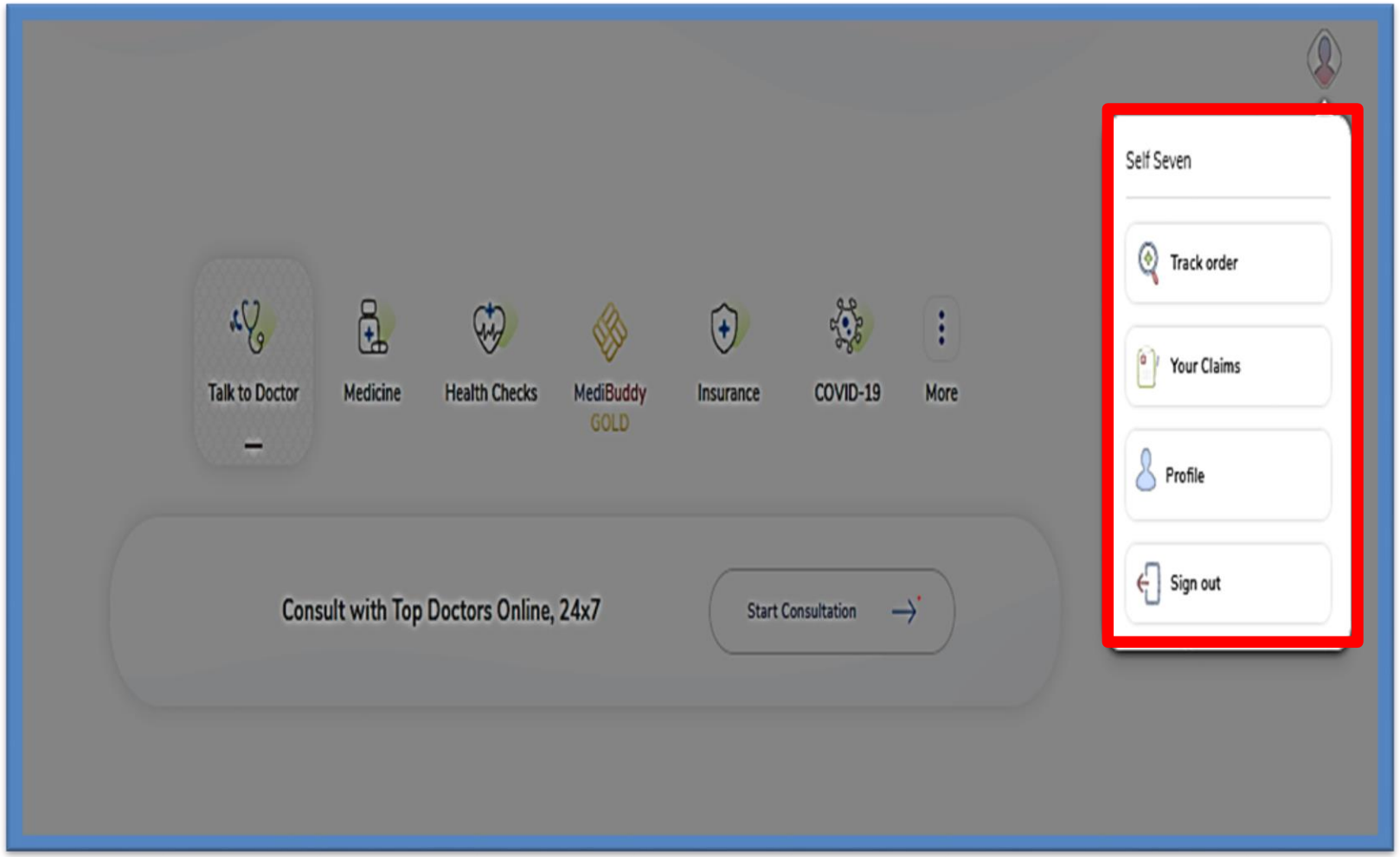
# Reschedule / Cancellation of an Appointment

**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*

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# 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

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