



Telemedicine- FAQs

Adobe India

Frequently Asked Questions (FAQs)

1. Which is preferred app to use Medibuddy or MFine?

You can use either of the apps for availing the following services –

- Teleconsultations
- Order Medicines
- Read Health related articles

Please note that MFine has been onboarded for a quarter till August 2021 to ensure that employees get a seamless experience of teleconsultation & other services in the wake of rising covid cases.

2. Is Adobe Sponsored Health Check-up available on MFine?

While Health Check-up is available on both the apps, Adobe Sponsored Health Check can be availed only through Medibuddy. Since, MFine is onboarded on interim basis, Adobe Sponsored Health Check-up cannot be availed from MFine.

Employee will have to bear the expenses of the health check-up availed through MFine, but it will not be reimbursable.

3. What Specialists are available for consultation on Medibuddy & MFine app to Adobe Employees?

Consultations on all Specialities are available for Employees and their dependents. You can consult with the following specialists:

Andrologist	Dermatologist	Fertility Specialist	Neurosurgeon
Surgical	Diabetologist	Gastroenterologist	Oncologist
Gastroenterologist	Paediatrician	General Surgeon	Ophthalmologist
Cardiologist	Dietitian	Pulmonologist	Gynaecologist
Clinical geneticist	Endocrinologist	Orthopedician	Paediatric
Cosmetologist	Neurologist	Urologist	Neurologist
Paediatric	Paediatric	Endocrinologist	Psychotherapist
Nephrologist	Psychiatrist	Rheumatologist	Nephrologist
Dentist	ENT specialist		

4. How many times can I consult in a calendar year?

Each Employee or his/her dependents can consult upto 10 times in a calendar year for free between both the apps

5. Can I do follow up consultations via MFine app?

Yes, users can do a follow up consultation up to 5 days from the first day of consultation. Every fresh consultation on MFine comes with unlimited free in-app(chat) follow up and one physical follow up with the doctor.

6. How many dependents can consult from an employee's family?

Employees & up to 5 declared dependents (partner/spouse, 2 children & parents) can avail the telemedicine services.

7. Can I book Covid RTPCR test through these apps?

Yes, the tests can be booked for the selected locations. You can book if it's available for your location. The tests, if booked, have to be paid by the employee. As per temporary expansion, this can be claimed under wellness reimbursement ([List of eligible items under wellness reimbursement](#))

8. How can I order Medicines for home delivery?

- Once you have received your prescription, you will see an option of Order Medicines. You can click on the tab and avail the services. The medicines, if ordered, have to be paid by employees (not reimbursable).

Order acceptance is subject to on ground availability. Please note that in current time due to Covid, medicine order can be cancelled or delayed.

9. How do I know if my location is serviceable on MediBuddy or MFine for medicine delivery/health check-up and booking tests?

Both the apps service many cities including all major cities & several tier 1/2/3 towns. In case the location is not serviceable for any service. You will be able to see the relevant message.

10. Will both the vendor access be available all throughout the year?

MFine is being launched to support the increased rising volumes in seeking teleconsultations through Medibuddy. The vendor has been introduced up to August 2021. Post the tenure, we will review the continuity basis employee's usage.

11. How to register for MFine and Medibuddy services?

The apps can be downloaded through the play store and you can consult the FAQ section of both the apps on <https://benefits.adobe.com/in/covid-19#MedicalCare>

[Log in to the Adobe India Benefits Page and the COVID Support page for more information and resources](#)

