

Home Sample FAQ's

- **If I have booked an appointment, does this mean my sample pickup is confirmed?**

Ans: No, once the sample pickup is confirmed, you will receive a confirmation message on your registered email id and phone number, respectively.

- **How many days in advance do I need to book an appointment?**

Ans: This depends on the availability of the technicians/slots at the medical centers. During periods of high demand, you might face an issue. Hence we suggest you book according to the availability of slots.

- **By when will my appointment request be confirmed?**

Ans: Appointment confirmations are received within 24 to 48 hours of time.

- **I have scheduled an appointment for today. No one has contacted me yet.**

Ans: The sample will be collected between as per your requested slot. However, some time there would be a variation of 30 mins Plus or Minus due to unavoidable circumstances or traffics.

If the technician does not turn up MediBuddy team will reschedule your appointment or look for another technician to get your samples collected.

1. Reschedule your appointment
2. Cancel your appointment

- **Who will come for my sample pickup? How do I connect with my technician?**

Ans: The technician will visit for the sample collection. You will receive a call well in advance before his arrival on the appointment date.

- **Is my technician COVID-free? How do I ensure that my sample pickup is safe and hygienic?**

Ans:

1. All our technician are vaccinated and their temperatures are monitored regularly
2. Technicians always wear clean, non-sterile gloves.
3. They put on fresh gloves before every new sample collection.
4. Thorough hand hygiene is observed before wearing gloves and after taking them off.
5. Technicians use one-time collection kits to ensure that new samples are not contaminated by the remnants of the earlier samples.
6. Technician ensures that the customer is comfortable and in a clean and hygienic place before commencing with sample collection.

- **Is the sample collecting LABS certified?**

Ans: Samples are processed by reputed NABL / CAP accredited labs only.

- **Who else is eligible for the AHC except the employee?**

Ans: Employee dependents are eligible for the AHC, however the cost will be borne by the employee

- **Can an appointment be rescheduled?**

Ans: Yes - Steps to reschedule your appointment-

1. Please log on to your benefit link
https://adobe.okta.com/app/adobe_medibuddyprod_1/exk1lhn1t9jOQrHPU0h8/sso/saml
2. From the MediBuddy Homepage
3. Select the Profile icon on the top-right corner
4. Select Track orders
5. Select Re-schedule

- **Can an appointment be cancelled?**

Ans: Yes - Steps to cancel your appointment-

1. Please log on to your benefits link -
https://adobe.okta.com/app/adobe_medibuddyprod_1/exk1lhn1t9jOQrHPU0h8/sso/saml
2. From the MediBuddy Homepage
3. Select the Profile icon on the top-right corner
4. Select Track orders
5. Select Cancel

- **By when can I expect my reports?**

Ans: Reports are shared with customers within 3 working days post 3 step QC process by MediBuddy Health Check Operations

- **In case of advance payment, will I be refunded for not making an appearance/not available for Home visit on the appointment date?**

Ans: Yes- Please note that in order to meet the guidelines on lockdown rolled out by various state governments, we are operating at reduced capacity. Some of our staff members are also unavailable on account of COVID-19 infection. Some refund requests might be delayed by additional 4-5 working days. Please be assured that your money will be safe - we are trying to process refunds as soon as we can.

- **Where can I receive more information?**

Ans: You may reach us through the following contacts:

MediBuddy Email: customerhealthcheck@medibuddy.in

Or Call: 080 – 6823 9354

- **How are my samples safe from getting mixed or destroyed?**

Ans: High quality vacutainers that maintains the integrity of the samples are used for samples to be Stored and carried in Chiller Box maintaining the required temperature.

- **How can I avail my consultation for my Lab Reports?**

Ans: You can use **MB Gold** teleconsultation platform for free doctor consultation –

Select option **Lab Report Analysis** to avail free consultation

1. Please log on to your benefits link -
https://adobe.okta.com/app/adobe_medibuddyprod_1/exk1lhn1t9jOQrHPU0h8/sso/saml
2. From the MediBuddy Homepage
3. Click **MediBuddy Gold**
4. Click **Talk To Doctor** & proceed

- **Where do I get my reports?**

Ans:

For Center Visit:

You will receive the complete hard copy of the report at the center during your doctors consultation.

For Home Sample: (Please note the soft of the reports will be available for both offsite and Home sample in the repository (For Home sample in 3 working days and for Center Visit in 7 working days)

1. Select the **Profile** icon on the top-right corner
2. Select **Track orders**
3. Select **Download Report**

Escalation Matrix:

Level 1: (Health Check and Wellness Services)

Email: customerhealthcheck@medibuddy.in

Phone #: 080 6823 9354 (Option 2)

Level 2:

Name: Pavithra Kemparaju

Email: pavithra.kemparaju@medibuddy.in

Phone #: 636 656 9459

Level 3:

Name: Naveen Kumar

Email: naveen.kumarr@medibuddy.in

Phone #: 733 787 5411