ANNEXURE-4

PROCESS FLOW AT HOSPITAL (For Package Rate)

Patient visits the network hospital with the card.

Patient to do
* He/ she has to flash the card at the hospital.

Patient visit to the concerned consultant/ doctor. Doctor recommends treatment.

Doctor to do
* The doctor has to diagnose the patient.
* Advise the course of treatment.

The patient goes to the HELPDESK.

Helpdesk to Do
* See the card.
* Match the photo and finger print of the patient.
* The package CODE to be identified.
* If the treatment comes under package ratelist the same has to be updated on card.
* The date of admission to be updated.
* The printout to be given to the patient with all the details.
* Money should get blocked as per package rate.

AT HELPDESK

YES

NO

Chashless denied and patient has to pay and get the treatment.

Once treatment is over, the patient will get

Helpdesk to do
* To update the date of discharge.
* To take out the printout of the complete information and one copy of same should be given to patient and other copy should be kept with the medical document with the signature of the patient.
* Transportation amount Rs. 100/- to be paid to the patient and acknowledgment to be taken from patient.

Helpdesk/ hospital will send us the document along with sign document of the patient to IL for

System to DO
* System should capture the details and send the information to IL
* The POS should be connected at the end of the day and if same has not been connected at the end of the day, it should go on autolock or IL shall consider the next day's cashless as a denial.