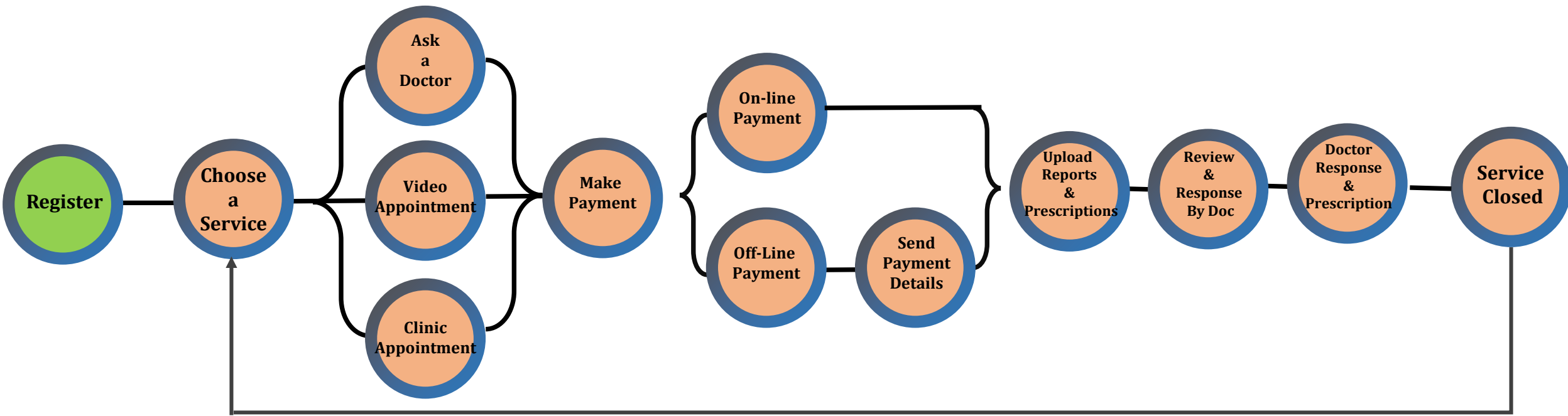


Process - Registration

Register & Login :

Registration is a must to login and use the services. A single registration can be made for all members of a family. However each patient may register separately. During Registration you will receive an email and sms. You need to check your email and/or sms and verify using these numbers.

Open internet using the link <https://www.birtheclinic.com>
User First Name : (you first name)
User Last Name : (your last name)
User Mobile No : (your 10 digit mobile no)
User Landline: (not mandatory)
User Email Id : (your email id)
Password : (your min 8 character password)
Confirm Password : (repeat the above password)
Click check box on Agree to Terms & Conditions



Process – Choose a Service

Choose a Service :

The fees for the services are displayed by moving the cursor on the Service card “Ask a Doctor” / “Clinic Appointment” on the home page.

On clicking Submit , It will either take you to a list of patients for the user or to a new patient screen. If you are in the list of patients screen you could either select one of the patients (then data entry in the next screen will be less) else you may also select “new patient click here” (here you will be taken screen will blank fields to be filled for the user or to a new patient screen.

Ask a Doctor

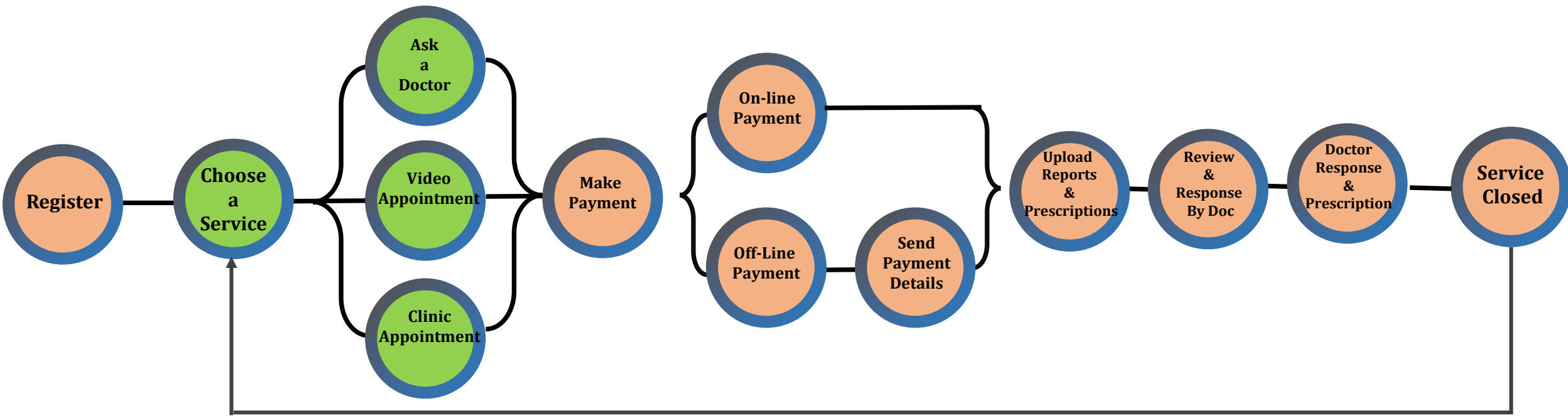
Enter Patient Details (one time) , Enter Patient Background, Upload Patient Picture (Optional)
Department: Question related to , Question (upto 500 characters) and Submit

Video Appointment

Video booking current NOT on-line. Please call to book and appointment. Will be done on WhatsApp, Google Duo etc. etc

Clinic Appointment

Enter Patient Details (one time) , Enter Patient Background, Upload Patient Picture (Optional)
Department: Question related to , Choose Clinic, Choose Doctor (Dr Khastgir or Team Doctor), choose appointment date and time from available slots and Submit



Process- Make Payment

Make Payment:

In the "SERVICE REQUESTS DETAILS " screen Use 'Pay now' button to pay online immediately. Doctor will respond after payment. For offline payment instructions Click on "click here'.
Once on-line payment is completed you will receive a sms/mail acknowledging the payment.

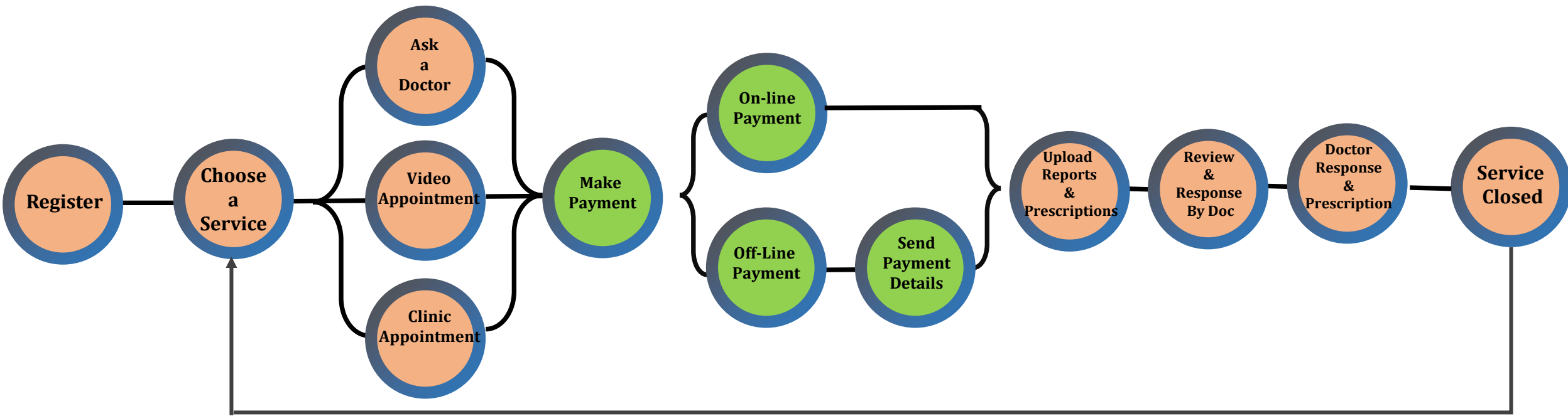
Pay Now (on-line)

Offline Payment

Click on Pay Now to make an on-line payment. The HDFC Bank Payment VAS will be displayed. Select mode of payment as list and make an on-line payment. You will receive an sms and mail acknowledgement of the payment.

Pay offline or outside the system (like NEFT, Paytm etc) and send the transaction details via WhatsApp/sms to BIRTH with details of service request generated by the system.

After on-line payment is completed or after offline payment details are recorded in the system the SERVICE REQUEST Status will become "Active" implying payment is complete. You may cancel the service request before or after payment. Once cancelled , any refund if applicable will be made based "Terms & Conditions" agreed at the time of registration.



Process – Upload Reports and View Response

Upload Reports & View Response:

In the “SERVICE REQUESTS DETAILS “ screen after payment is completed, it displays all the appointment and payment details. Use the “Add Documents” button to add recent reports and prescriptions, if any. You may upload a max of 5 documents , eacg less than 1 MB and of type pdf/jpeg/jpg/png. Documents should be uploaded asap without delay , so that they are available for viewing by the doctor. Once reports are uploaded, doctor will review and respond.

Ask a Doctor

For any question to the Doctor, supporting documents may be uploaded. Doctor will view these supporting documents when answering your question.

Video Appointment

As video appointment is outside the system. The documents can be emailed or sent via WhatsApp.

Clinic Appointment

Documents are not uploaded in this case and they would be carried by the patient during the clinic visit.

After documents are uploaded the user needs to wait for the Ask A Doctor response. You will receive an email when the doctor responds. Also you will receive an invoice for the payment made for Ask a Doctor. For clinic appointments, invoices will be given during the clinic visit. You can view the doctor’s response in the Doctor’s Prescription (in the SERVICE REQUESTS DETAILS SCREEN). Once the response or clinic visit is complete the SERVICE REQUEST will be closed.

