



# Wellness Initiatives Exclusive for

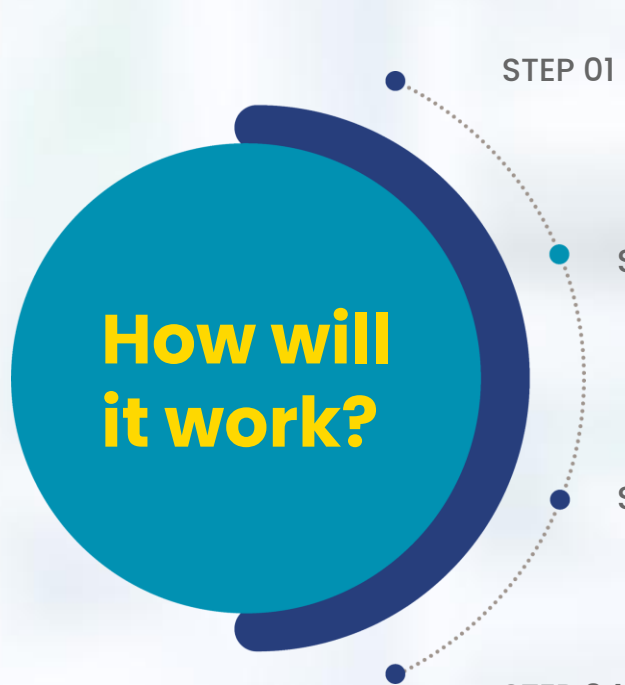
frontdoor®

Navigation Guide

# List of Services Overview

Category	Mode	Eligibility	Highlights
Teleconsultation	Via App (Chat / Call / Video)	Employee + 5 dependents	<ul style="list-style-type: none"><li>- Choose across 30 specialties</li><li>- No auto assigning of doctors</li><li>- Premium filters available to select Doctors like<ul style="list-style-type: none"><li>- Location</li><li>- Language</li><li>- Audio/Video Consults</li><li>- Unlimited consultation for employees + 5 dependants</li></ul></li></ul>
Health Check	Cashless	Employee	<ul style="list-style-type: none"><li>- Cashless mode via APP</li><li>- One Health check per year (1<sup>st</sup> June 2024 to 31<sup>st</sup> May 2024)</li></ul>

# Process Flow – SignUp



STEP 01

## Download MFine- Consult Doctors Online App

Employees can download the MFine- Consult Doctors Online app via Play Store or iOS store



Scan the QR Code to download the MFine App

STEP 02

## Signup

Employees need to signup on the MFine app with their phone number. While signing in, employees should choose the option of “Are you a corporate employee?”

STEP 03

## Verify Corporate Email ID

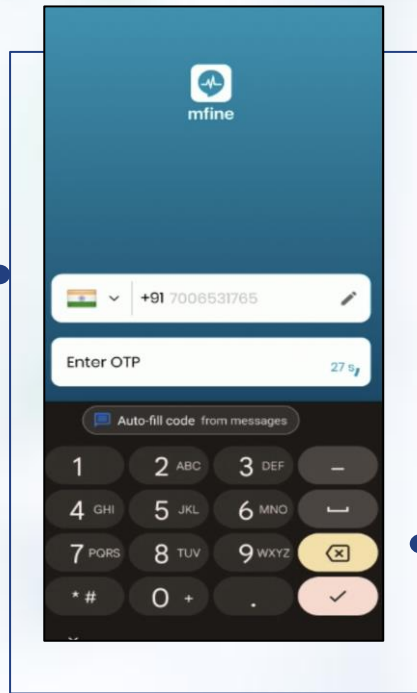
On the home screen, employees will see an option to verify their email ID via OTP.

STEP 04

## Unlock Benefits

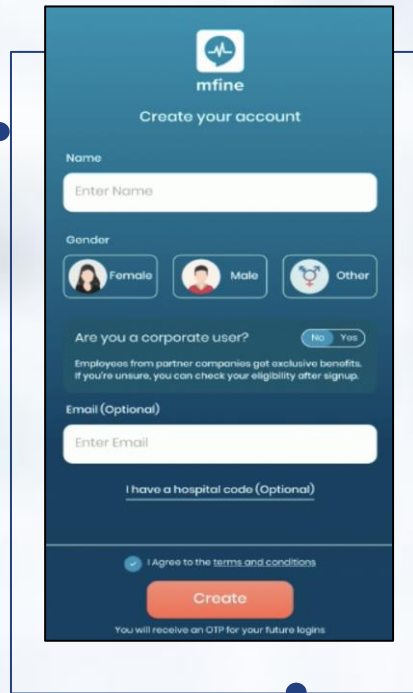
Once employees have verified their email ID, their account will get credited with Corporate benefits.

# Register on Mfine APP



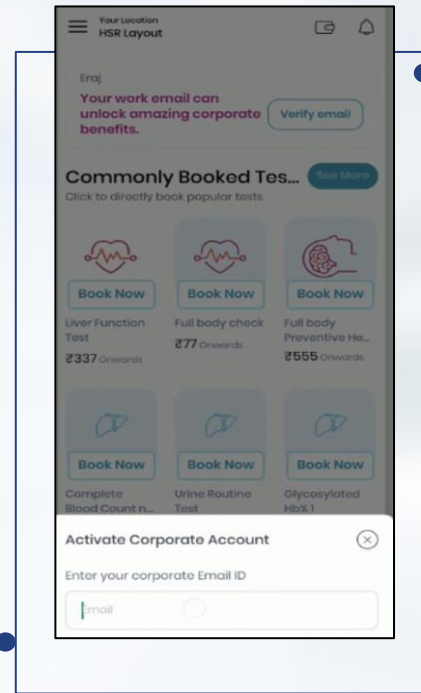
The first screen of the Mfine app registration process. It features the Mfine logo at the top. Below it, there is a field for the phone number with a dropdown for the country code (India) and a pre-filled number +91 7006531765. An 'Enter OTP' field is present with a 27-second timer. At the bottom, there is a numeric keypad with an 'Auto-fill code from messages' option.

Sign Up  
Enter Phone number & OTP



The second screen of the Mfine app registration process. It is titled 'Create your account'. It has a 'Name' field with the placeholder 'Enter Name'. Below that is a 'Gender' section with three options: 'Female', 'Male', and 'Other'. There is a question 'Are you a corporate user?' with 'No' and 'Yes' buttons. Below this is an 'Email (Optional)' field with the placeholder 'Enter Email'. At the bottom, there is a checkbox for 'I agree to the terms and conditions' and a red 'Create' button. A small note at the bottom says 'You will receive an OTP for your future logins'.

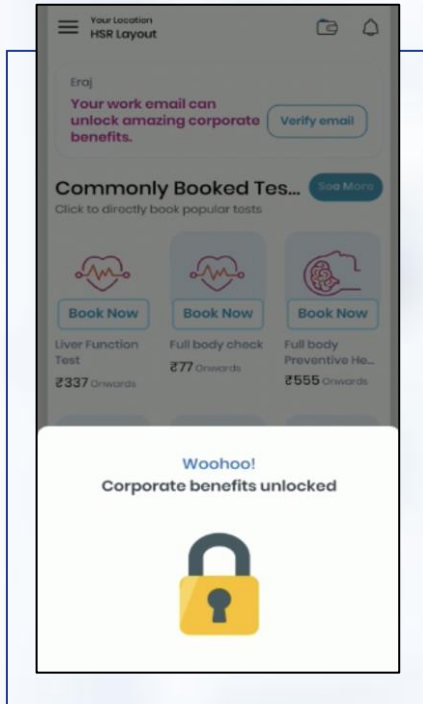
Enter "Basic Details"  
Say 'Yes' to "Are you a corporate user?"



The third screen of the Mfine app registration process. It shows a 'Your Location' dropdown set to 'HSR Layout'. There is a notification about work email benefits with a 'Verify email' button. Below that is a 'Commonly Booked Tests' section with a 'See More' button. It lists three tests: 'Liver Function Test' (₹337 onwards), 'Full body check' (₹77 onwards), and 'Full body Preventive Health' (₹555 onwards). Each test has a 'Book Now' button. At the bottom, there is a modal titled 'Activate Corporate Account' with a close button and an 'Enter your corporate Email ID' field with a placeholder 'Email'.

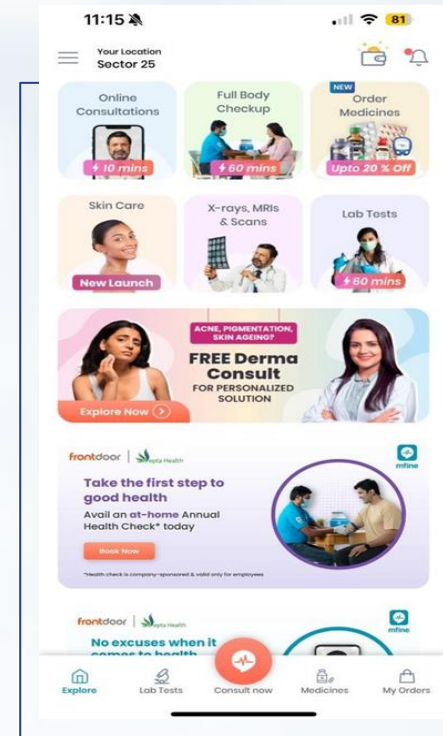
Enter "Corporate email ID"  
And verify with OTP

# Register on Mfine APP



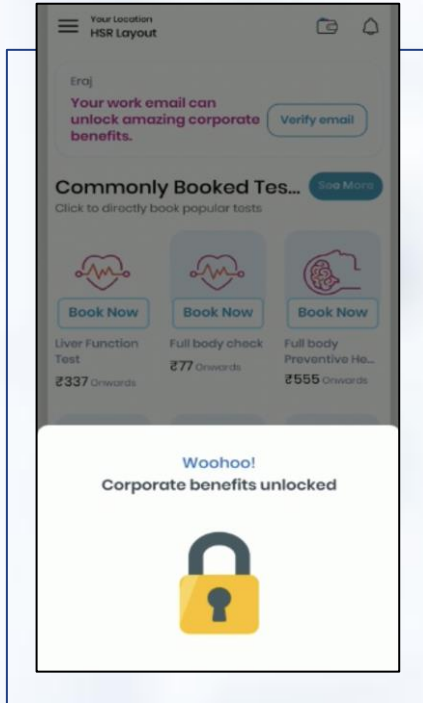
Success Screen

Showcases Corporate benefits unlocked



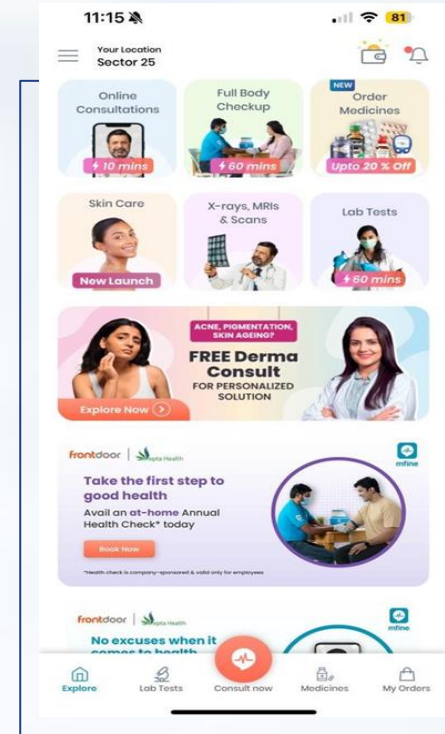
Service is ready

# Register on Mfine APP



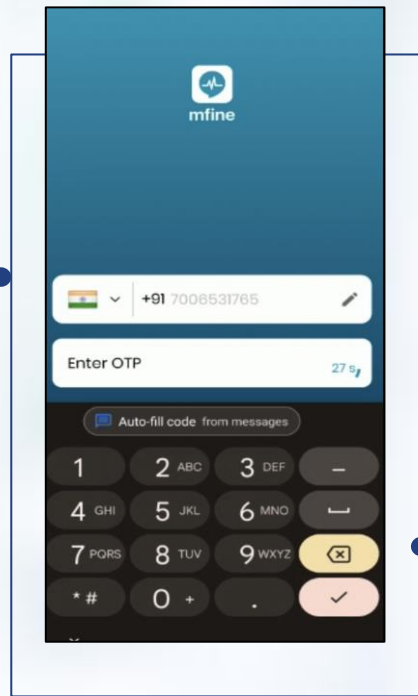
Success Screen

Showcases Corporate benefits unlocked



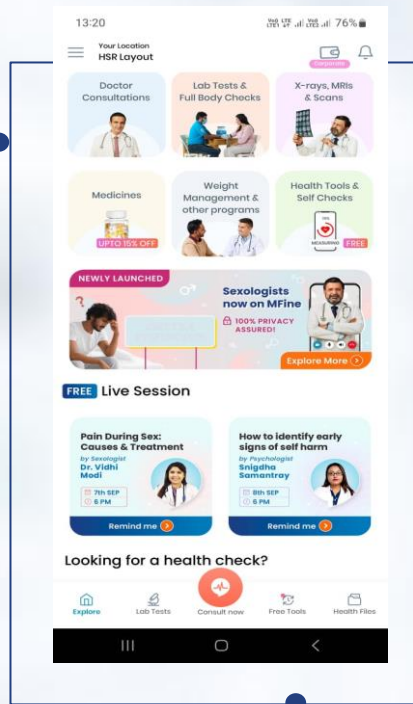
Service is ready

## Process Flow - If already using Mfine app

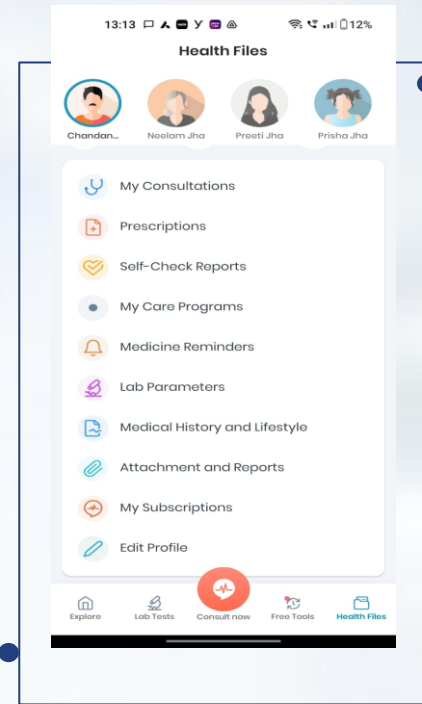


**Sign Up**

Enter Phone number & OTP



Click on the **Hamburger Menu**



Click on your **profile** icon &  
Then click on edit profile

## Process Flow - If already using Mfine app

13:35 Edit Profile

Name\*  
Chandan Jha

Gender\*  
Female Male Other

Age\*  
33

Relation  
Self

Email (Work)  
Optional

Email (Personal)  
Optional

Height (in cm) Weight (in kg)  
183 81

Enter your **“work email id”** in the work email id field



13:34 Edit Profile

Name\*  
Chandan Jha

Gender\*  
Female Male Other

Age\*  
33

Relation  
Self

Email (Work)  
chandan@glg.com Verify

Email (Personal)  
Optional

Height (in cm) Weight (in kg)  
183 81

Click on **“Verify”** & verify your work email id with an OTP



11:15 Your Location Sector 25

Online Consultations Full Body Checkup NEW Order Medicines

Skin Care X-rays, MRIs & Scans Lab Tests

ACNE, PIGMENTATION, SKIN AGING? FREE Derma Consult FOR PERSONALIZED SOLUTION

frontdoor | epta Health mfine

Take the first step to good health Avail an at-home Annual Health Check\* today

No excuses when it comes to health

Explore Lab Tests Consult now Medicines My Orders

Service is ready

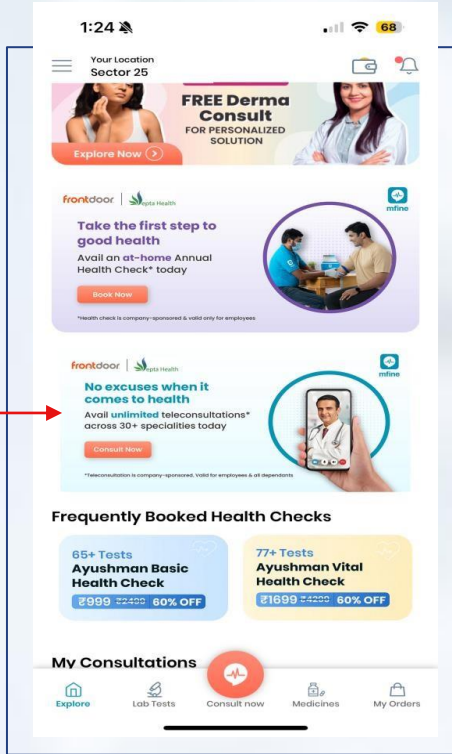


# Tele Consultation

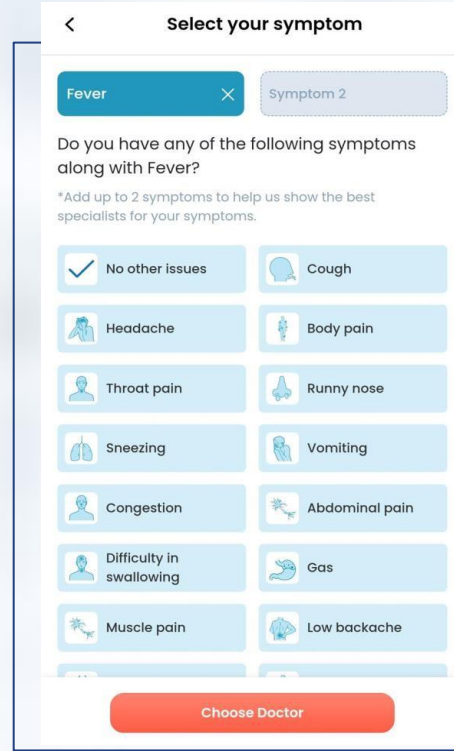
## Tele Consultation - Features

Program Features	Details
Specialties Covered	30+ Specialties
Location Coverage	Pan India
Qualification & Experience of Doctors	MD Specialist - 3+ years of experience
Mode of Consultation	Call + Chat + Video Call
Languages	18+ Languages
Availability	7 am to 12 am midnight
Family Members Inclusion	Self + 5 Dependents
Duration	1 Year

# How to Book Tele Consultation

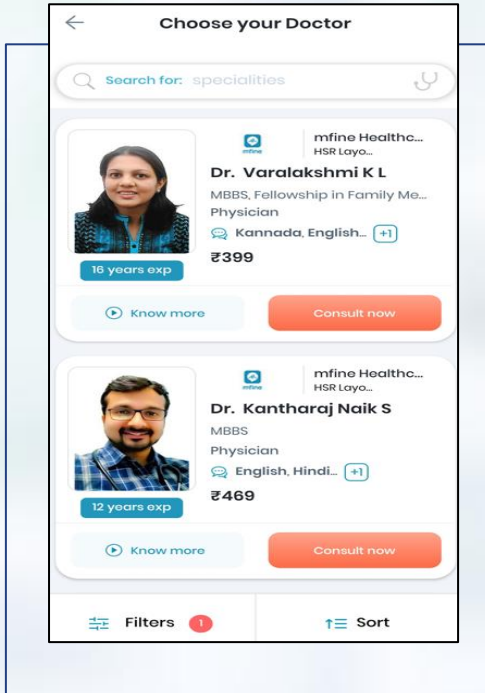


Click the 'Teleconsultation customized banner'

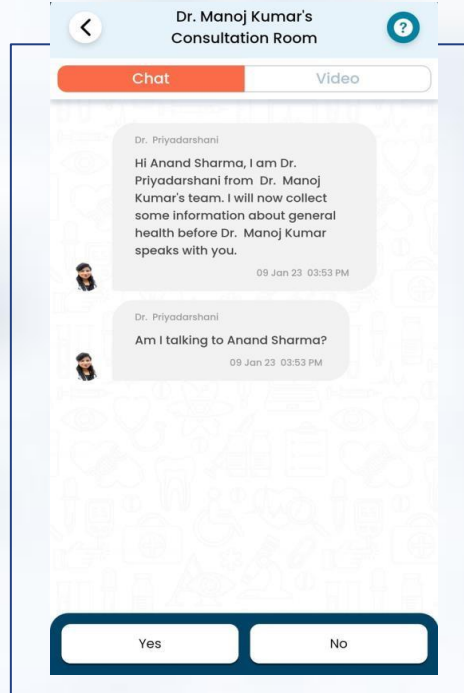


Select 'Symptoms' and click on 'Choose Doctor'

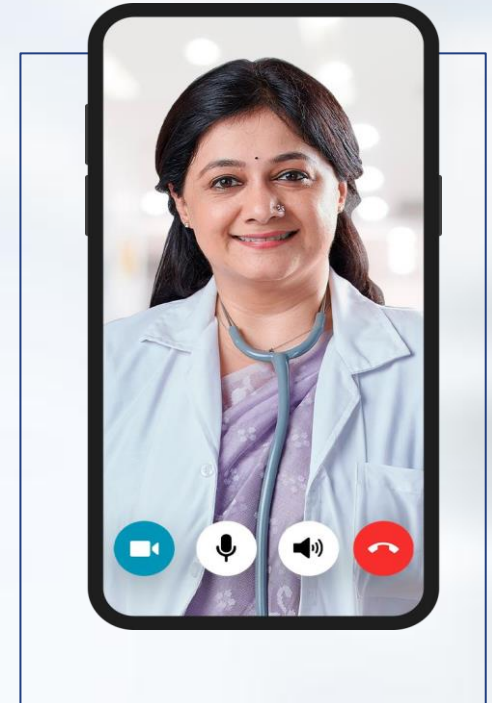
# How to Book Tele Consultation



Select your preferred doctor from the list

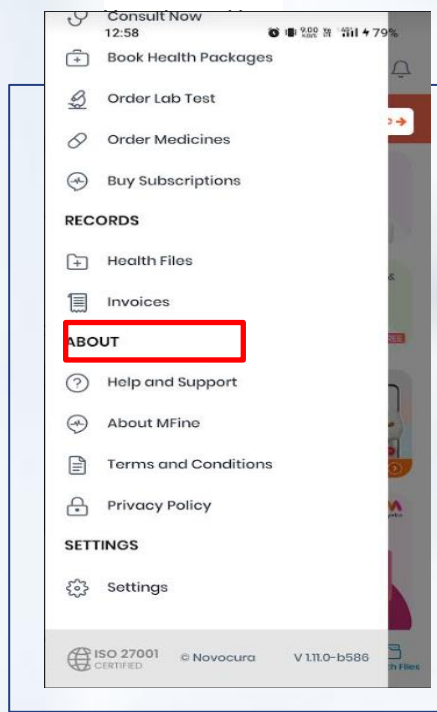


Answer few questions about the current health status to start the consultation and select the right profile here

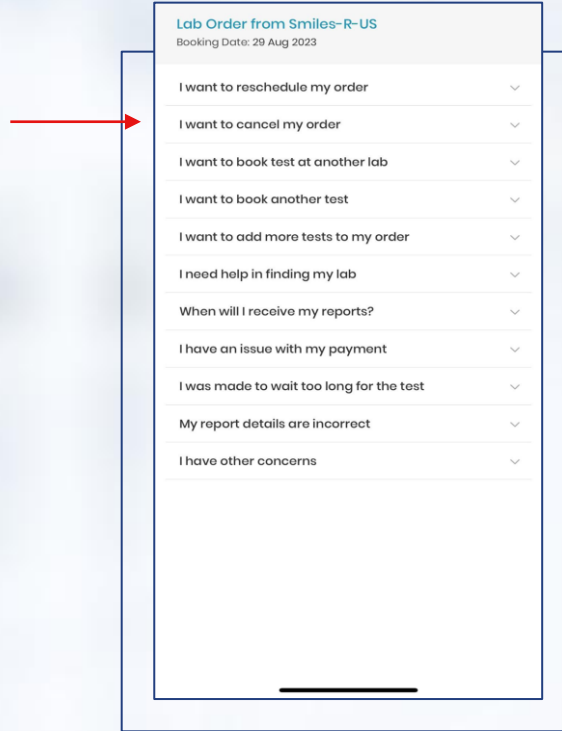


Video Consultation with the doctor"

# How to Reschedule/Cancel Tele Consultation



Click on Health & Support for queries



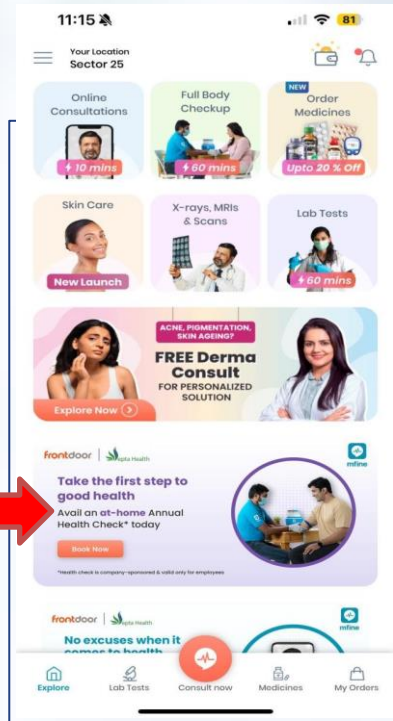
Select the service to raise the queries

# Health Check

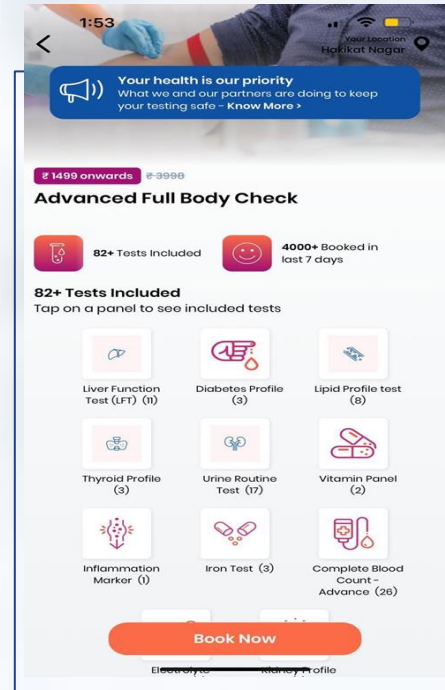
## Health check – Test list

<b>Comprehensive Health Check Package - (Home Sample Collection)</b>	
<b>CBC</b>	Neutrophils, Lymphocyte Percentage, Monocytes, Eosinophils, Basophils, Immature Granulocyte Percentage, Neutrophils -Absolute Count, lymphocyte Absolute Count, Monocytes Absolute Count, Basophils Absolute Count, Eosinophils Absolute Count, Immature Granulocyte, Total RBC, Nucleated Red Blood Cells, Nucleated Red Blood Cells %, Hb, Hematocrit, Mean Corpuscular Volume, Mean Corpuscular Haemoglobin, Mean Corp.Hemo.Conc(MCHC), Red Cell Distribution Width-SD, Red Cell Distribution Width (PDW), Mean Platelet Volume, Platelet Count, Platelet to Large Cell Ratio(PLCR), Platelet
<b>Diabetic Profile</b>	FBS, HBA1c
<b>Lipid Profile</b>	Total Cholesterol, HDL Cholesterol, Non-HDL Cholesterol, Triglycerides, LDL Cholesterol, VLDL Cholesterol, TC/HDL, LDL/HDL
<b>Liver Profile</b>	Gamma Glutamyl Transferase, Alkaline Phosphatase, Bilirubin - Direct, Bilirubin - Total, Bilirubin - Indirect, Protein - Total, Serum Albumin, Serum Globulin, Serum ALB/Globulin Ratio, Aspartate Aminotransferase (SGOT), Alanine Transaminase (SGPT)
<b>Kidney Profile</b>	creatinine, BUN/Creatinine ration, Uric acid, BUN
<b>Urine Analysis</b>	Specific Gravity, Clarity/Turbidity, Urine Colour, Glucose, pH Urine, Nitrates, Leukocyte Esterase, Albumin, bilirubin, Blood, Protein, Red Blood Cells, White Blood Cells, Squamous epithelial cells, Casts, Crystals, Bacteria
<b>Iron Studies</b>	Serum Iron, TIBC, % Transferrin Saturation
<b>Thyroid</b>	TSH, T3, T4
<b>Vitamin Panel</b>	Vitamin D total & Vitamin B-12

# How to Book Health Check



Click on the Frontdoor benefit  
'Banner' icon





Click on 'Book Now'



# How to Book Health Check


Who is this test for?  
Select one or more members below

 Pavithra K  
32 years

 Aashik S Srivatsa  
30 years

Booking the lab test for someone else? Add their details here.

[Add More Family Members](#)

 You need to fast for 10hrs before the test. You can only drink water.

Tests **Ayushman Basic Health Check**

Lab **MFine Diagnostics**

Sample pickup time **Fri 04 Aug 13:00 - 14:00**

Profile **Pavithra K**


Amount to Pay **₹999**

**Next**

Choose 'Profile'

Select Address [+ Add Address](#)

**Work**   
Mfine, MFine, 22nd Main Road,  
Vanganahalli, 1st Sector, HSR Layout,  
Bengaluru, Karnataka, India

 You need to fast for 10hrs before the test. You can only drink water.

Tests **Ayushman Basic Health Check**

Lab **MFine Diagnostics**

Sample pickup time **Fri 04 Aug 13:00 - 14:00**

Profile **Pavithra K**


Address **Mfine, MFine, 22nd Main Roa...**


Amount to Pay **₹999**


**Next**


Address to be updated

**Review Order** [OFFERS](#)

Booked for  Pavithra K

Vendor  Mfine Diagnostics

Address  Work

When  4 Fri 13:00 - 14:00

**Get extra Rs.300 off on this order** **₹299**  
With free sample pickup and up to 50% off on all future orders  
[See Membership Benefits](#) Membership Fee for 3 months

**Payment Details**

Ayushman Basic Health Check	₹2499	₹999
Pick up and safety fee	₹200	₹85
Doctor Consultation Fee	₹999	Free
Taxes & GST		₹15.3
<input checked="" type="checkbox"/> MFMPRI00 Offer Applied		-₹149.85
<input checked="" type="checkbox"/> Use corporate balance Myntra		-₹949.45
<b>To Pay</b>		<b>0</b>

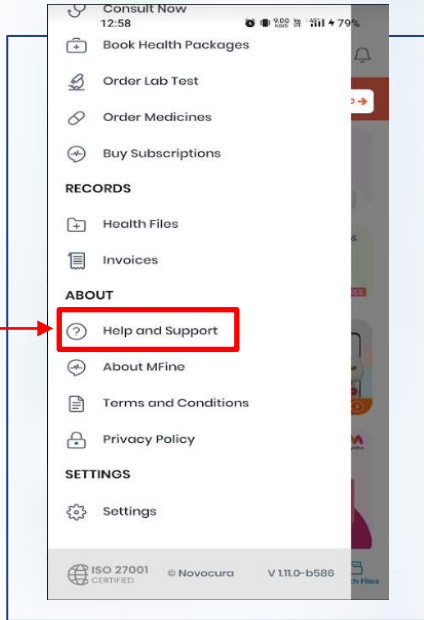
This subscription is FREE!

**Confirm Order**

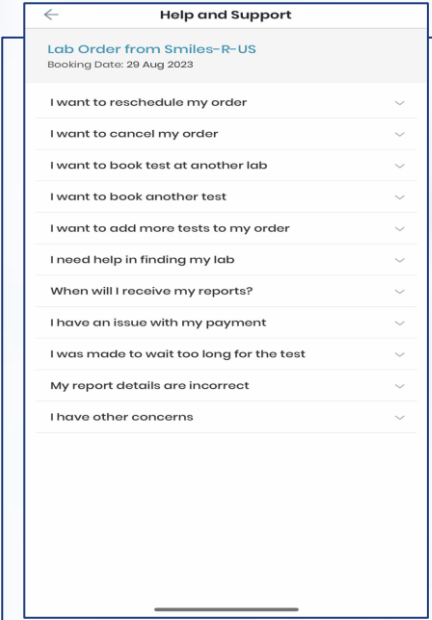
\*The payable amount thus become zero through auto applied coupon.

\*Click on 'Confirm Order'

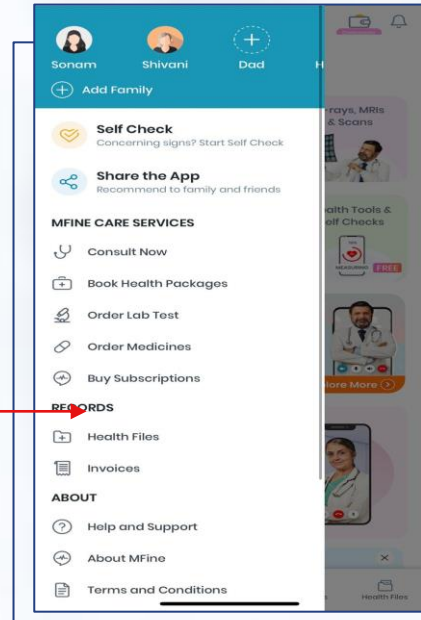
# How to Reschedule Health Check & How to Download reports



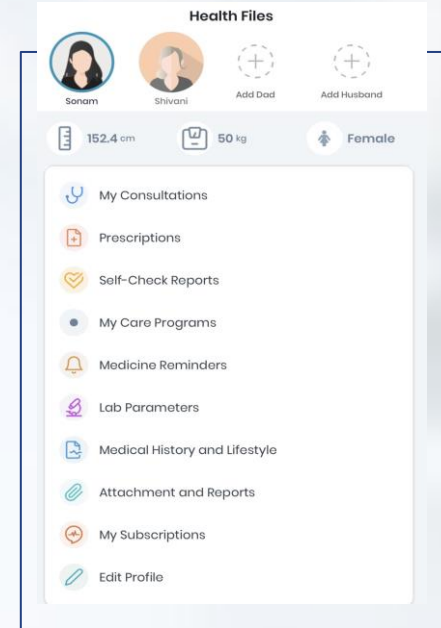
Click on the "Help and Support" to cancel or reschedule the appointment



Click on the list as per your requirement

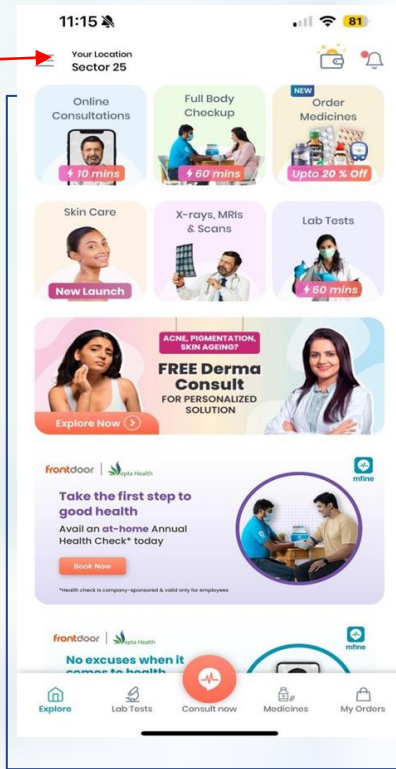


To access Health reports click on the top Hamburger menu left corner. Click on Health files

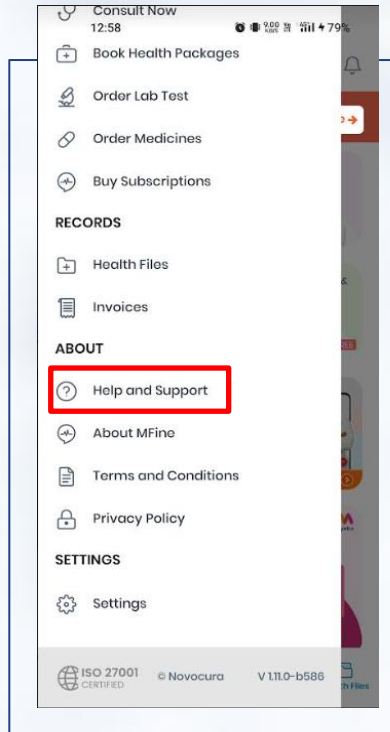


Click on attachment & reports to access health reports

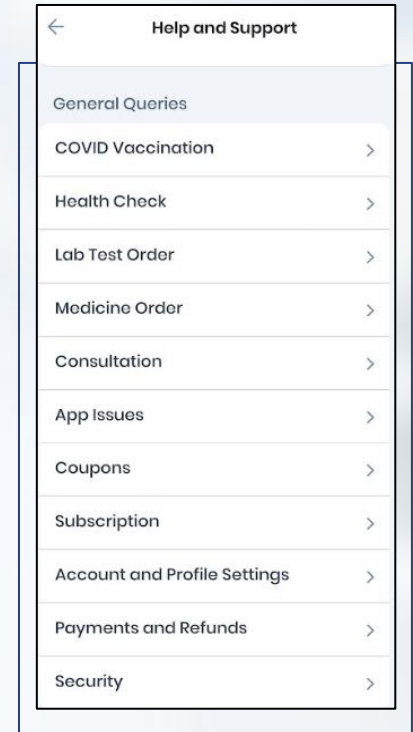
# “Help & Support”



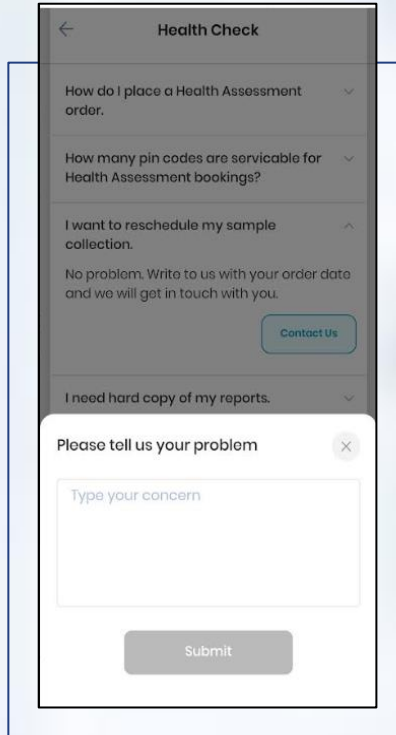
Click on the Hamburger Icon



Click on the "Help and Support"



Select the service to raise the queries



Health Check

How do I place a Health Assessment order. ▾

How many pin codes are servicable for Health Assessment bookings? ▾

I want to reschedule my sample collection. ▲  
No problem. Write to us with your order date and we will get in touch with you.  
[Contact Us](#)

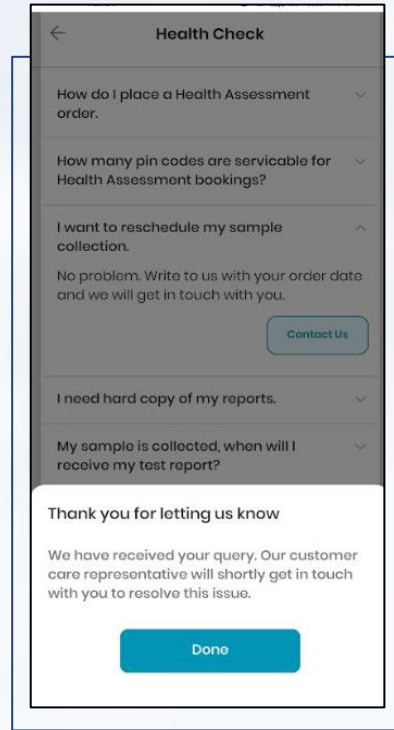
I need hard copy of my reports. ▾

Please tell us your problem ✕

Type your concern

[Submit](#)

Update your queries and  
Click on **Submit**



Health Check

How do I place a Health Assessment order. ▾

How many pin codes are servicable for Health Assessment bookings? ▾

I want to reschedule my sample collection. ▲  
No problem. Write to us with your order date and we will get in touch with you.  
[Contact Us](#)

I need hard copy of my reports. ▾

My sample is collected, when will I receive my test report? ▾

Thank you for letting us know

We have received your query. Our customer care representative will shortly get in touch with you to resolve this issue.

[Done](#)

Our Support team will connect and  
address the queries

## Escalation Matrix

Level	Point of Contact	Email id	Response TAT
Level 1	Corporate Support Team	corporatesupport@mfine.co	1 Working Day
Level 2	Kshipra Tomar	Kshipra.tomar@mfine.co	1 Working Day
Level 3	Team Septa Health	onlinebooking@septahealth.in	1 Working Day

**Thank You**