



Most trusted and all  
inclusive **healthcare**  
for your employees

Frontdoor

1<sup>st</sup> June 2025 – 31<sup>st</sup> May 2026



# Scope of Services

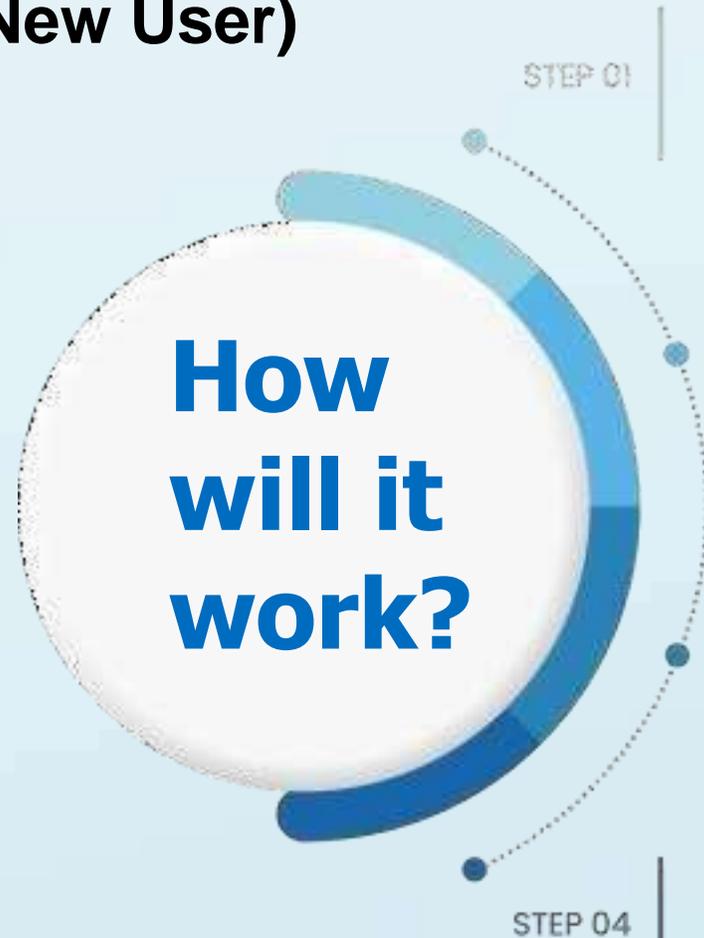
Category	Mode	Eligibility	Highlights
Teleconsultation	Via App (Chat / Call / Video)	Employee + 5 dependents	<ul style="list-style-type: none"><li>•Choose across 30 specialties</li><li>•No auto assigning of doctors</li><li>•Premium filters available to select Doctors like</li><li>•Location</li><li>•Language</li><li>•Audio/Video Consults</li><li>•Unlimited consultation for employees + 5 dependants</li></ul>
Health Check	Cashless	Employee	<ul style="list-style-type: none"><li>•Cashless mode via APP</li><li>•One Health check per year (1st June 2025 to 31st May 2026)</li></ul>



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# **Sign up process for New User**

# Process flow – Sign up (For New User)



## Download the MFine App

STEP 01

Employees can download the MFine app via Play Store or App Store.

## Sign up

STEP 02

Employees can sign up on the MFine app with their phone number. While signing up, the employee must tick the option of “Are you a corporate employee?”

## Verify Corporate Email ID

STEP 03

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

## Unlock Benefits

STEP 04

Once employees verify their email ID, their account will get credited with corporate benefits

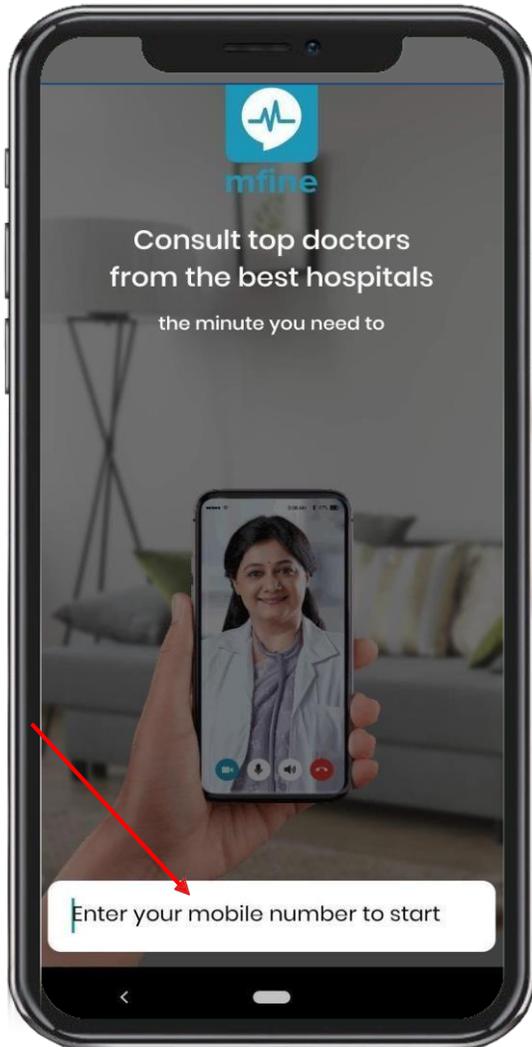




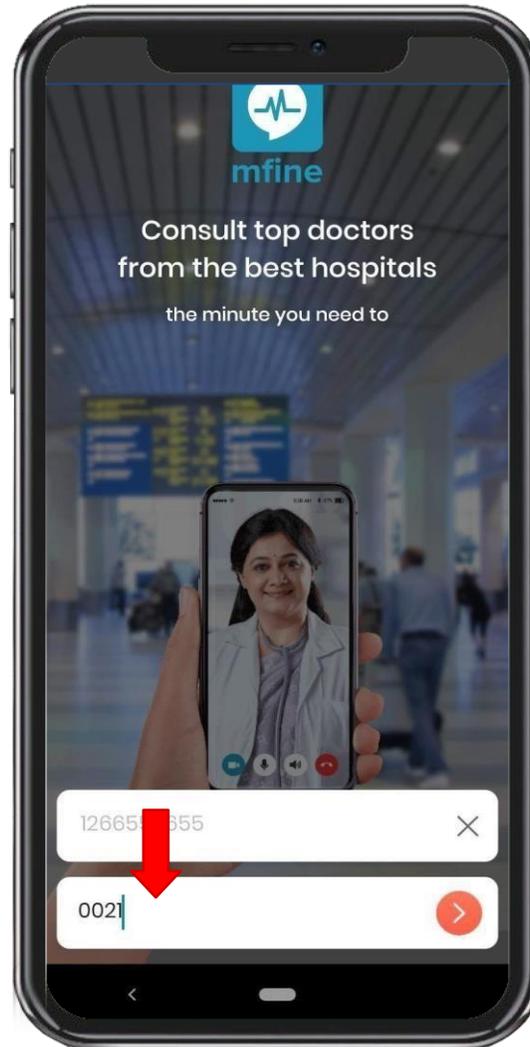
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# Login Process for Existing User

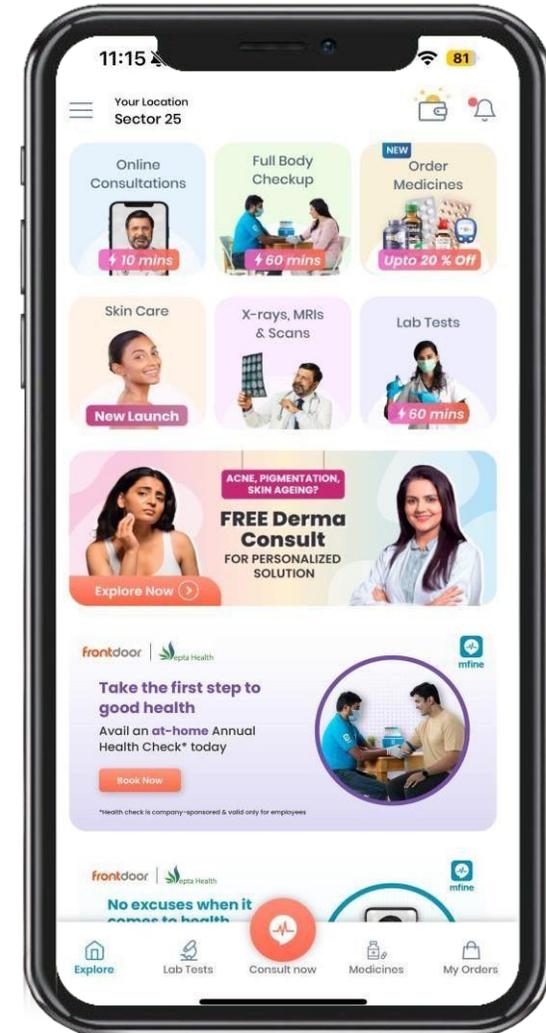
# Login Process – For existing user



Enter your Mobile Number & Trigger for OTP



Enter OTP & Click Next



You will see the customized banner appearing on the screen



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# Teleconsultation Service

# Teleconsultation



**Video consult  
with the best doctors  
from top hospitals in**

**— 60 Sec**



## Curated Doctors

MD or equivalent qualified doctors.  
Average experience of 15 years



## Choice of Doctors

The user can choose a doctor of their choice.  
No auto-assignment



## Follow-up

In-app follow up within 5 days.

## Specialities:

- General Physician
- Paediatrician
- Gynaecology
- Pulmonologist
- Dietitian
- Psychiatrist
- Psychotherapist
- Andrologist
- Cardiologist
- Dermatologist
- Diabetologist
- Clinical Geneticist
- Cosmetologist
- Dentist
- Neurologist
- Neurosurgeon
- Oncologist
- Ophthalmologist
- Orthopedician
- Endocrinologist
- ENT Specialist
- Paediatric Endocrinologist
- Paediatric Nephrologist
- Paediatric Neurologist
- Fertility Specialist
- Gastroenterologist
- General Surgeon
- Nephrologist
- Rheumatologist
- Surgical Gastroenterologist
- Urologist
- Physiotherapist

# Teleconsultation Features

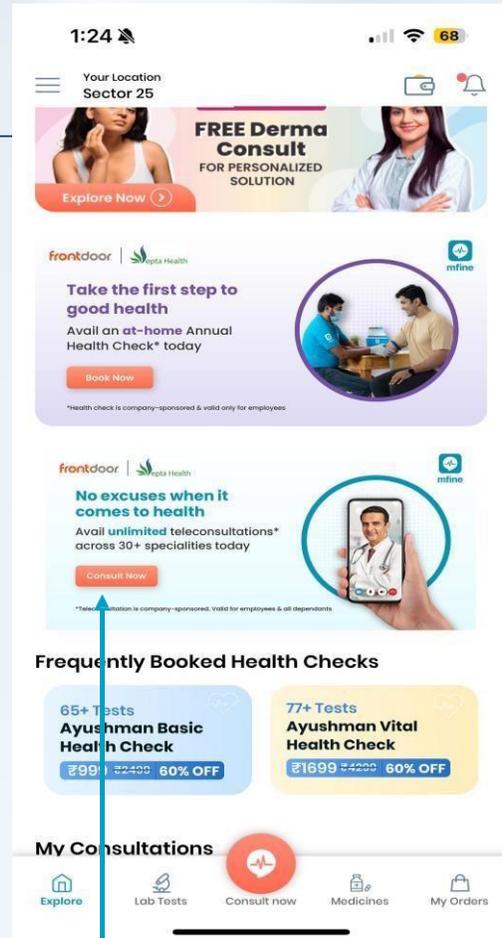


Program Features	Details
Specialties Covered	30+ Specialties
Location Coverage	Pan India
Qualification & Experience of Doctors	MD Specialist - 3+ years of experience
Mode of Consultation	Call + Chat + Video Call
Languages	10+ Languages
Availability	7 am to 12 am midnight
Family Members Inclusion	Self + 5 Dependents
Duration	1 Year

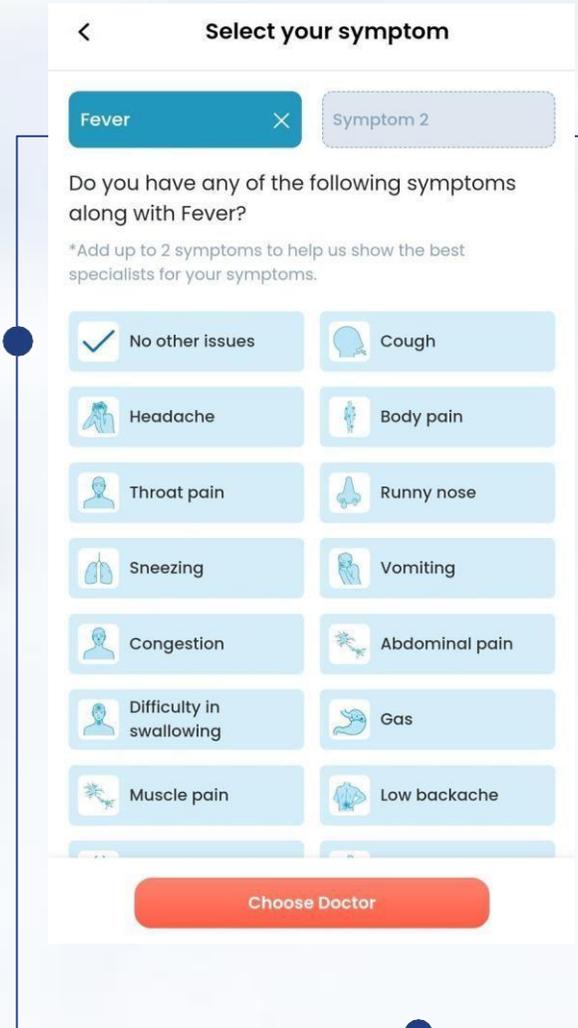


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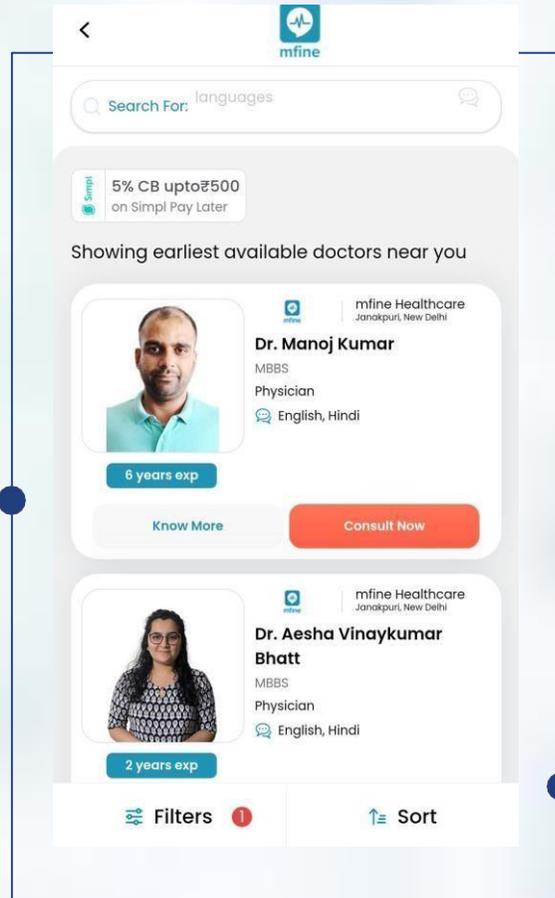
# How to book a Teleconsultation service?



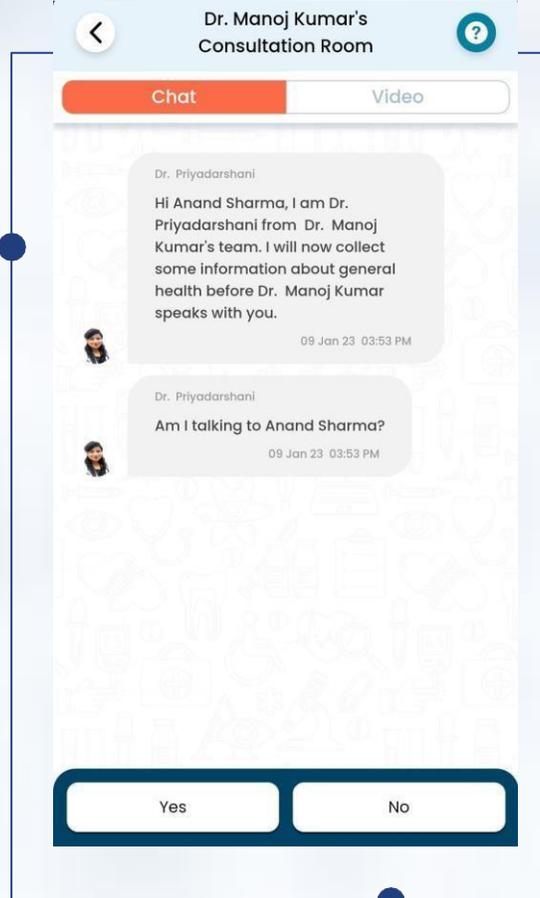
Click the  
'Teleconsultation  
customized banner'



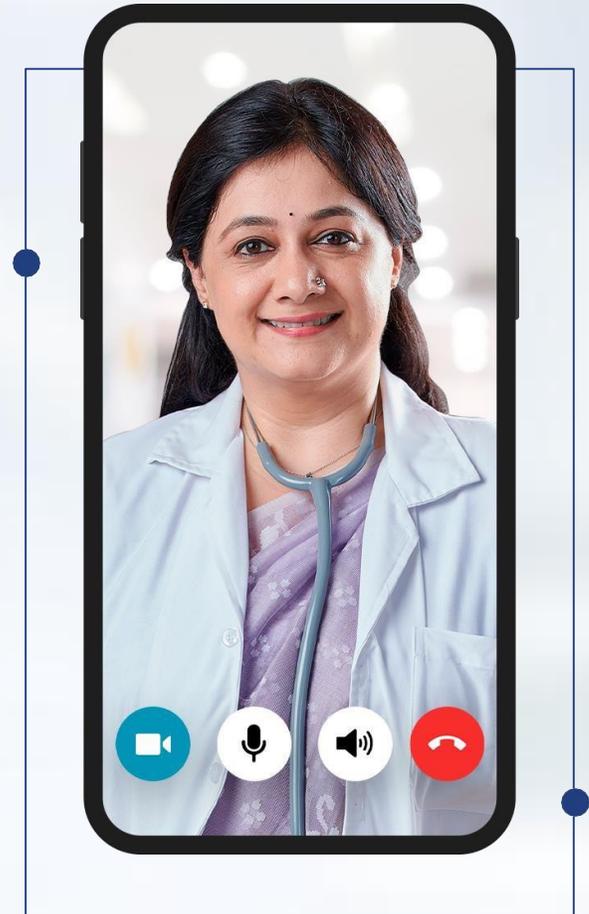
Select 'Symptoms' and  
click on 'Choose Doctor'



Select your preferred doctor from the list

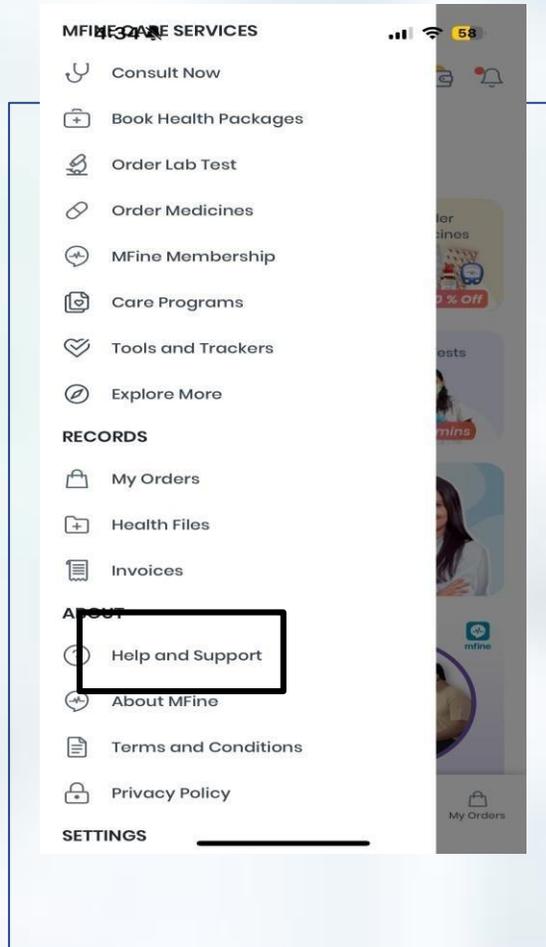


Answer few questions about the current health status to start the consultation and select the right profile here

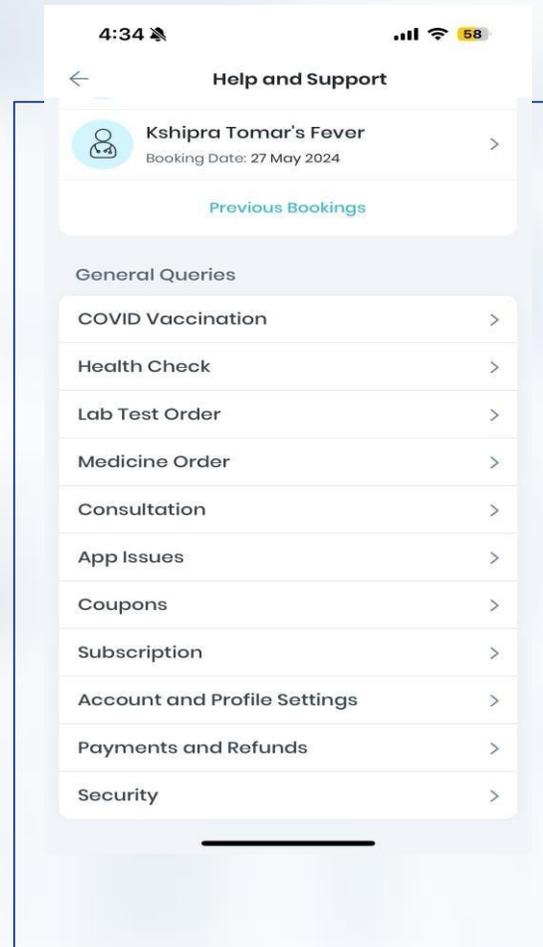


Video Consultation with the doctor

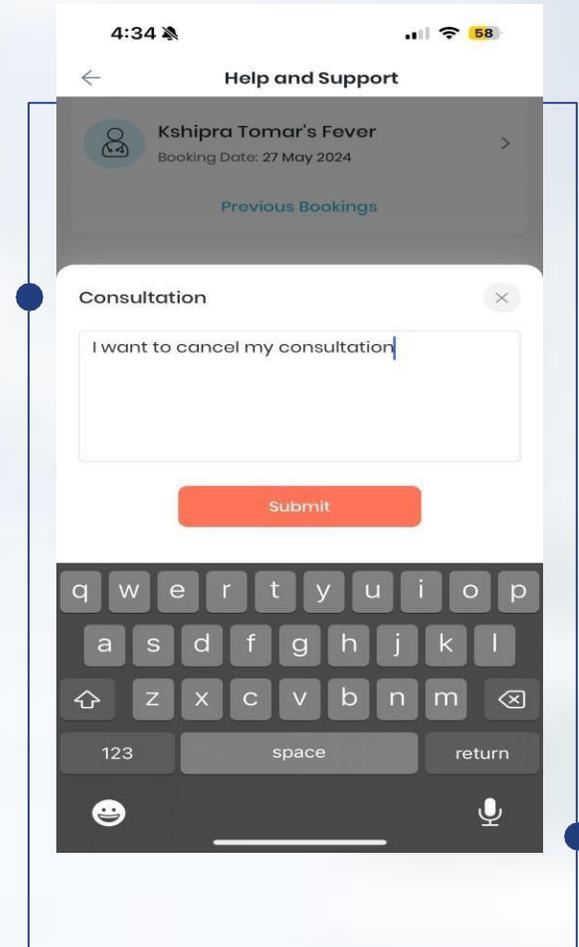
# Cancellation & Rescheduling process



Click on Help and Support



Select the service



Write "You want to cancel & reschedule the consultation". You will receive the call from the customer executive in the next half an hour



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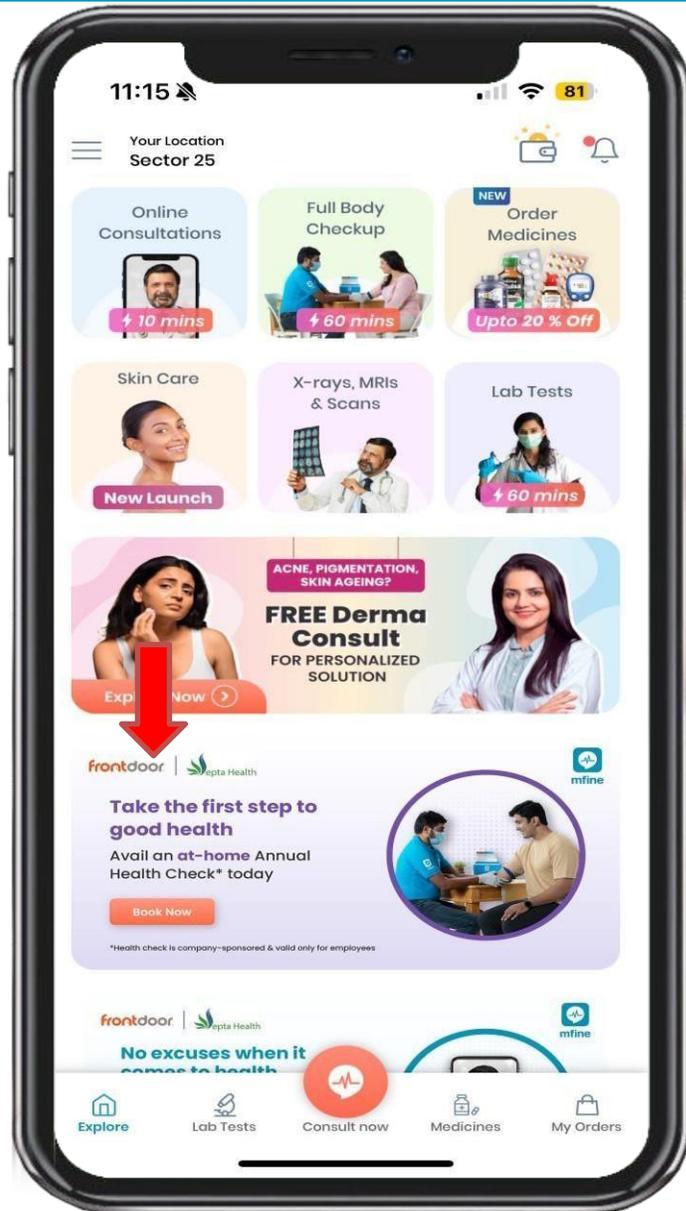
# Annual Health checkup Service

Comprehensive Health Check Package - (Home Sample Collection)	
<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



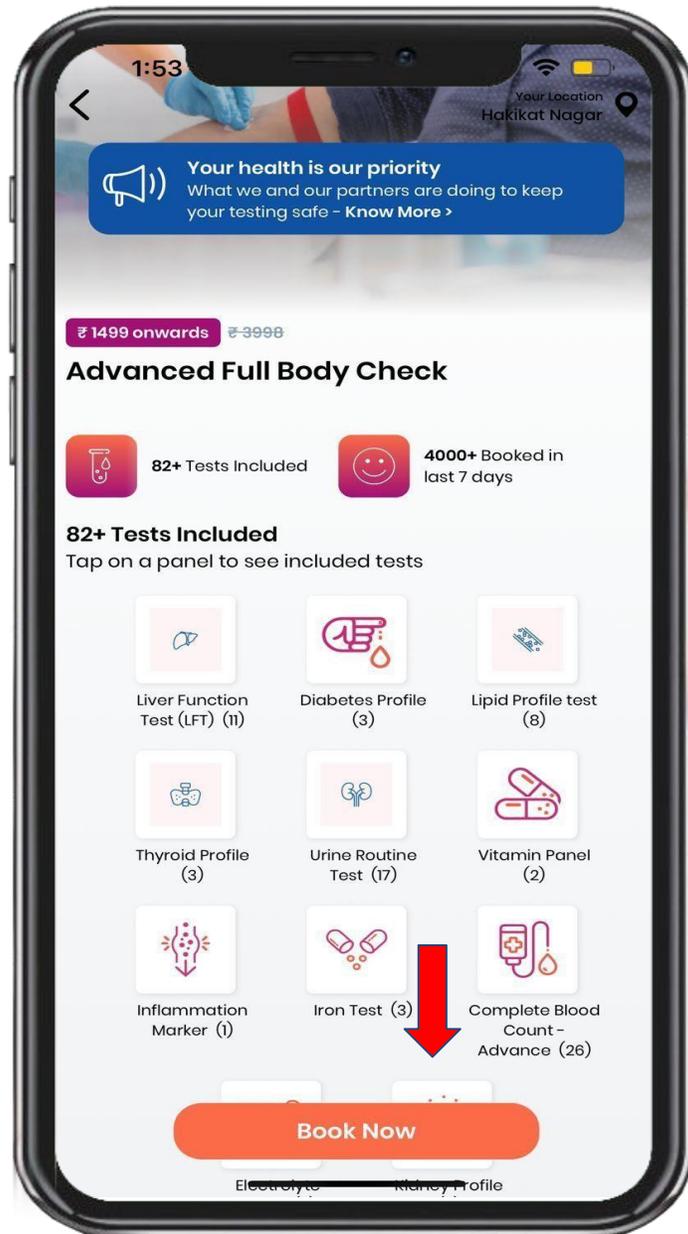
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# How to book at home sample collection for Annual Health Check



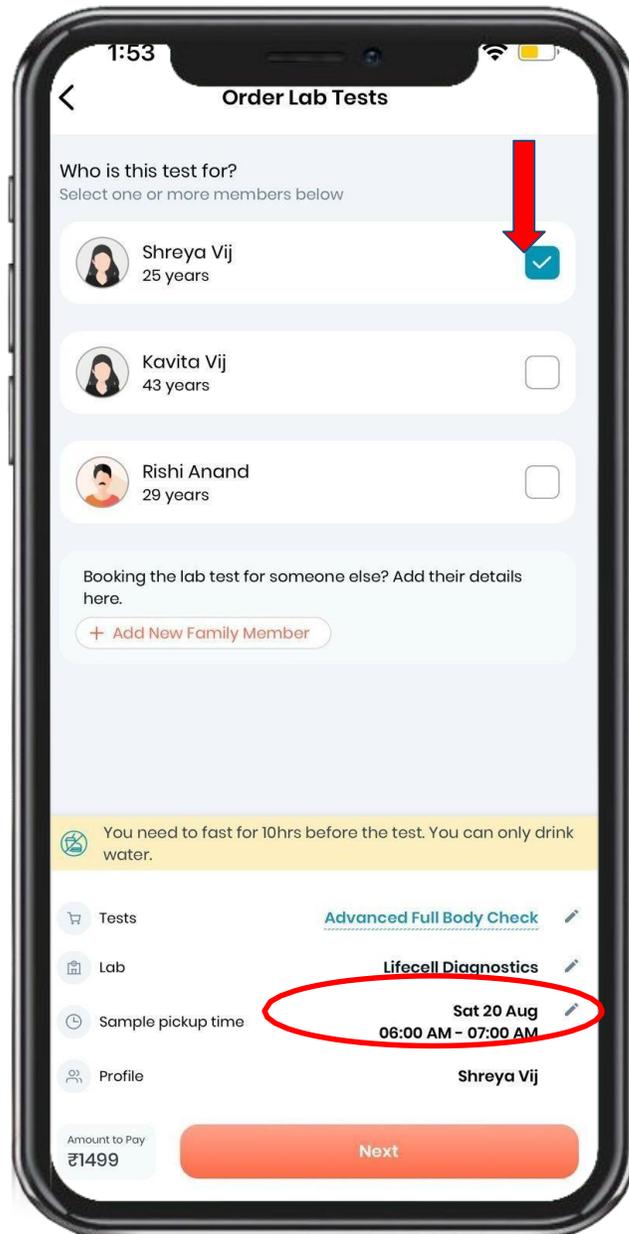
1

You will see a customised banner appearing on the screen



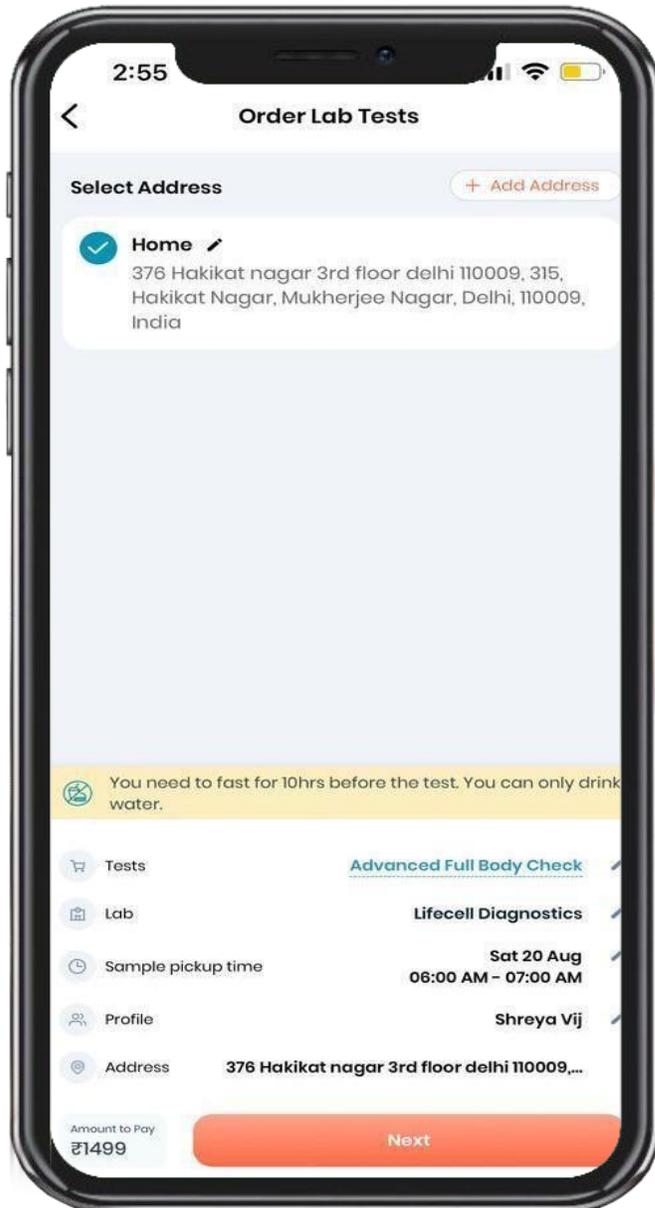
2

Click on book now



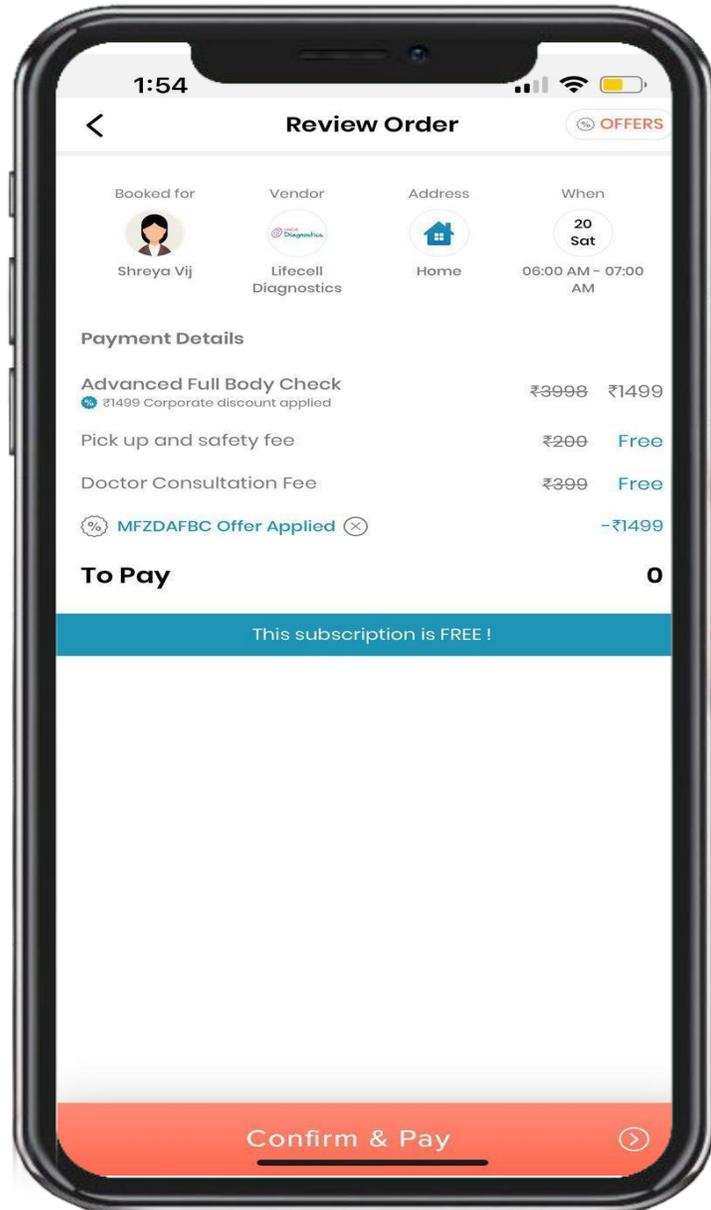
3

Select your name & check the sample pick up time/date. Click on next.



4

Choose the location & click on next.



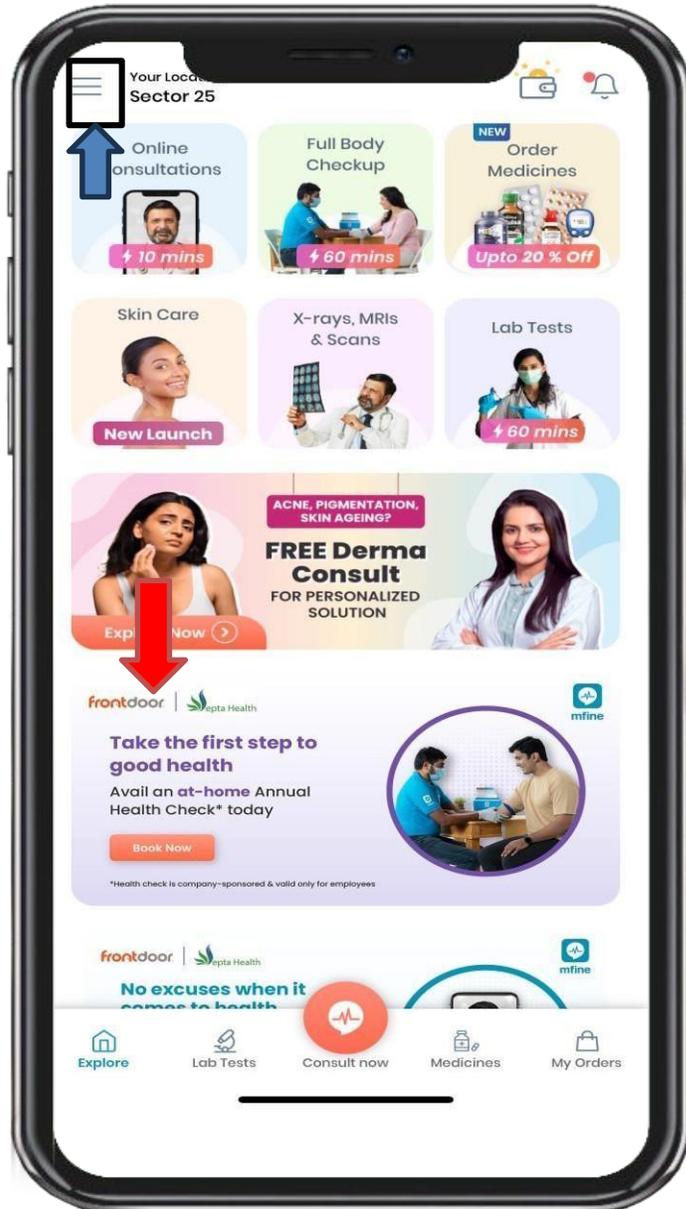
5

On the payment page, coupon code will be auto applied, and test will become free for the employee. Click on confirm



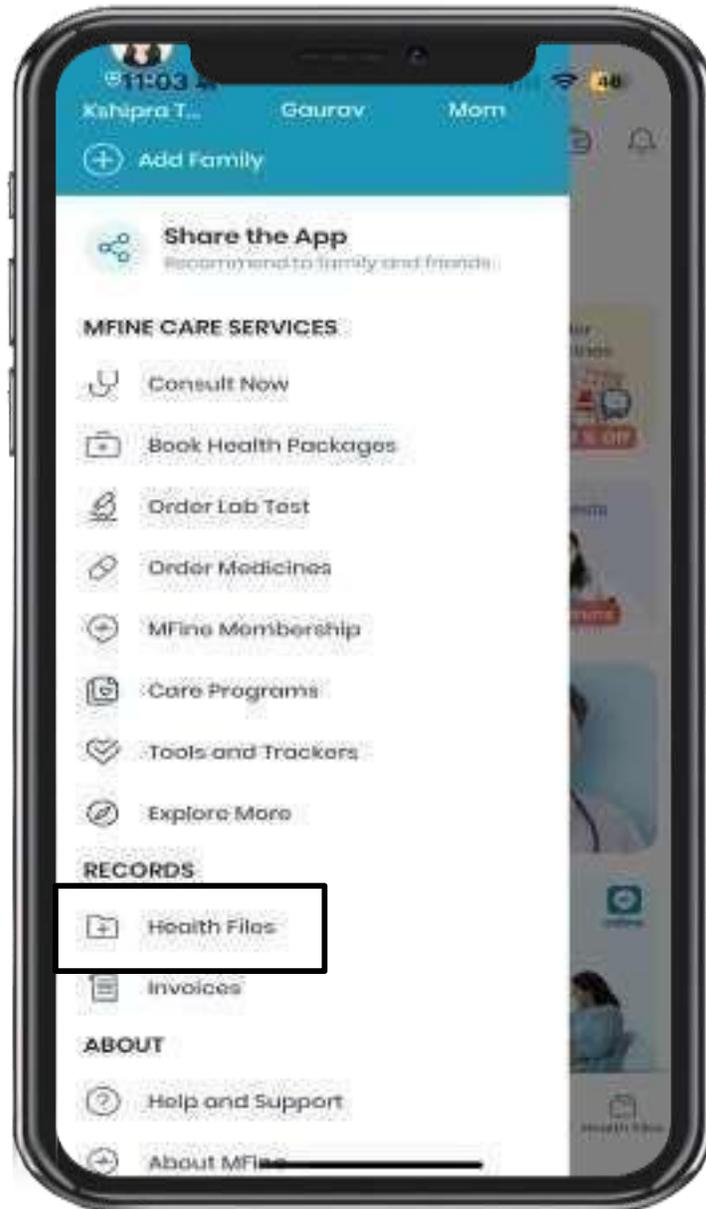
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# **How to check health reports via MFine App**



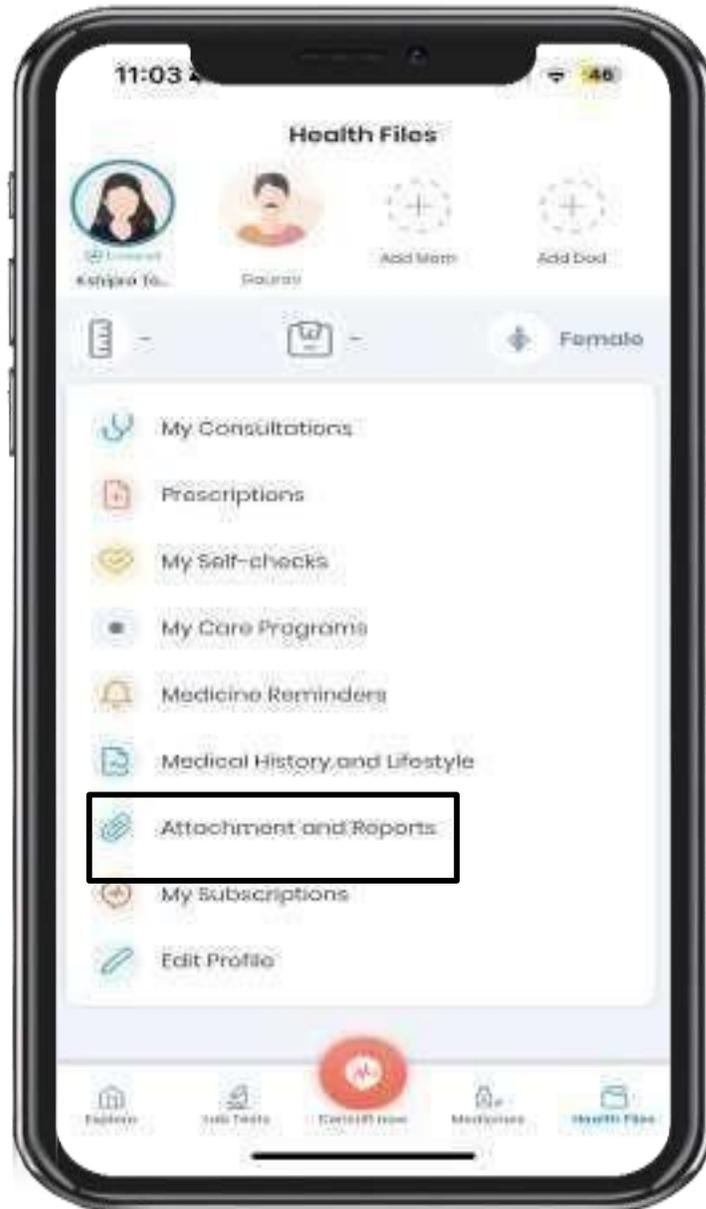
1

Click on the hamburger



2

Click on Health Files



2

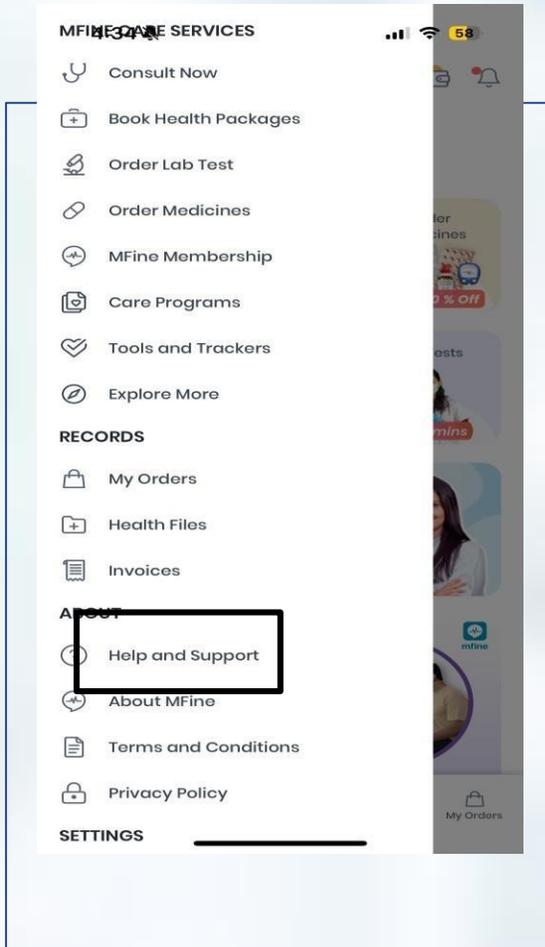
You will be able to access your reports under Attachment and reports



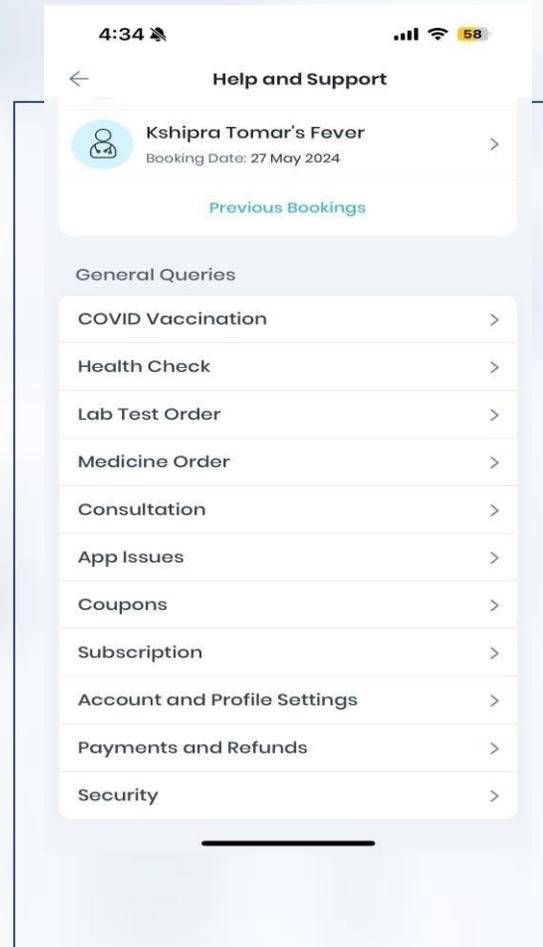
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## How to cancel and reschedule the Annual health checkup

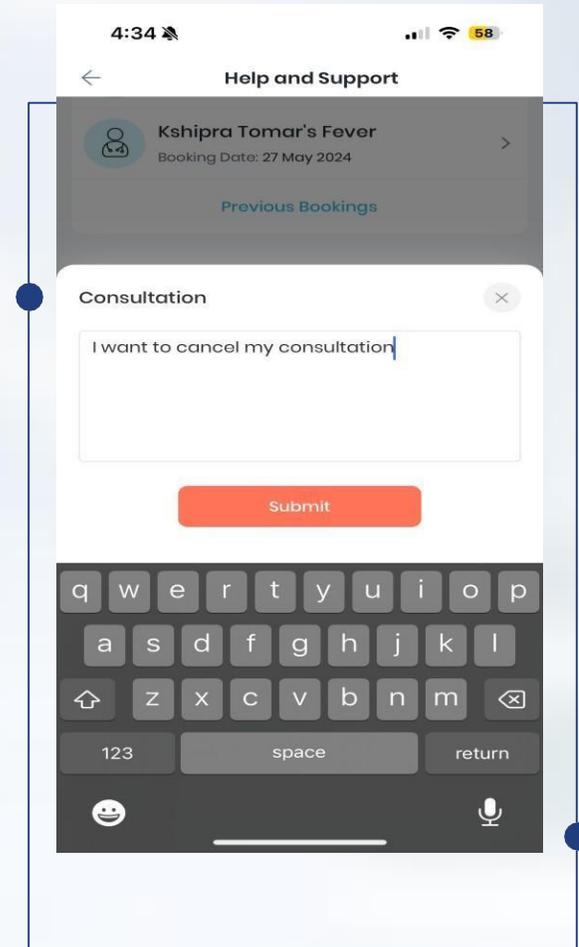
# Cancellation & Rescheduling process



Click on Help and Support



Select the service

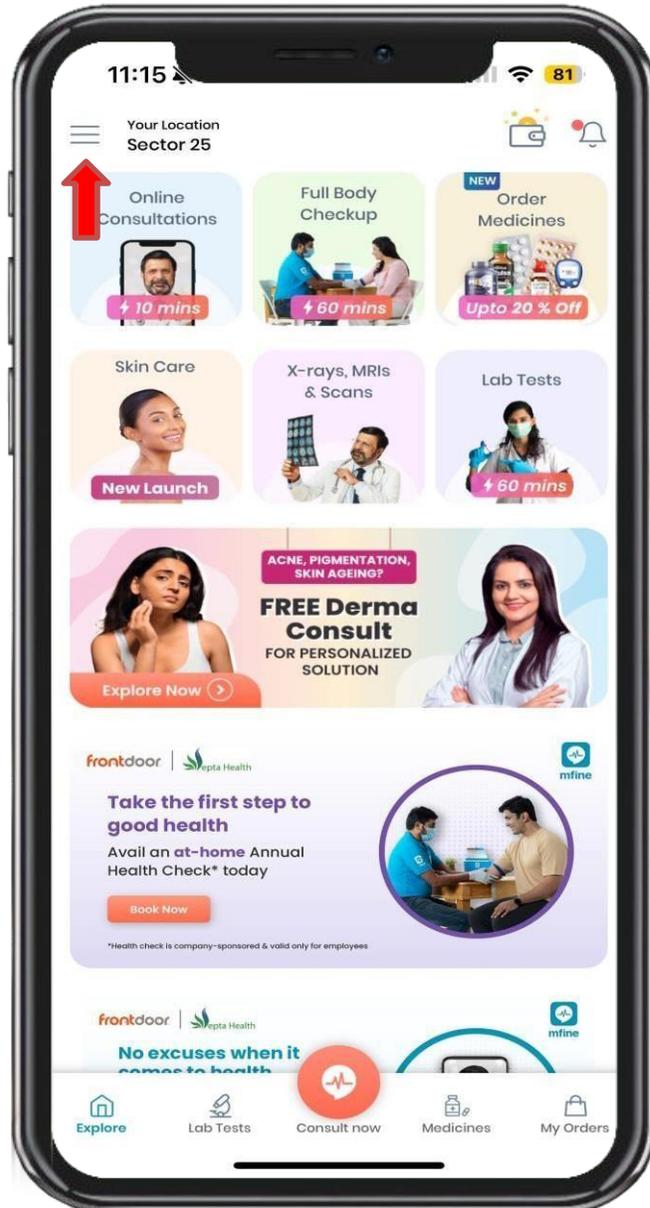


Write "You want to cancel & reschedule the consultation". You will receive the call from the customer executive in the next half an hour



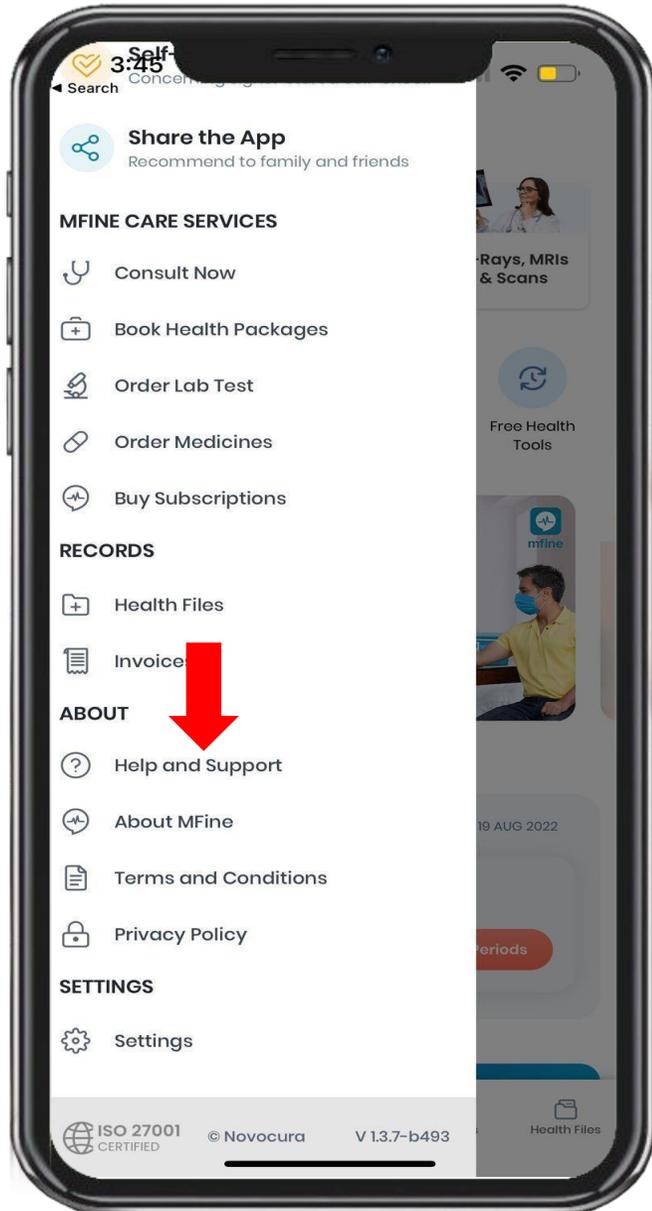
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## **How to reach 'Support' via MFine App**



1

Go to the hamburger menu  
(three lines on top left corner)



2

Look for Help & Support at the bottom of page & click it



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## Escalation Matrix

Levels	Name	Email
Level 1	MFine Support	<a href="mailto:Corporatesupport@mfine.co">Corporatesupport@mfine.co</a>
Level 2	Kshipra Tomar	<a href="mailto:Kshipra.tomar@mfine.co">Kshipra.tomar@mfine.co</a>
Level 3	Septa Health	<a href="mailto:onlinebooking@septahealth.in">onlinebooking@septahealth.in</a>



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**Thank You**