



## Health Screening Program - An Overview

Infosys<sup>®</sup>

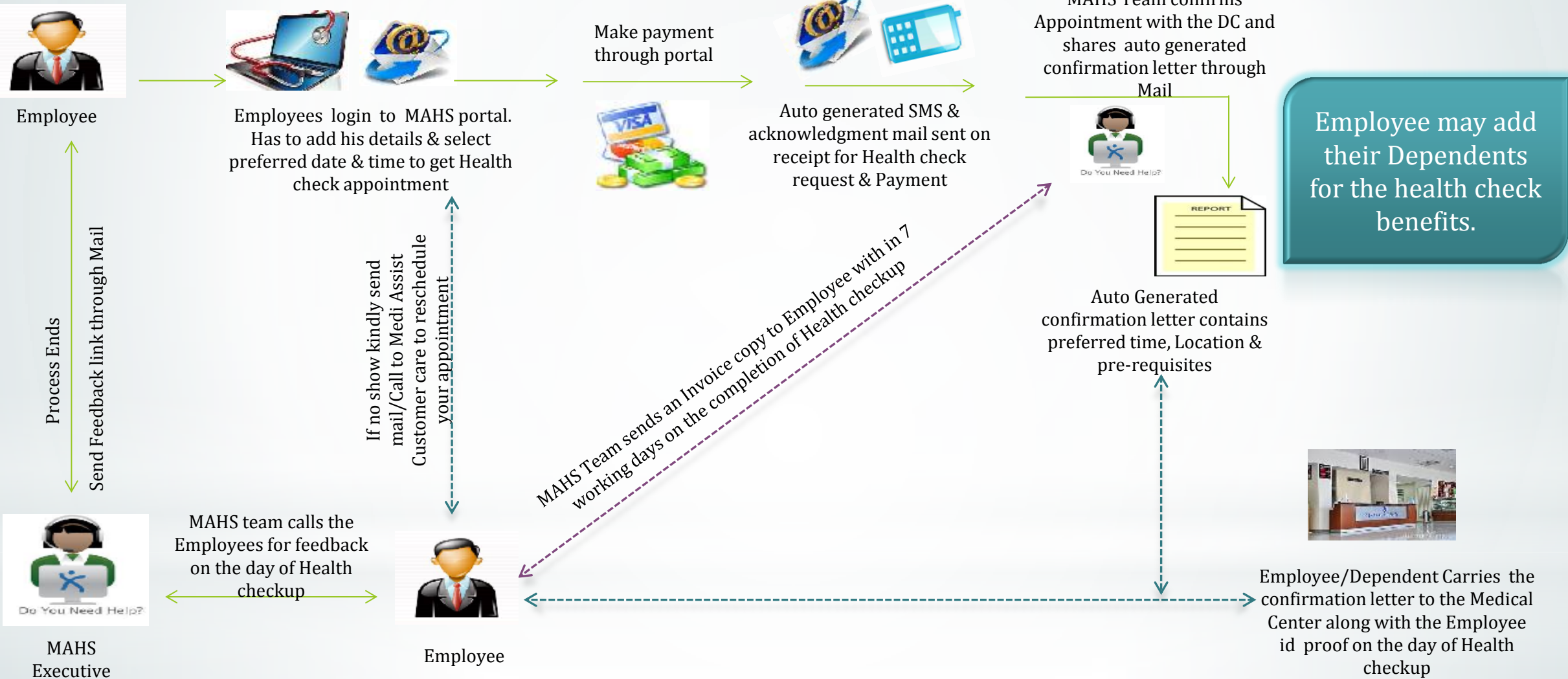
- ❖ Eligibility Criteria
- ❖ Overall Process
- ❖ Package Details
- ❖ Package Cost
- ❖ Process flow to place Health Check Requests
- ❖ Escalation Matrix

## Eligibility Criteria



**ALL Infosys employees & their dependents are eligible for the health check up on self pay basis irrespective of their age.**

# OVERALL PROCESS



Employee may add their Dependents for the health check benefits.



Process Ends  
Send Feedback link through Mail

If no show kindly send mail/Call to Medi Assist Customer care to reschedule your appointment

MAHS Team sends an Invoice copy to Employee with in 7 working days on the completion of Health checkup

Auto Generated confirmation letter contains preferred time, Location & pre-requisites

Employee/Dependent Carries the confirmation letter to the Medical Center along with the Employee id proof on the day of Health checkup

Package – 1 MASTER CHECK UP	
<b>HEAMOGRAM:</b>	Haemoglobin
	P.C.V
	R.B.C
	MCHC
	MCV
	MCH
	Total W.B.C.
	Differential WBC Count
	E.S.R
	Peripheral Smear
<b>BIOCHEMICAL PARAMETERS:</b>	Platelet Count
	Fasting & PP Blood sugar
<b>RENAL PARAMETERS:</b>	Serum Creatinine
	Blood Urea Nitrogen
<b>LIPID PROFILE:</b>	Total Cholesterol/HDL Ratio
	HDL Cholesterol
	LDL Cholesterol
	Triglycerides
<b>LIVER FUNCTION TESTS :</b>	Total Protein/ Albumin / Globulin
	SGPT
	SGOT
	Alkaline Phosphatase
	GGTP
<b>CLINICAL PATHOLOGY</b>	Serum Bilirubin
	Urine Examination
<b>GENERAL TESTS:</b>	E.C.G. (Resting)
	X-Ray (Chest) PA View
	Whole Abdomen Scan
	Detailed history height, weight, BP & BMI
	Doctor Consultation

Package – 2 MINI MASTER CHECK UP	
<b>HEAMOGRAM</b>	Haemoglobin
	P.C.V
	R.B.C
	MCHC
	MCV
	MCH
	Total W.B.C.
	Differential WBC Count
	Platelet Count
<b>GLUCOSE PARAMMETERS</b>	
<b>RENAL PARAMETERS:</b>	Serum Creatinine
	Blood Urea Nitrogen
<b>LIPID PROFILE:</b>	Blood Cholesterol
<b>CLINICAL PATHOLOGY</b>	Urine Examination
<b>RADIOLOGY</b>	X-Ray (Chest) PA View
<b>GENERAL TESTS:</b>	Detailed history height, weight, BP & BMI
	Doctor Consultation

Package - 3 WELL WOMEN CHECK UP	
<b>HEAMOGRAM</b>	Haemoglobin
	P.C.V
	R.B.C
	MCHC
	MCV
	MCH
	Total W.B.C.
	Differential WBC Count
	Platelet Count
<b>GLUCOSE PARAMMETERS</b>	Plasma Glucose (Random)
<b>CLINICAL PATHOLOGY</b>	Urine Examination
<b>RADIOLOGY</b>	X-Ray (Chest) PA View
<b>GENERAL TESTS:</b>	Ultrasound Scan – Pelvis
<b>GYNAEC CONSULTATION –</b>	Detailed history height, weight, BP & BMI
	Pap Smear based on recommendation from gynaec
	Doctor Consultation

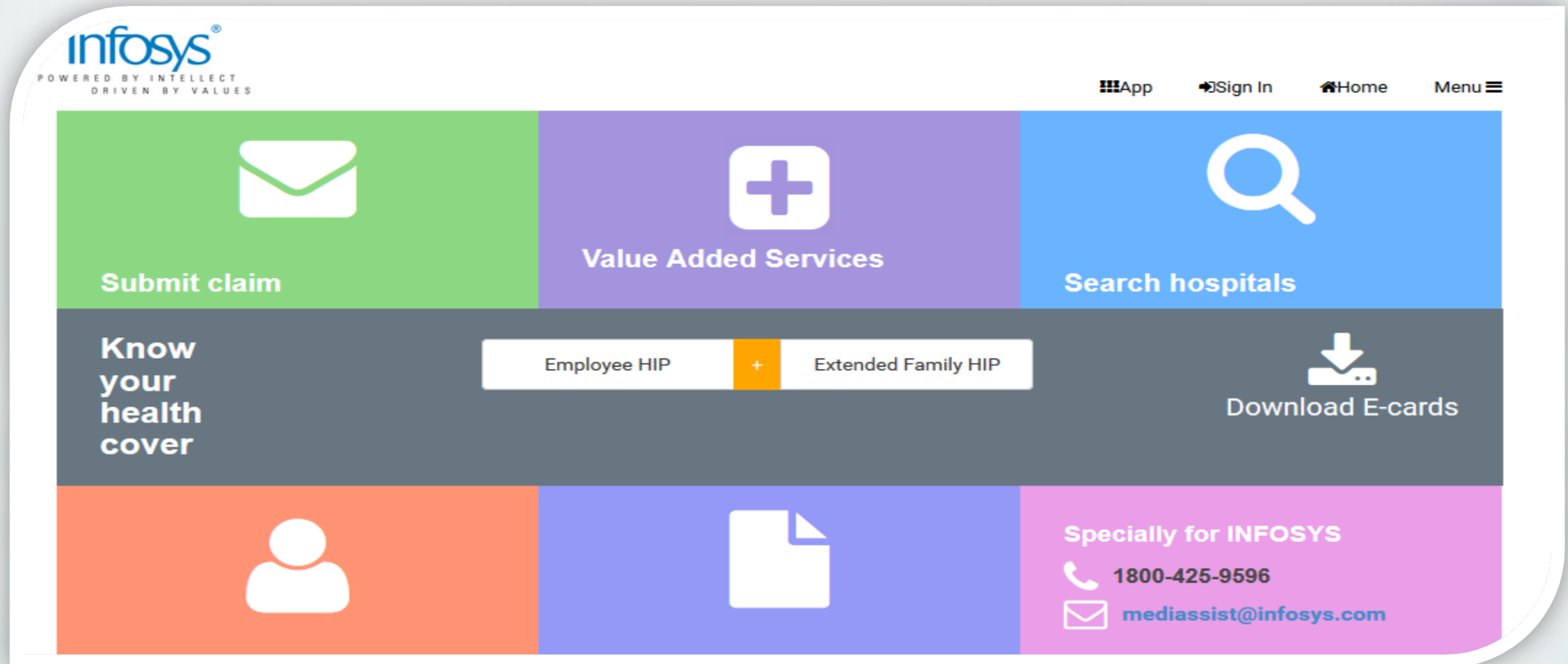
Package - 4 COMPREHENSIVE CHECK UP	
<b>HEAMOGRAM:</b>	Haemoglobin
	P.C.V
	R.B.C
	MCHC
	MCV
	MCH
	Total W.B.C.
	Differential WBC Count
	Platelet Count
<b>GLUCOSE PARAMMETERS</b>	Plasma Glucose (Random)
<b>SEROLOGY</b>	HIV Test
	TB Skin Test
	VDRL
<b>CLINICAL PATHOLOGY</b>	Urine Examination
<b>RADIOLOGY</b>	X-Ray (Chest) PA View
<b>GENERAL TESTS:</b>	Detailed history height, weight, BP & BMI
	Doctor Consultation

Package Cost Includes applicable Service Tax

Name of the Package	Package cost in Rs.	Service Tax	Total Cost in Rs.
Package – 1 MASTER CHECK UP	Rs. 2750/-	Rs. 385/-	Rs.3135/-
Package – 2 MINI MASTER CHECK UP	Rs. 1250/-	Rs. 175/-	Rs.1425/-
Package – 3 WELL WOMEN CHECK UP	Rs. 1900/-	Rs. 266/-	Rs. 2166/-
Package – 4 COMPREHENSIVE CHECK UP	Rs. 1800/-	Rs. 175/-	Rs.2052/-

[URL:http://i1.mediassistindia.net/](http://i1.mediassistindia.net/)

Click on 'sign in' to login to the portal

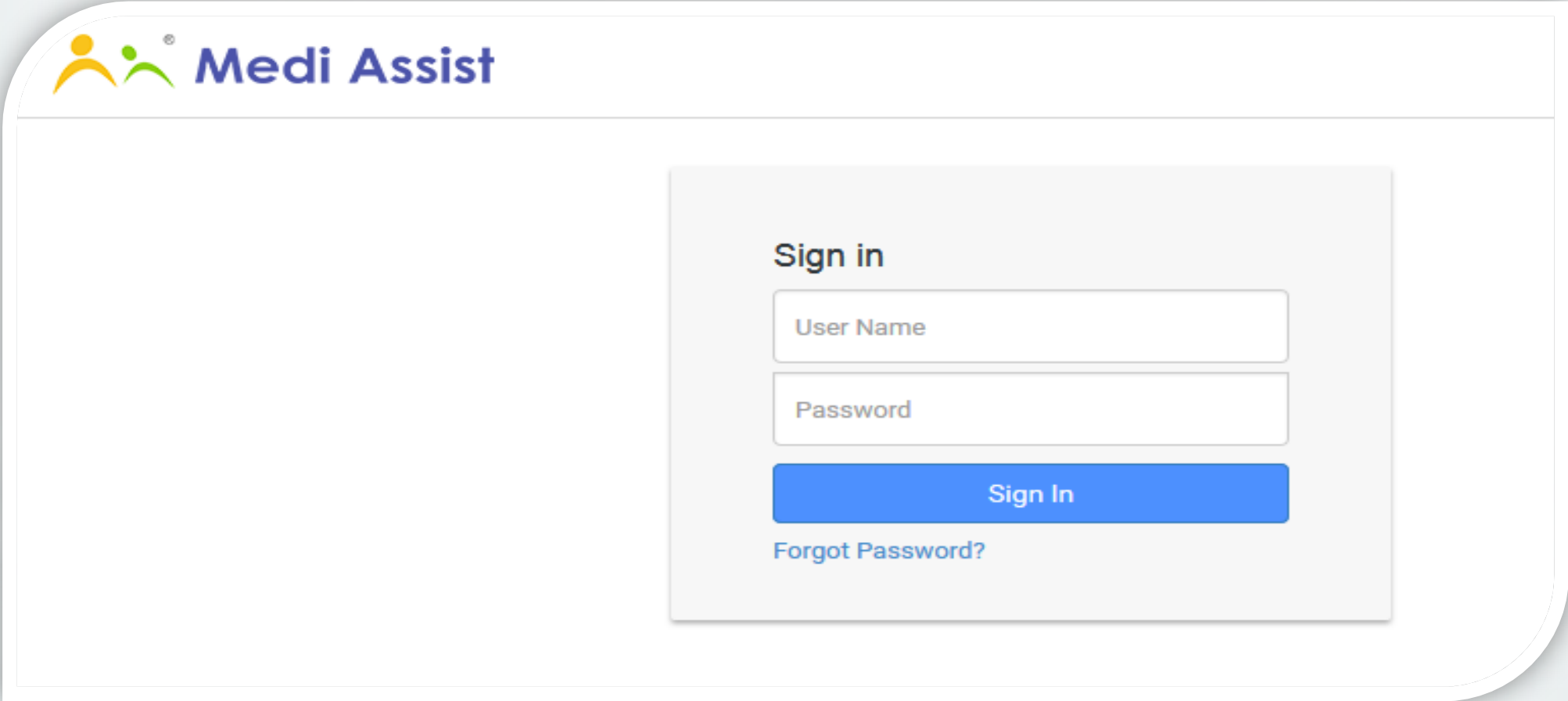


The screenshot displays the Medi Assist portal interface. At the top left is the **Infosys** logo with the tagline "POWERED BY INTELLECT DRIVEN BY VALUES". The top right navigation bar includes "App", "Sign In", "Home", and "Menu". The main content area is divided into several sections:

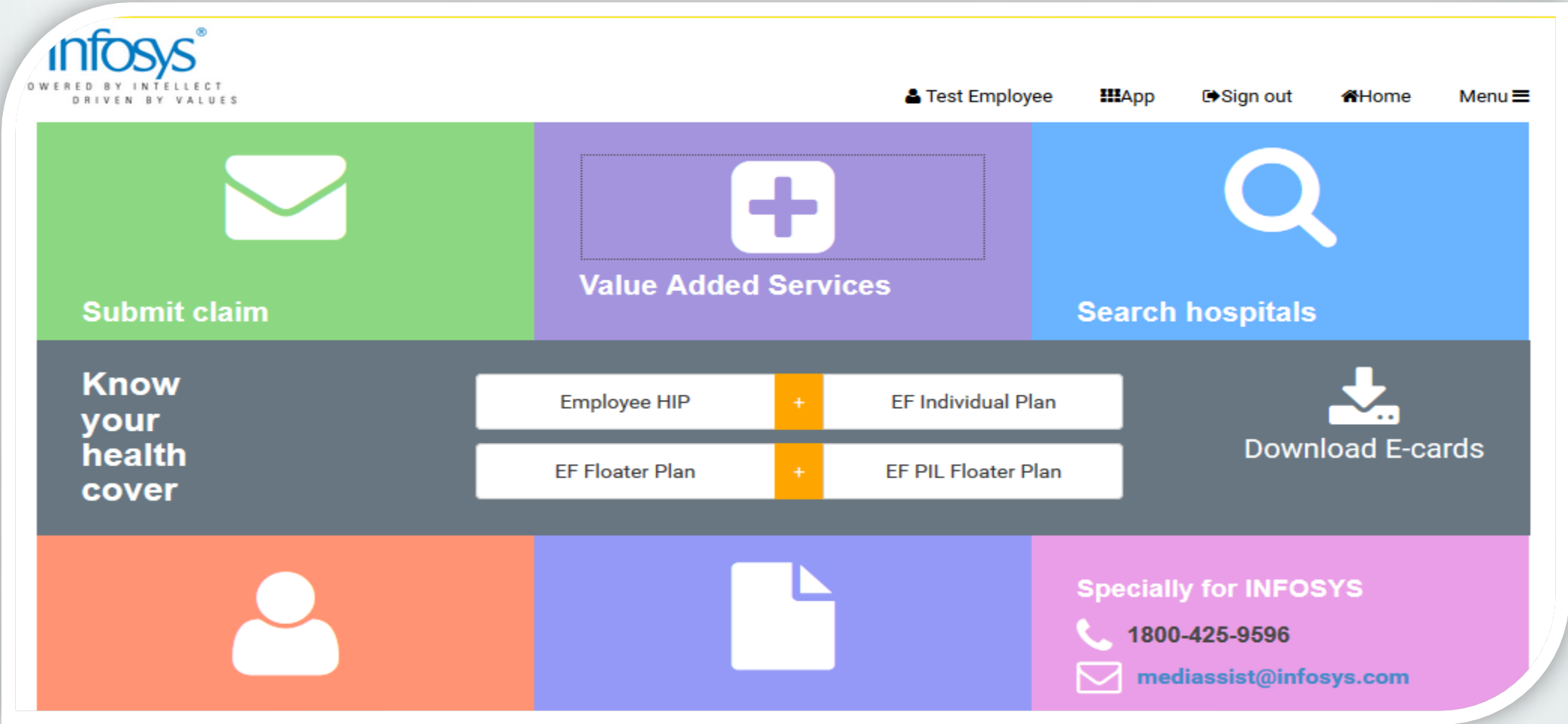
- Submit claim**: A green button with an envelope icon.
- Value Added Services**: A purple button with a plus sign icon.
- Search hospitals**: A blue button with a magnifying glass icon.
- Know your health cover**: A dark grey section containing a toggle for "Employee HIP" and "Extended Family HIP", and a "Download E-cards" button with a download icon.
- Specialty for INFOSYS**: A pink section with a person icon, a document icon, and contact information: "1800-425-9596" and "mediassist@infosys.com".



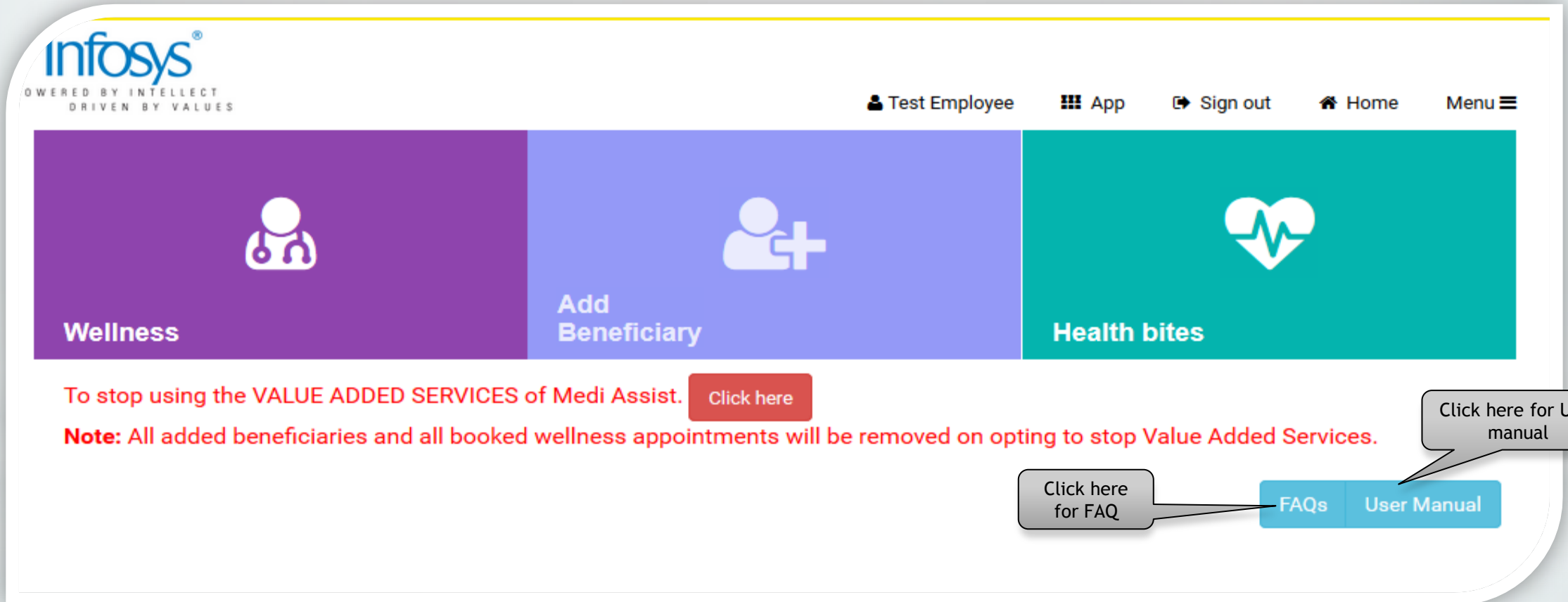
**Step 1:** Login to the portal by using your personal User Id & Password



**Step 2:** Click on 'Value Added Services' option to enter into the Wellness page

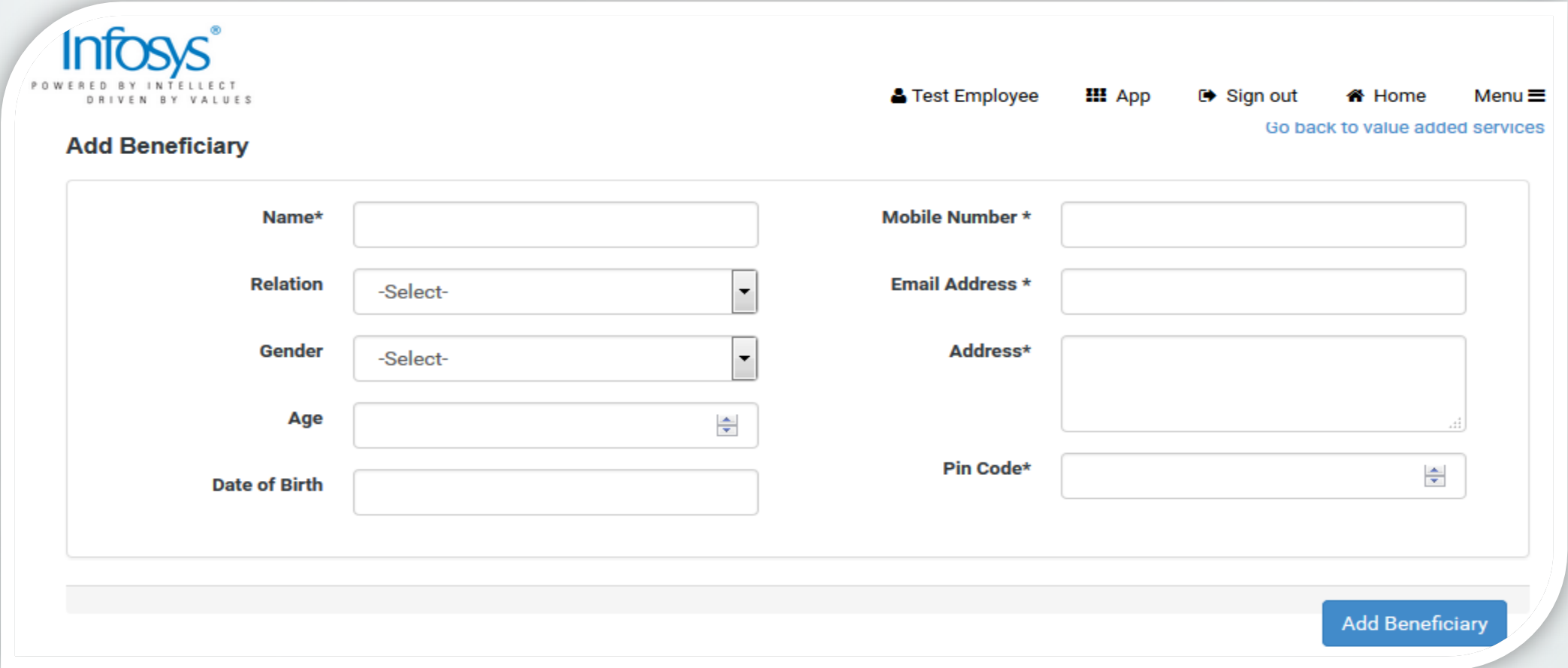


**Step 3:** Click on 'Add Beneficiary' to add self or dependent details to enter into the Wellness page



The screenshot shows the Medi Assist web application interface. At the top left is the **infosys** logo with the tagline "POWERED BY INTELLECT DRIVEN BY VALUES". The top right navigation bar includes links for "Test Employee", "App", "Sign out", "Home", and "Menu". The main content area features three large buttons: "Wellness" (purple), "Add Beneficiary" (light blue), and "Health bites" (teal). The "Add Beneficiary" button is highlighted with a white border. Below the buttons, there is a red text block: "To stop using the VALUE ADDED SERVICES of Medi Assist. [Click here](#)". A red note follows: "Note: All added beneficiaries and all booked wellness appointments will be removed on opting to stop Value Added Services." At the bottom right, there are two blue buttons: "FAQs" and "User Manual". Callout boxes point to these buttons with the text "Click here for FAQ" and "Click here for User manual".

**Step 4:** Fill all mandatory information on the main sheet, then click on 'Add Beneficiary' to add self / dependents to enroll themselves for wellness program.

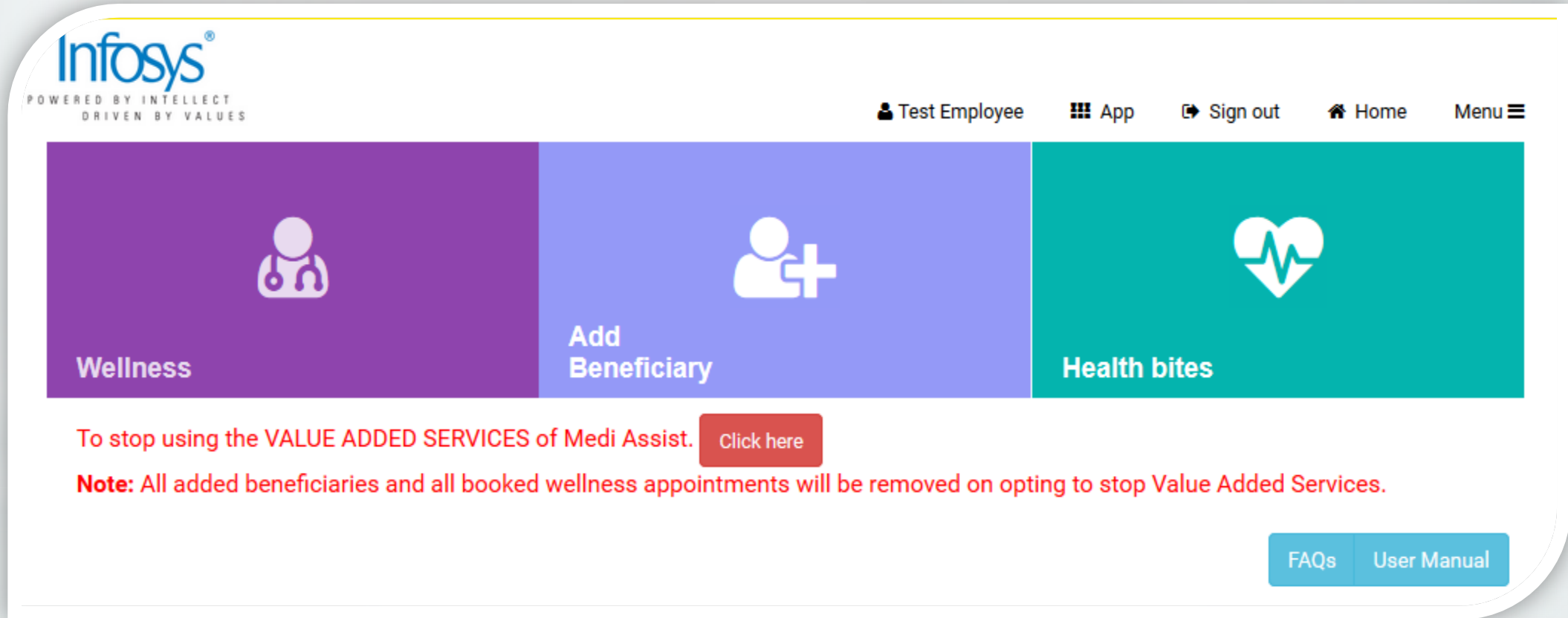


The screenshot shows the 'Add Beneficiary' form within the Infosys Medi Assist application. The Infosys logo is in the top left, and navigation links for 'Test Employee', 'App', 'Sign out', 'Home', and 'Menu' are in the top right. A link to 'Go back to value added services' is also present. The form fields are arranged in two columns:

- Left Column:**
  - Name\* (text input)
  - Relation (-Select- dropdown)
  - Gender (-Select- dropdown)
  - Age (spin box)
  - Date of Birth (text input)
- Right Column:**
  - Mobile Number \* (text input)
  - Email Address \* (text input)
  - Address\* (text area)
  - Pin Code\* (spin box)

A blue 'Add Beneficiary' button is located at the bottom right of the form.

**Step5** : Click on 'Wellness Tab' to raise request for wellness Program



**Infosys**  
POWERED BY INTELLECT  
DRIVEN BY VALUES

[Test Employee](#) [App](#) [Sign out](#) [Home](#) [Menu](#)

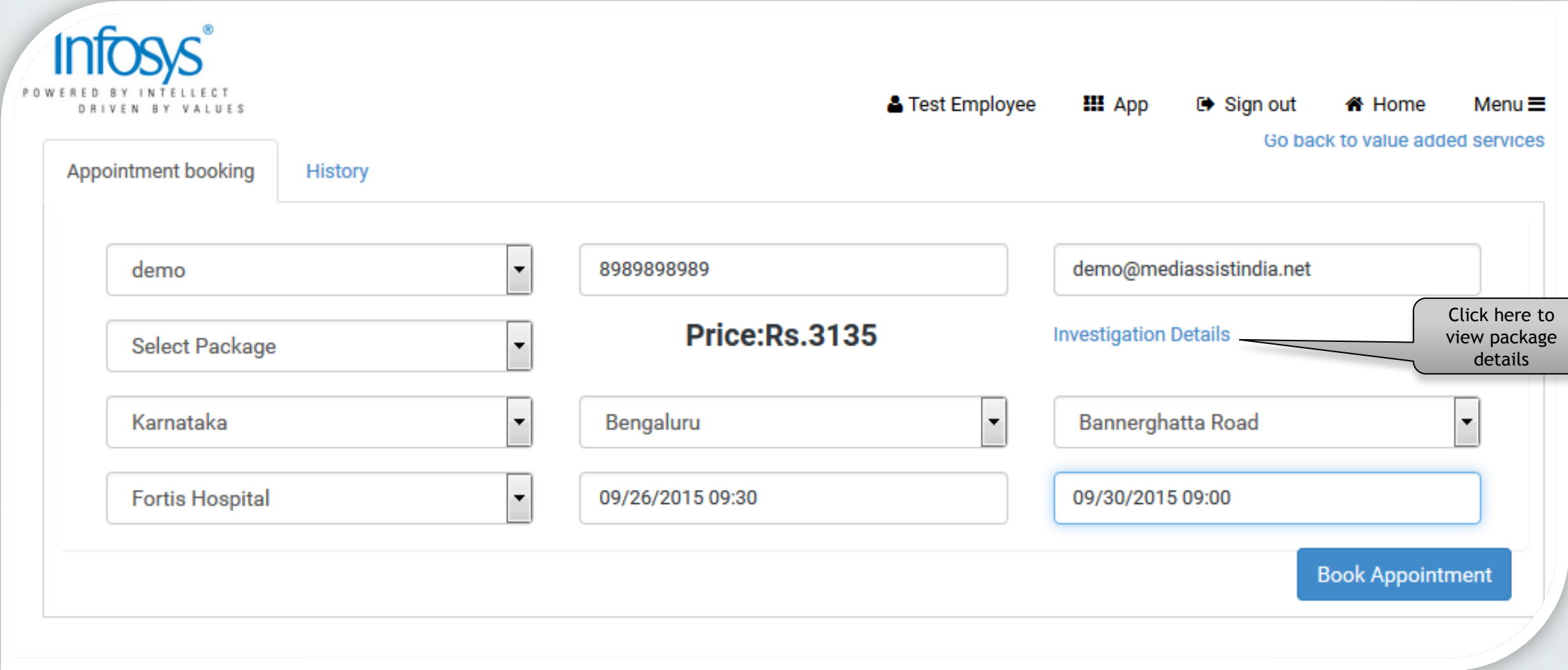
**Wellness** **Add Beneficiary** **Health bites**

To stop using the VALUE ADDED SERVICES of Medi Assist. [Click here](#)

**Note:** All added beneficiaries and all booked wellness appointments will be removed on opting to stop Value Added Services.

[FAQs](#) [User Manual](#)

**Step 6:** Fill all required blank fields then click on 'Book Appointment' to raise request for the health checkup



The screenshot shows the 'Appointment booking' section of a web application. At the top left is the Infosys logo with the tagline 'POWERED BY INTELLECT DRIVEN BY VALUES'. On the top right, there are navigation links: 'Test Employee', 'App', 'Sign out', 'Home', and 'Menu'. Below these is a link 'Go back to value added services'. The main form has two tabs: 'Appointment booking' (active) and 'History'. The form contains several input fields: a dropdown menu with 'demo' selected, a text field with '8989898989', a text field with 'demo@mediassistindia.net', a dropdown menu for 'Select Package', a dropdown menu with 'Karnataka' selected, a dropdown menu with 'Bengaluru' selected, a dropdown menu with 'Bannerghatta Road' selected, and a dropdown menu with 'Fortis Hospital' selected. In the center, the price is displayed as 'Price:Rs.3135'. To the right of the price is a link 'Investigation Details' with a callout box that says 'Click here to view package details'. At the bottom right, there is a blue button labeled 'Book Appointment'. The date and time '09/30/2015 09:00' are displayed in a highlighted box.

**Step 7: Finally click on 'Make Payment' to enter into the payment gateway**



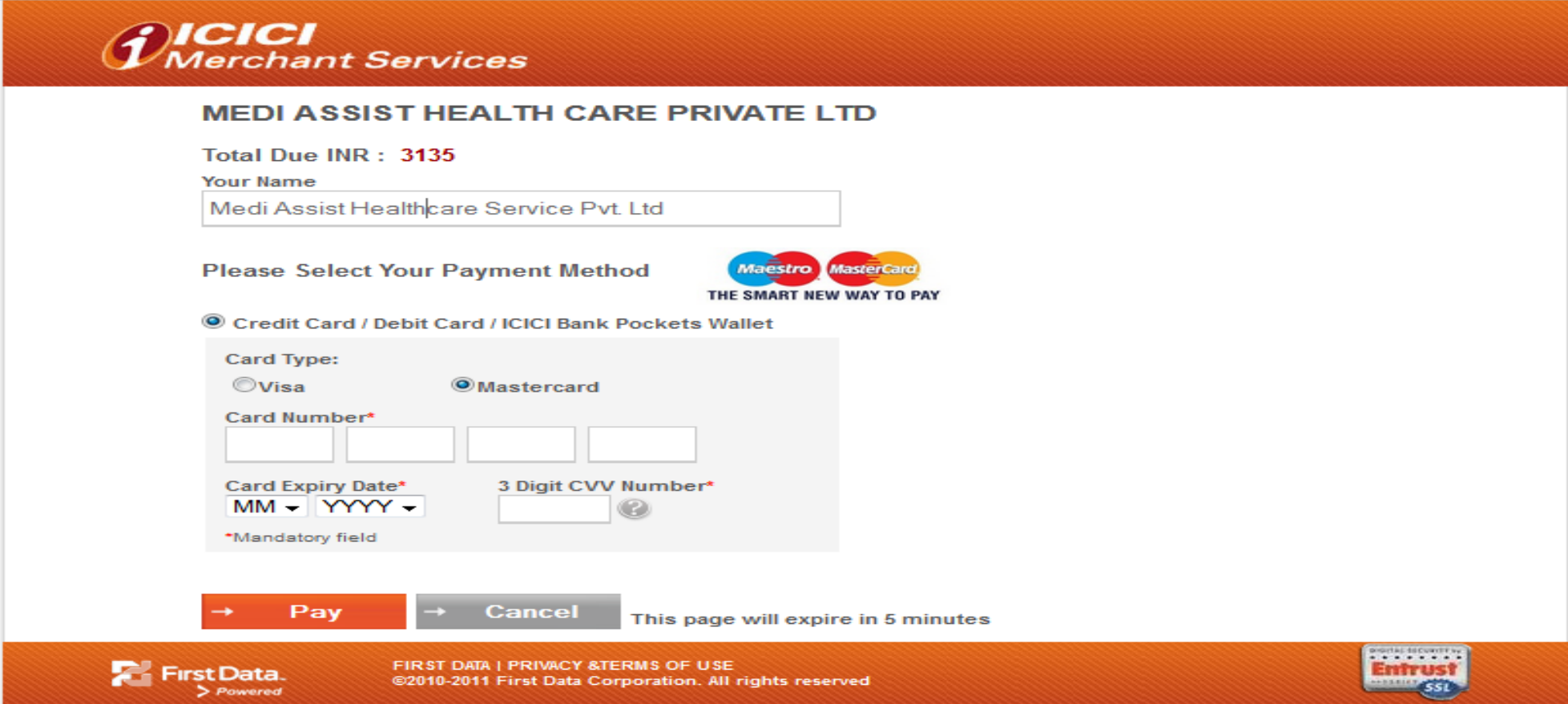
The screenshot shows the Infosys employee portal interface. At the top left is the Infosys logo with the tagline "POWERED BY INTELLECT DRIVEN BY VALUES". On the top right, there are navigation links: "Test Employee", "App", "Sign out", "Home", and "Menu". Below these is a link that says "Go back to value added services".

There are two tabs: "Appointment booking" (active) and "History". Below the tabs is a teal horizontal bar. Underneath is a table with the following data:

Relation	Benef Name	Date Of Birth	Age	Package Type	Amount
Self	Demo User	30-06-1989	26	Infosys - Master Health Checkup	3135.00

At the bottom right of the table area, it says "Total Amount 3135". Below this are two buttons: "Make Payment" (highlighted in blue) and "Cancel".

**Step 8: Enter the card holder name, card type & other information and click on 'PAY' to proceed payment**




**ICICI Merchant Services**

**MEDI ASSIST HEALTH CARE PRIVATE LTD**

Total Due INR : **3135**

Your Name  
Medi Assist Healthcare Service Pvt. Ltd

Please Select Your Payment Method  THE SMART NEW WAY TO PAY

Credit Card / Debit Card / ICICI Bank Pockets Wallet


Card Type:  
 Visa  Mastercard

Card Number\*  
[ ] [ ] [ ] [ ]


Card Expiry Date\*      3 Digit CVV Number\*  
MM [ ] YY [ ]      [ ] [ ] [ ] [ ? ]

\*Mandatory field

This page will expire in 5 minutes

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Unique id number will get generated once the payment is done, which will be received though auto generated email

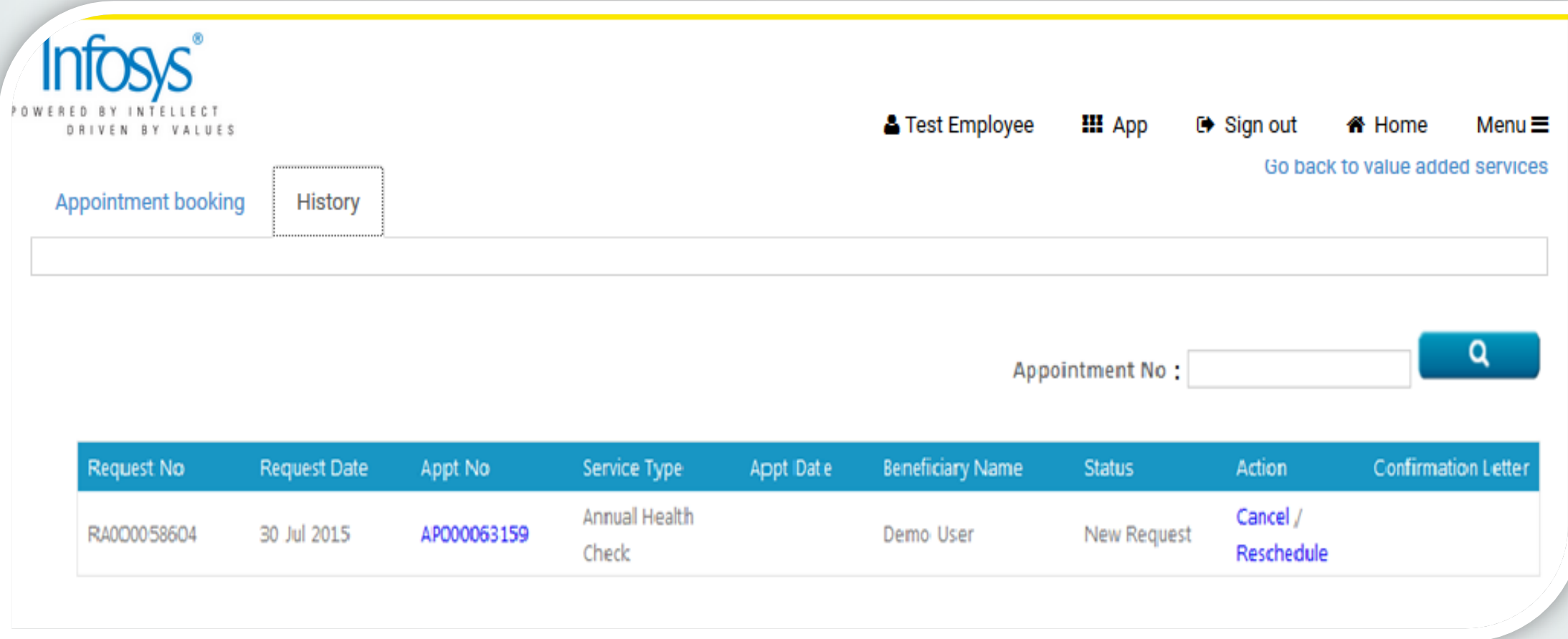
Your Appoint Request id is - **182327199**

Your Online payment id is: **1295640251810840**

Your Transaction for Rs. 1.0 is **CAPTURED**

Kindly note it for your future reference.

**Step 9: Employee has an option to Cancel or Reschedule the appointment under 'History' option**  
(you can re-schedule your appointments for maximum of 2 times, up to 24 hours before the appointment.)



The screenshot shows the Infosys user interface for appointment management. At the top left is the Infosys logo with the tagline "POWERED BY INTELLECT DRIVEN BY VALUES". On the top right, there are navigation links: "Test Employee", "App", "Sign out", "Home", and "Menu". Below these is a link that says "Go back to value added services".

In the main content area, there are two tabs: "Appointment booking" and "History". The "History" tab is currently selected and highlighted with a dashed border. Below the tabs is a large empty rectangular box.

At the bottom right of the main content area, there is a search field labeled "Appointment No :" followed by a search button with a magnifying glass icon.

Below the search field is a table displaying appointment history. The table has the following columns: Request No, Request Date, Appt No, Service Type, Appt Date, Beneficiary Name, Status, Action, and Confirmation Letter.

Request No	Request Date	Appt No	Service Type	Appt Date	Beneficiary Name	Status	Action	Confirmation Letter
RA000058604	30 Jul 2015	<a href="#">AP000063159</a>	Annual Health Check		Demo User	New Request	<a href="#">Cancel / Reschedule</a>	

## Annual Health Check Matrix

**Customer Care Number: 18604252662**

### Primary Responsibility Matrix

Particular	Escalation Level	Email ID	Location
Appointment Scheduling/General Queries	Level 1	healthcheck@mahs.in	Bangalore HO
Grievances	Level 1	grievances@mahs.in	Bangalore HO

### Escalation Matrix

Particular	Escalation Level	Email ID	Location
Appointment Scheduling related escalation	Level 1	haseen.naz@mahs.in	Bangalore HO
	Level 2	kalpana.c@mahs.in	Bangalore HO
	Level 3	sandeep.singh@mahs.in	Bangalore HO

### Escalation Matrix

Grievance related escalation	Level 1	aleema.banu@mahs.in	Bangalore HO
	Level 2	kalpana.c@mahs.in	Bangalore HO
	Level 3	sandeep.singh@mahs.in	Bangalore HO

**\*Working Hours to be considered - 8 AM To 6 PM**

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# Thanks!

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## **Registered Office:**

Medi Assist Healthcare Services Pvt. Ltd.  
8<sup>th</sup> Floor, Abhaya Heights, No:11, Sarakki Industrial Layout  
JP Nagar 3<sup>rd</sup> Phase, Bangalore – 560 078

[healthcheck@mahs.in](mailto:healthcheck@mahs.in)

|

[www.mahs.in](http://www.mahs.in)