



Online Video Consultation Patient User Manual

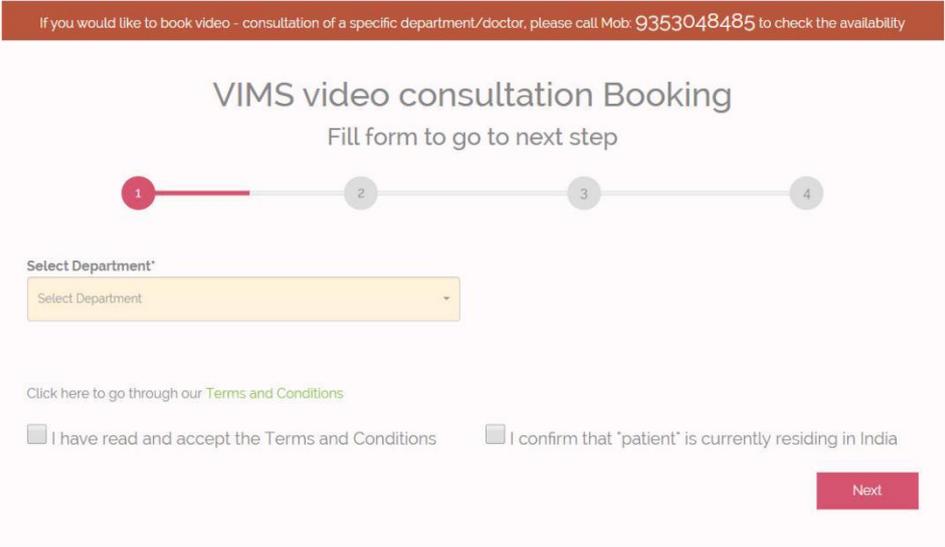
Version 1.0

Instructions

1. The Online Video Consultation will be held using Cisco – Webex Video Conferencing platform. The Cisco – webex link will be sent to the patient for Video-consultation once the doctor is assigned.
2. An available doctor will be assigned on selection of the department.
3. No Cancellation/Refund is allowed.
4. Revisit not permitted.
5. If you want consultation from a specific department and a specific doctor, please call 9353048485.

Step 1

- a) Open a Web Browser.
- b) Type the URL www.vims.ac.in.
- c) Click on Online Video-Consultation.
- d) A new tab is opened



If you would like to book video - consultation of a specific department/doctor, please call Mob: 9353048485 to check the availability

VIMS video consultation Booking

Fill form to go to next step

1 2 3 4

Select Department*

Select Department

[Click here to go through our Terms and Conditions](#)

I have read and accept the Terms and Conditions

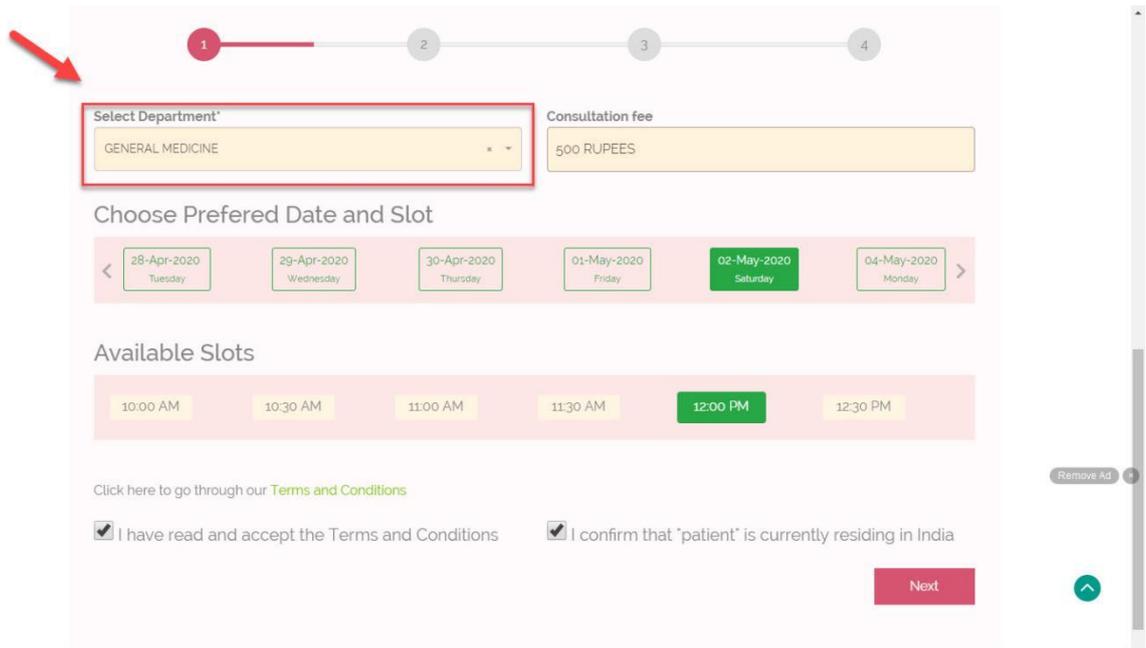
I confirm that "patient" is currently residing in India

Next

↑

Step 2

- a) Select the “Department” from the drop-down menu.



1 2 3 4

Select Department*
GENERAL MEDICINE

Consultation fee
500 RUPEES

Choose Preferred Date and Slot

28-Apr-2020 Tuesday 29-Apr-2020 Wednesday 30-Apr-2020 Thursday 01-May-2020 Friday 02-May-2020 Saturday 04-May-2020 Monday

Available Slots

10:00 AM 10:30 AM 11:00 AM 11:30 AM 12:00 PM 12:30 PM

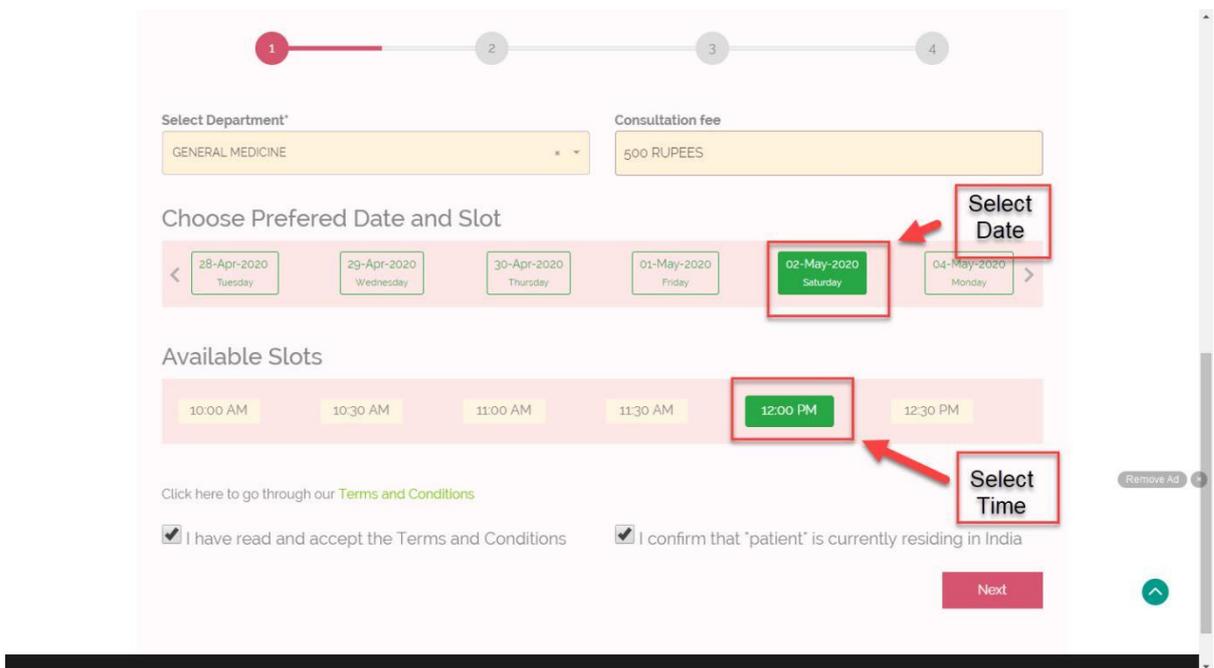
Click here to go through our [Terms and Conditions](#)

I have read and accept the Terms and Conditions I confirm that "patient" is currently residing in India

Next

b) On selecting the desired "Department", "Choose Preferred Date and Slot" is displayed.

c) Click on Preferred date and select the time.



1 2 3 4

Select Department*
GENERAL MEDICINE

Consultation fee
500 RUPEES

Choose Preferred Date and Slot

28-Apr-2020 Tuesday 29-Apr-2020 Wednesday 30-Apr-2020 Thursday 01-May-2020 Friday 02-May-2020 Saturday 04-May-2020 Monday

Available Slots

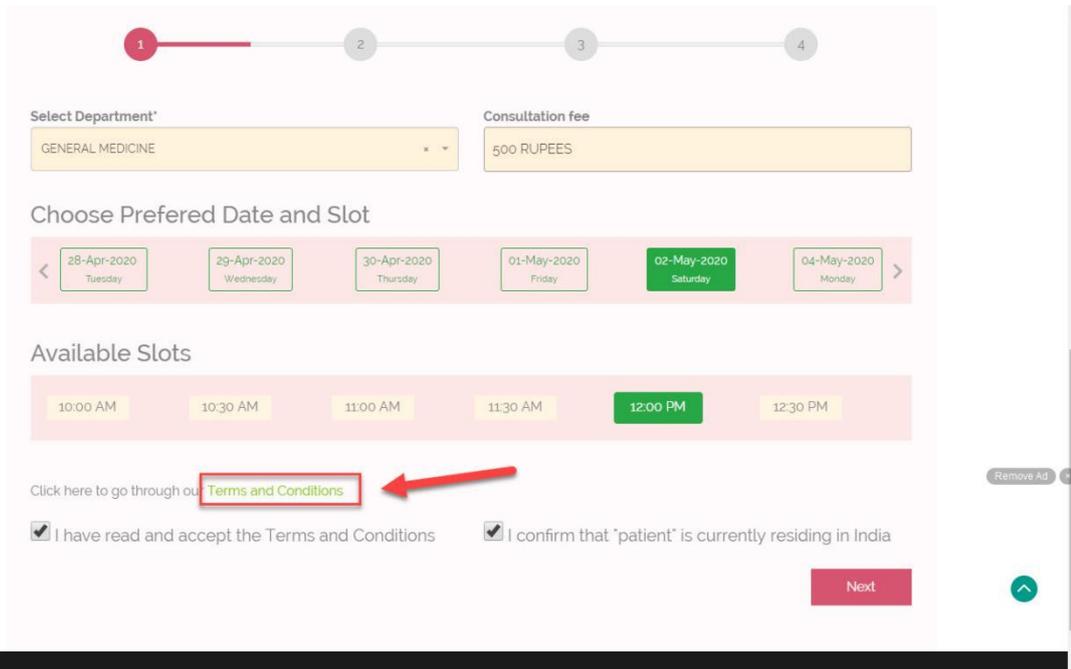
10:00 AM 10:30 AM 11:00 AM 11:30 AM 12:00 PM 12:30 PM

Click here to go through our [Terms and Conditions](#)

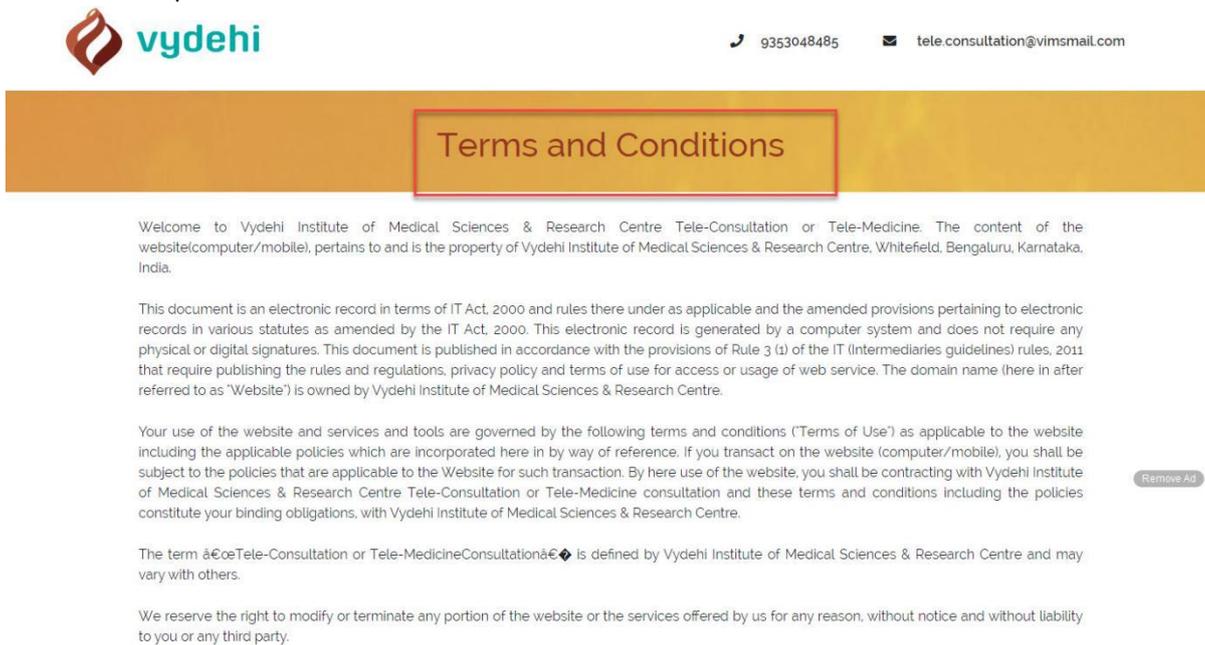
I have read and accept the Terms and Conditions I confirm that "patient" is currently residing in India

Next

d) Click on Terms and Conditions link.



e) A new tab is opened when clicked on “Terms and Conditions” link.



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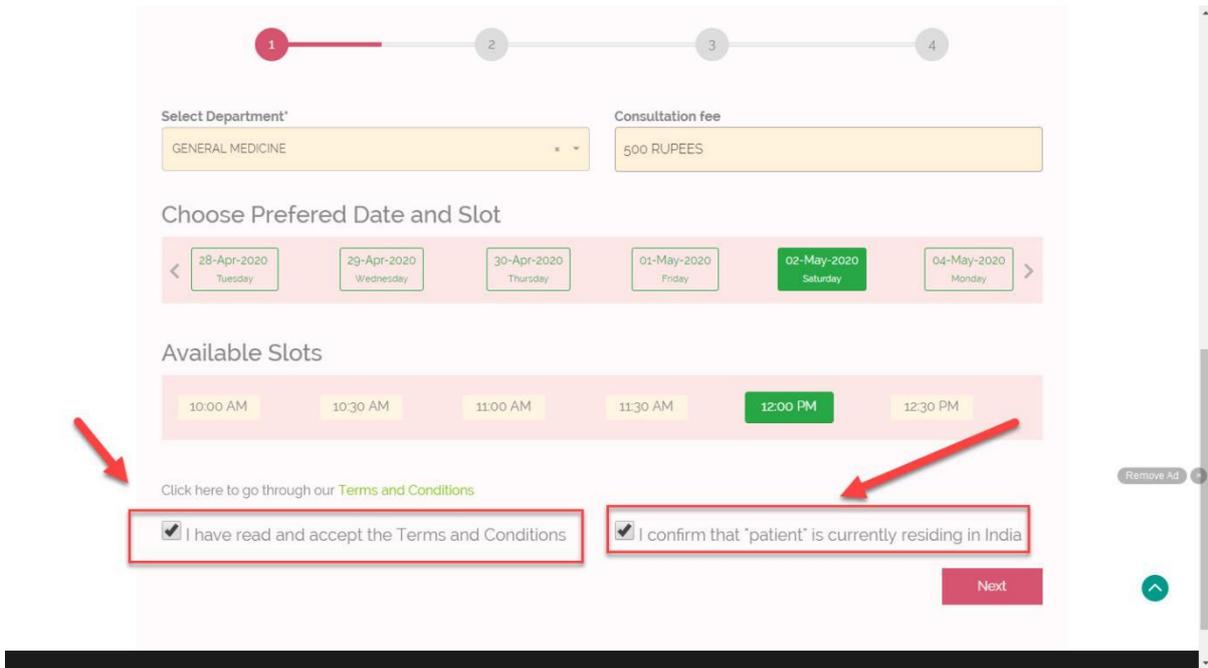
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f) Check “I have read and accept the Terms and Conditions” and “I confirm that the patient is currently residing in India.”



1 2 3 4

Select Department*
GENERAL MEDICINE

Consultation fee
500 RUPEES

Choose Preferred Date and Slot

28-Apr-2020 Tuesday 29-Apr-2020 Wednesday 30-Apr-2020 Thursday 01-May-2020 Friday 02-May-2020 Saturday 04-May-2020 Monday

Available Slots

10:00 AM 10:30 AM 11:00 AM 11:30 AM 12:00 PM 12:30 PM

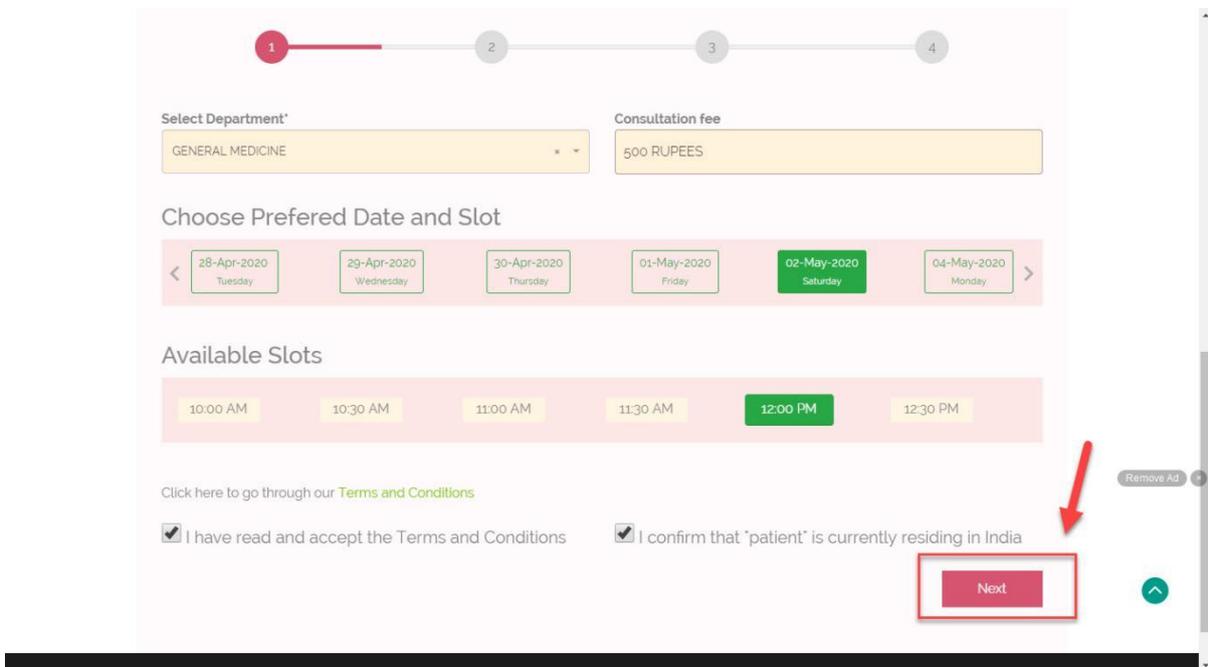
Click here to go through our [Terms and Conditions](#)

I have read and accept the Terms and Conditions

I confirm that "patient" is currently residing in India

Next

g) Click on "Next".



1 2 3 4

Select Department*
GENERAL MEDICINE

Consultation fee
500 RUPEES

Choose Preferred Date and Slot

28-Apr-2020 Tuesday 29-Apr-2020 Wednesday 30-Apr-2020 Thursday 01-May-2020 Friday 02-May-2020 Saturday 04-May-2020 Monday

Available Slots

10:00 AM 10:30 AM 11:00 AM 11:30 AM 12:00 PM 12:30 PM

Click here to go through our [Terms and Conditions](#)

I have read and accept the Terms and Conditions

I confirm that "patient" is currently residing in India

Next

Step 3

- a) In this page the patient has to enter their “Personal Information”. This page contains the fields the patient has to enter including,
- First Name.
 - Email (OTP validation required)
 - Father’s Name.
 - Husband’s Name.
 - Mobile Number(OTP Validation required)
 - Gender
 - Age
 - ID Proof
 - ID Number
 - Address
 - Enter your Complaints or Issues.
 - Zip Code

If you would like to book video - consultation of a specific department/doctor, please call Mob: 9353048485 to check the availability

VIMS video consultation Booking

Fill form to go to next step

1 2 3 4

Personal Information

First Name*	Email*	Send OTP
Father Name	Husband Name	
Mobile Number*	Send OTP	Gender* <input type="radio"/> Male <input type="radio"/> Female
Age*		
Select Id Proof	Id Number*	



Step 4

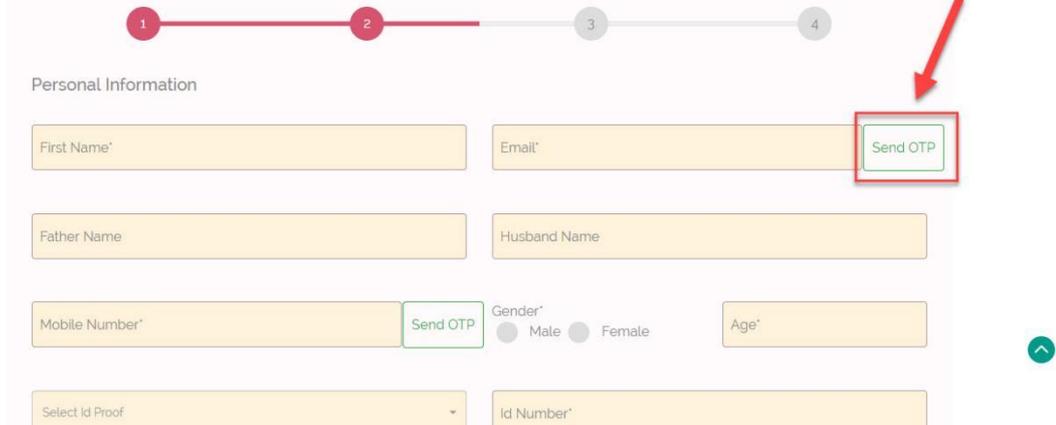
Email and SMS OTP Validation steps,

- a) Enter the email id in “Email” field and click on “send OTP” button.

If you would like to book video - consultation of a specific department/doctor, please call Mob: 9353048485 to check the availability

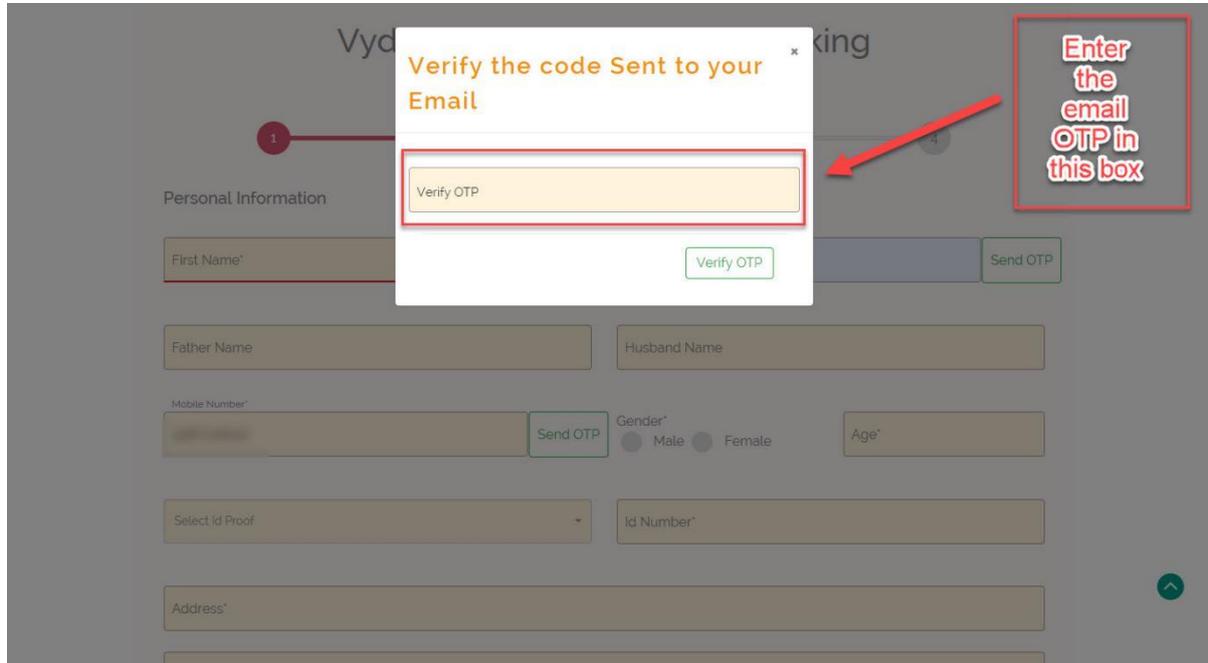
VIMS video consultation Booking

Fill form to go to next step



The form is titled "VIMS video consultation Booking" and includes a progress indicator with four steps. Step 1 is active. The form fields are: First Name*, Email*, Father Name, Husband Name, Mobile Number*, Gender* (Male/Female), Age*, Select Id Proof, and Id Number*. A "Send OTP" button is located next to the Email* field. A red box highlights the "Send OTP" button, with an arrow pointing to it from a text box that says "Click on 'Send OTP' after entering the Email ID".

- b) An OTP will be received on your email id.
- c) The received OTP must be entered in the box "verify OTP".



The form is titled "VIMS video consultation Booking" and includes a progress indicator with four steps. Step 1 is active. The form fields are: First Name*, Father Name, Mobile Number*, Gender* (Male/Female), Age*, Select Id Proof, and Id Number*. A "Verify OTP" modal is open, with a text box for "Verify OTP" and a "Verify OTP" button. A red box highlights the "Verify OTP" text box, with an arrow pointing to it from a text box that says "Enter the email OTP in this box".

- d) Enter the mobile number in "Mobile Number" field and click on "Send OTP" button.

If you would like to book video - consultation of a specific department/doctor, please call Mob: 9353048485 to check the availability

VIMS video consultation Booking

Fill form to go to next step



Personal Information

Click on "Send OTP" after entering Mobile Number

First Name* Email*

Father Name Husband Name

Mobile Number* Gender* Male Female Age*

Select Id Proof Id Number*



- e) An OTP will be received on your mobile phone.
- f) Enter the OTP received on your mobile phone in "Verify OTP" box.

Verify the code Sent to your Mobile Number

Verify OTP

Personal Information

First Name*

Father Name Husband Name

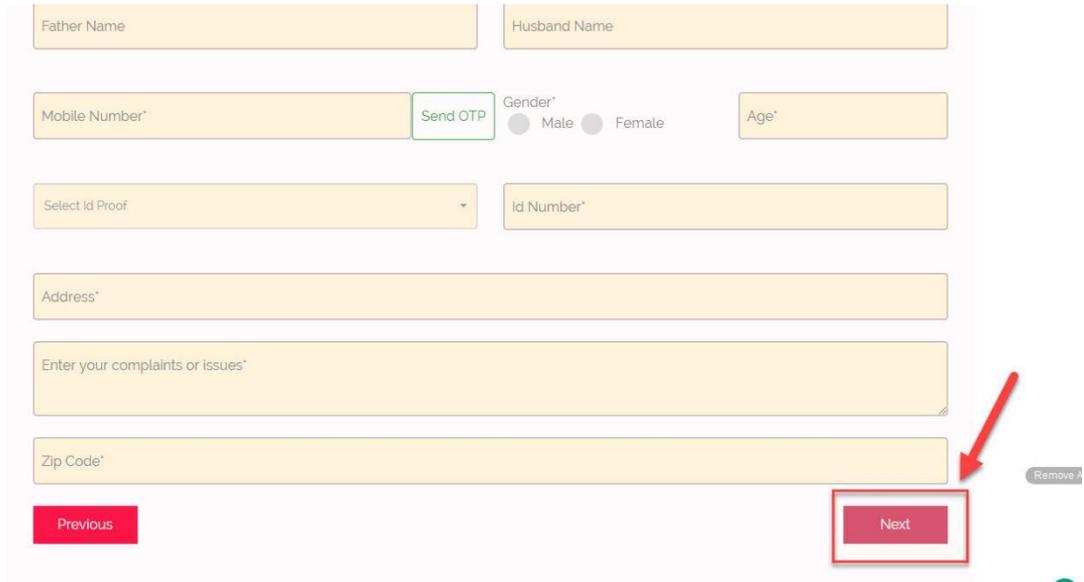
Mobile Number* Gender* Male Female Age*

Select Id Proof Id Number*

Address*

Enter your complaints or issues*

- g) Click on "Next".



Father Name Husband Name

Mobile Number* Gender* Male Female Age*

Select Id Proof Id Number*

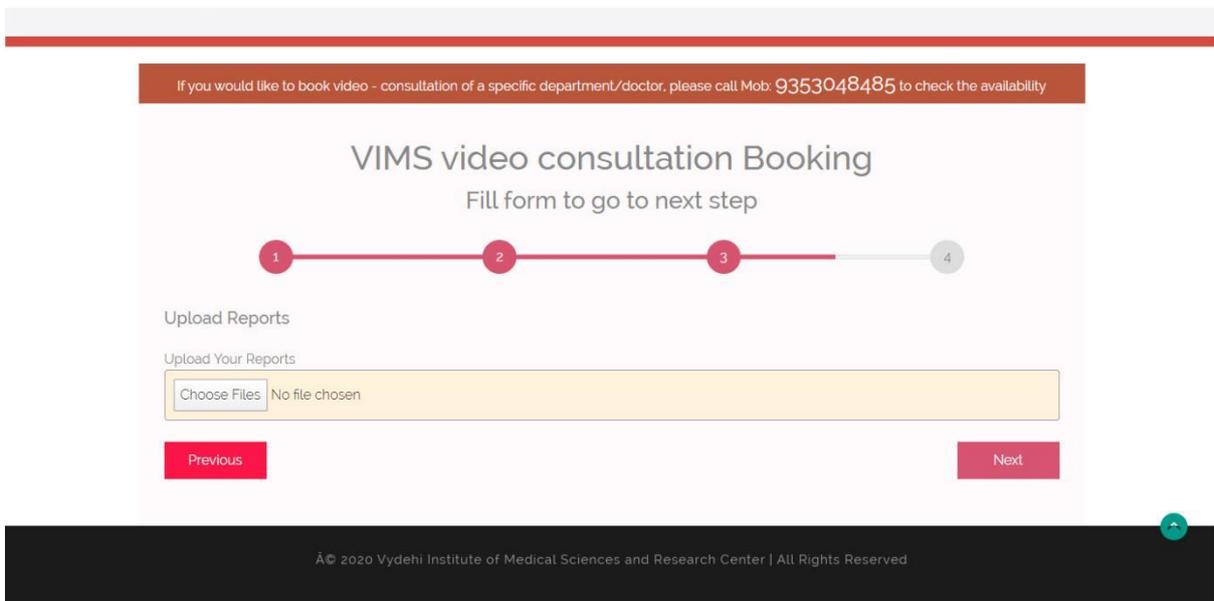
Address*

Enter your complaints or issues*

Zip Code*

Step 5

- a) A new page is loaded and here the patient can upload single or multiple files/medical reports that has to be shown to the Doctor.



If you would like to book video - consultation of a specific department/doctor, please call Mob: 9353048485 to check the availability

VIMS video consultation Booking

Fill form to go to next step

1 2 3 4

Upload Reports

Upload Your Reports

No file chosen

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- b) Click on “Choose Files” to upload reports.

If you would like to book video - consultation of a specific department/doctor, please call Mob: 9353048485 to check the availability

VIMS video consultation Booking

Fill form to go to next step

1 — 2 — 3 — 4

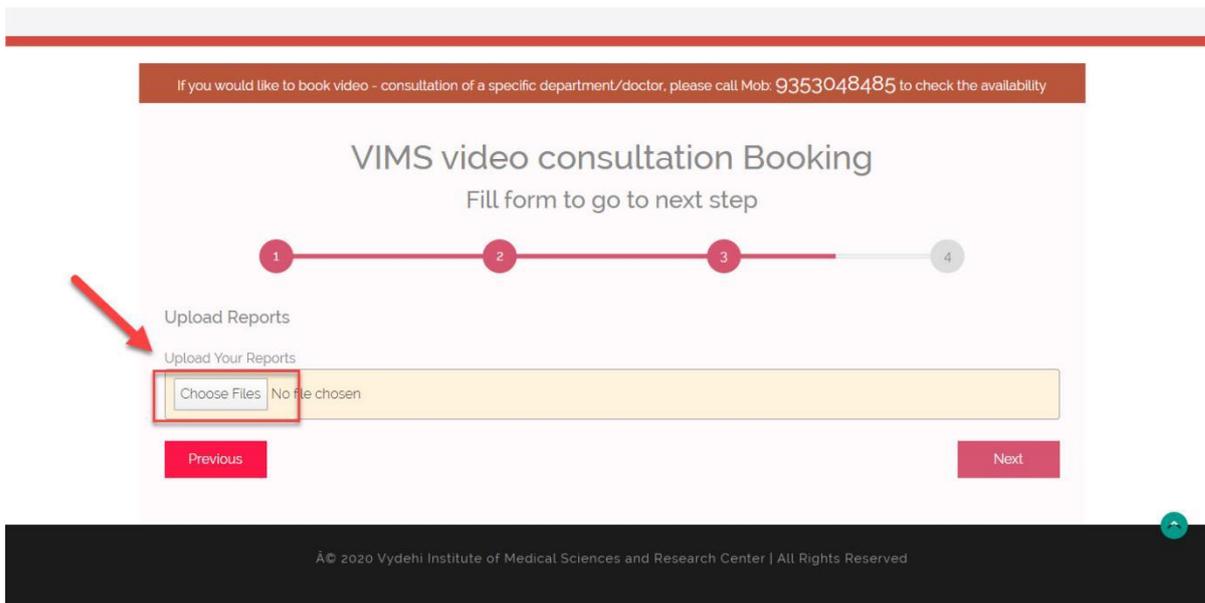
Upload Reports

Upload Your Reports

Choose Files No file chosen

Previous Next

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c) Click on “Next”.

If you would like to book video - consultation of a specific department/doctor, please call Mob: 9353048485 to check the availability

VIMS video consultation Booking

Fill form to go to next step

1 — 2 — 3 — 4

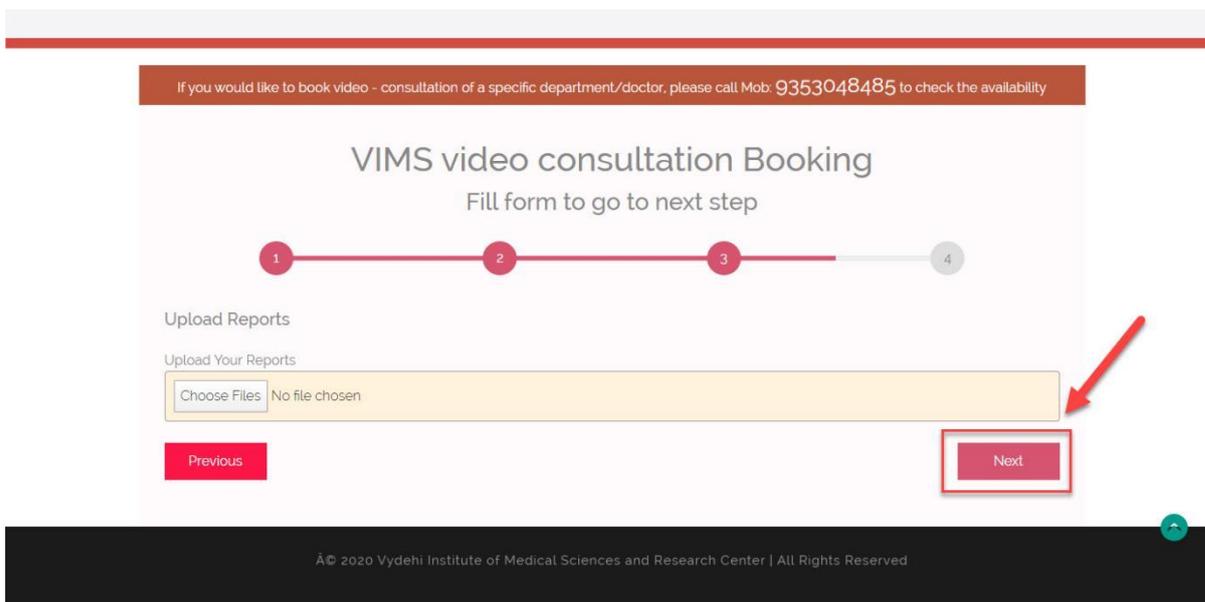
Upload Reports

Upload Your Reports

Choose Files No file chosen

Previous Next

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Step 6

- a) “Payment information” page appears with
- Patient Name
 - Email
 - Mobile
 - Booking Date
 - Booking Time
 - Consultation Fee details.

If you would like to book video - consultation of a specific department/doctor, please call Mob: 9353048485 to check the availability

VIMS video consultation Booking

Fill form to go to next step



Payment Information

Name : _____

Email : _____

Mobile : _____

Booking Date : 29-04-2020

Booking Time : 12:30 PM

Consultation Fee : 500 Rupees

Previous

Pay 500 Rupees

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b) Click on “Pay” button leads the page to Payment Gateway.

If you would like to book video - consultation of a specific department/doctor, please call Mob: 9353048485 to check the availability

VIMS video consultation Booking

Fill form to go to next step



Payment Information

Name : _____

Email : _____

Mobile : _____

Booking Date : 29-04-2020

Booking Time : 12:30 PM

Consultation Fee : 500 Rupees

Previous

Pay 500 Rupees

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Step 7

- a) Here the Patient has to select his mode of payment from the available modes,
- Wallet



- Debit card
- Credit Card
- BHIM UPI
- Net Banking

< GO BACK

VYDEHI INSTITUTE OF MEDICAL SCIENCE and RESEARCH Order Amount to be paid
Transaction ID: VIMS0B000084 **₹500**

SELECT AN OPTION TO PAY

Paytm
Pay easily using your saved payment methods

Debit Card

Credit Card

BHIM UPI
UPI Address is unique payment address that is linked to a bank account. [Know More](#)

Net Banking

100% Secure Payments Powered by Paytm

- Enter the card/netbanking/UPI details
- Make the Payment.
- A confirmation email and sms will be sent to the patient.
- The below Confirmation screen will appear to you.

Vydehi GENERAL MEDICINE tele-consultation booking

THANK YOU!



Welcome to the Vydehi Health family! We'll take it from here.
We've sent a confirmation email to [redacted]

Booking Details

Name : [redacted]
Mobile : [redacted]
Email : [redacted]
Booking Date : 2020-05-01
Booking Status : Pending

Payment Details

Paid Amount : 500 Rs
Transaction Id :
Booking No : VIMS0B000002
Bank Transaction Id :

f. If the payment is canceled by you, the below shown message will appear on the screen.
“We have received your booking request but we have not received your payment. Our team will get back to you in a while to complete the booking process”.

Or

“You can call the Online Video Consultation Support Team Number 9353048485 for further assistance”.

Vydehi GENERAL MEDICINE video-consultation booking

We have received your booking request but we have not received your payment. Our team will get back to you in a while to complete the booking process.

Or

You can call the Online Video Consultation Support Team Number 9353048485 for further assistance

THANK YOU!



Welcome to the Vydehi Health family! We'll take it from here.
We've sent a confirmation email to [redacted]

Booking Details

Name : [redacted]
Mobile : [redacted]
Email : [redacted]
Booking Date : 2020-04-29
Booking Status : Pending

Payment Details

Paid Amount : 500 Rs
Transaction Id :
2020042811212800110168248325446342
Booking No : VIMS0B000011
Bank Transaction Id :