



User Manual

Star Outpatient Portal

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1. Introduction

1. In this User Manual, you would come across specific tasks and sequential steps that are required to complete the process as a user.
2. You are expected to register with a valid mobile number while using the Star Outpatient Portal and follow the steps per this document to complete the process successfully.
3. In case of any difficulty, please refer to this document and proceed further.

2. About this User Manual

This user manual is prepared to inform the features available for Star Customers to avail OP Services, appointment booking, and cashless service/payment gateway facility. Star Health Insurance continues to work in a secure and user friendly environment.

1. This manual describes the functions available in Star Outpatient Portal, which has been introduced to facilitate outpatient service to the Star Customers. This interface is helpful in quick and prompt service to the Star Customers.
2. The Outpatient Portal features the following,
 - a. Customer profile and address book maintenance
 - b. Catalog of Doctors/Service providers for OP Consultation, Diagnostic Centers and e-Pharmacy services for Home Delivery or Store Pickup
 - c. Appointment booking based on customer flexibility with options to Reschedule/Cancel
 - d. Realtime Cashless eligibility check and payment gateway options

This Star Outpatient Portal is an advanced mode for Star Customers to avail and track the above services with informative screens for easy navigation.

3. Customer Onboarding

1. Open **Star Power** app and click on **Outpatient Cashless Bookings** banner, located on the main screen.

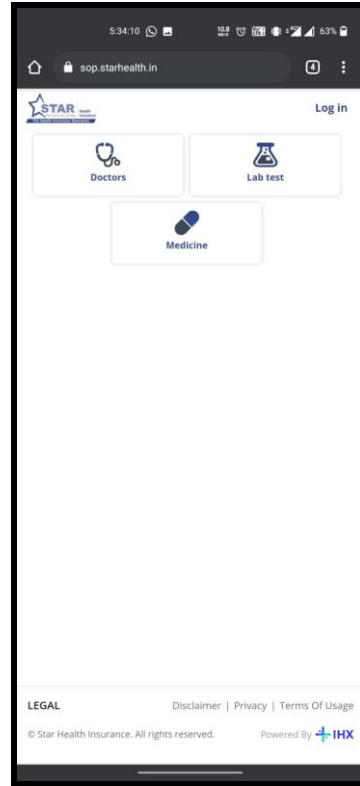
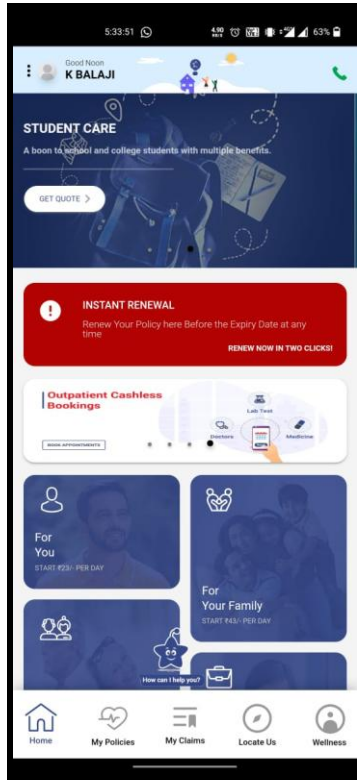


Figure 1: Star Power App

- For customers visiting Star Health website – Navigate to www.starhealth.in > **Claims** > **Hospitals** > **Outpatient Appointments** to reach the Star Outpatient portal Landing Page.

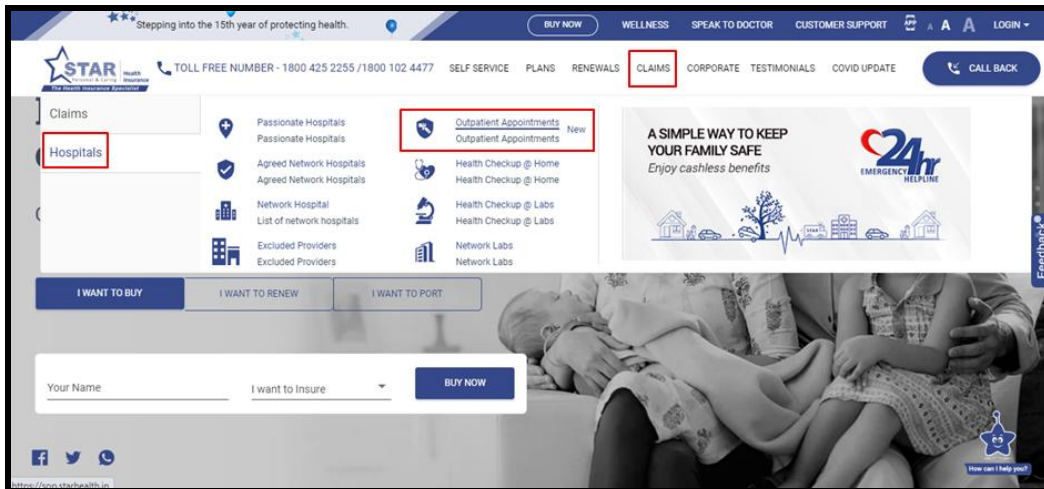


Figure 2: Star Health Main Page

- Alternatively, enter <https://sop.starhealth.in> in the browser to reach the **Landing Page**.

4. Enter the **Phone Number** (the registered mobile number in Star Health records) and **OTP** (received in registered mobile number) for logging into the **Star Outpatient Portal**.

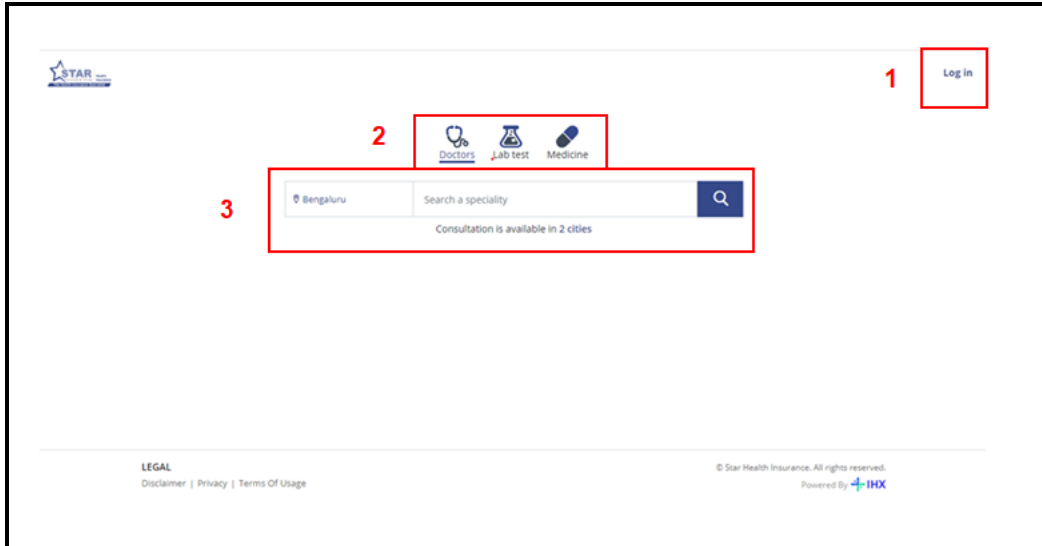


Figure 3: Landing Page

1. Log In – Click to enter **Sign Up/ Login** screen
2. The **Outpatient (OP)** services available are - **Doctors, Lab Test and Medicine**
3. Search a specialty of your choice for the selected service.

i. Sign Up

Any first time login will lead the Star Customer to Sign up page as shown below.

Figure 4: Sign Up

- a. Enter your **Name**.
- b. Enter **Phone Number** (as per Star Health Customer records)
- c. Enter **Email ID**
- d. Select **Gender** using drop-down
- e. Enter **DOB**
- f. Enter **OTP**, as received in registered mobile number
- g. Click **Submit** to access the portal.

ii. Login

A registered Star Customer enters the **Phone Number** and click **Send OTP** button to receive OTP.

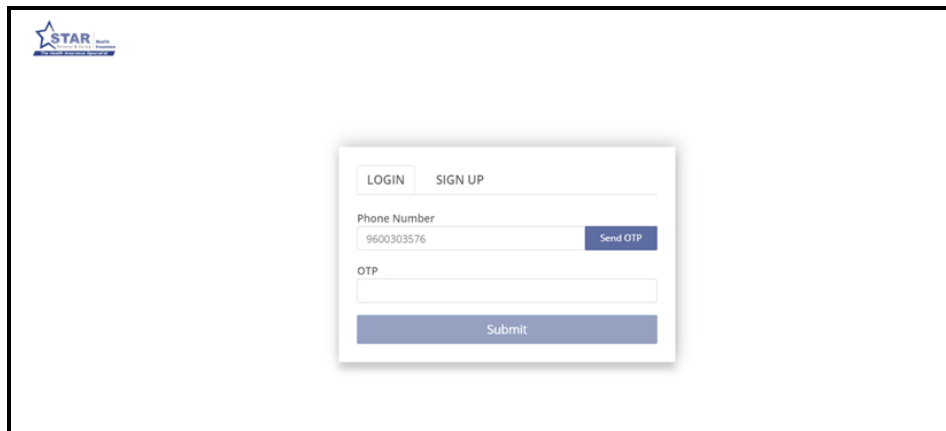


Figure 5: Login

Enter the **OTP** and click **Submit** button to reach the SOP landing page.

4. Feature Highlights

The Star Customer is facilitated with a smooth transition of service enablement using Star Outpatient Portal. The primary objectives addressed through this interface are as below:

- Signup/Login by customer with their registered mobile number
- Choosing an Outpatient service for the customer location
- Select appointment date and time
- Select insured person and avail cashless facility

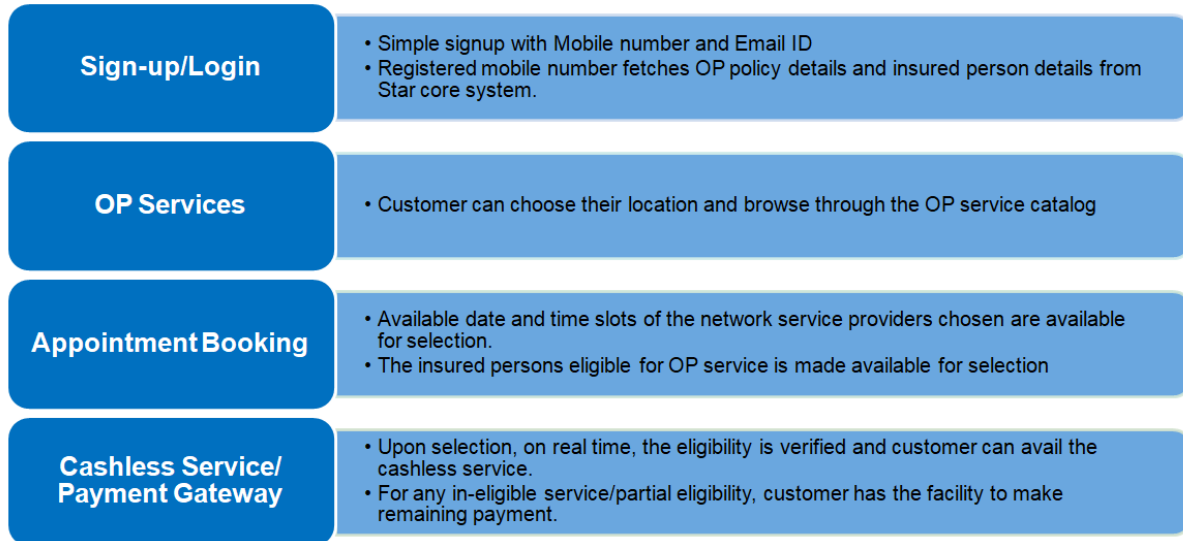


Figure 6: Customer Journey

5. Doctors

After choosing the speciality for the Doctor service in the landing page, this filter search page helps the Star Customer to locate and identify the most appropriate Doctors or Physicians of their choice.

As an outpatient, the customer can use various parameters to narrow and filter their search.

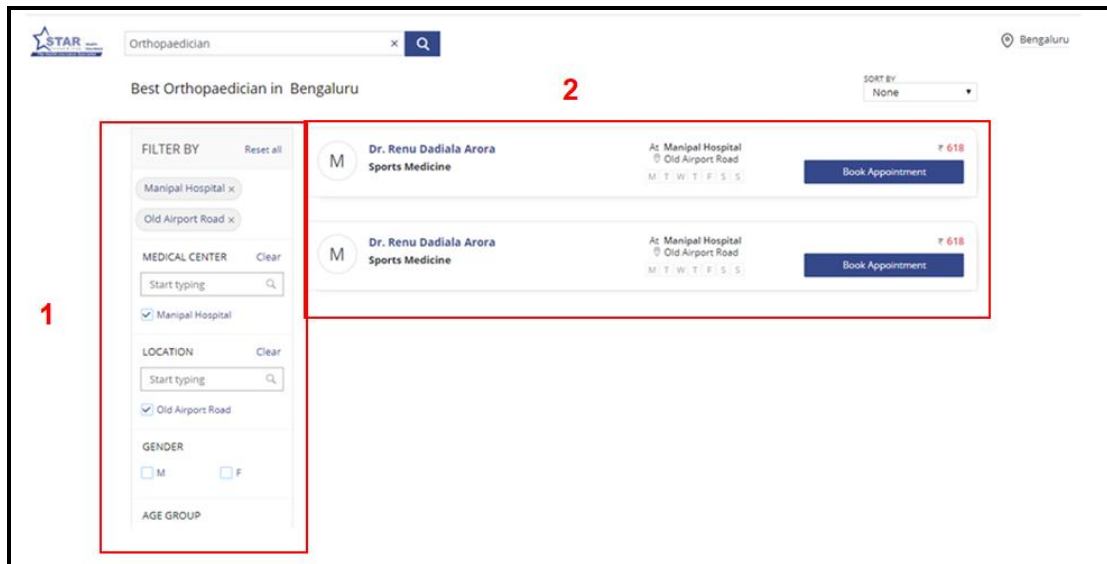


Figure 7: Doctors – Filter Criteria

A. Filter Criteria

The available parameters to perform the filtering are,

- a. Medical Center – Listed hospital, clinics and Doctors
- b. Location – Areas where the service providers are available
- c. Gender – The gender of medical practitioner, if necessary
- d. Age Group – The age category of medical practitioner

B. Search Display

The search results displays the following details,

- a. Name of the Doctor or Practitioner
- b. Area of Medicine or Specialty
- c. Location of the Hospital or Medical Center
- d. Available days of the Week
- e. Book Appointment button to click and fix an appointment
- f. Consultation Fees (in **INR**)

C. Booking Appointment

To book an appointment, using the Calendar, select the available date and click on the time slot you want to book. The selected date and time will be reflected in the line adjacent to Continue button.

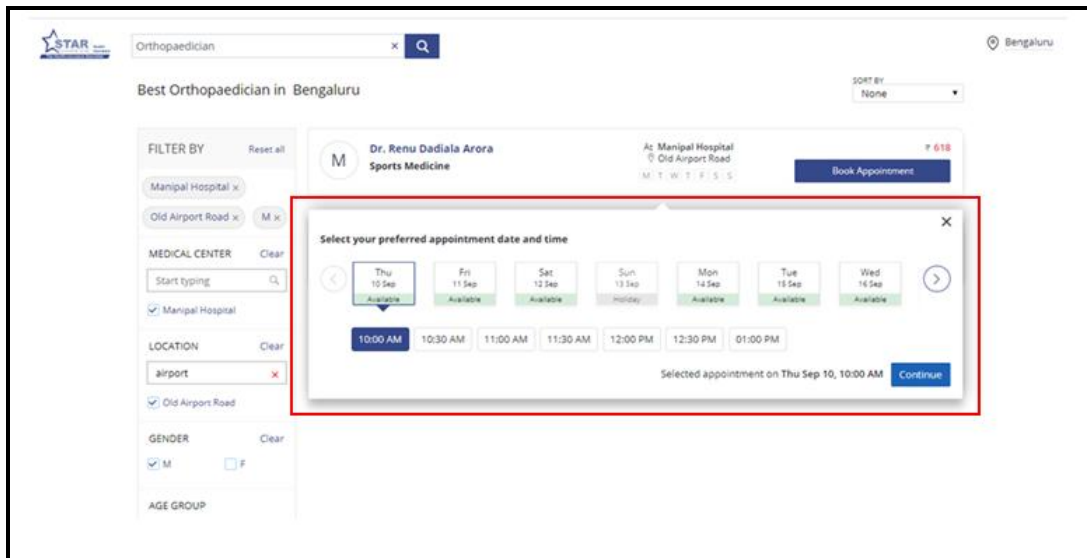


Figure 8: Doctors – Booking Appointment

Click **Continue** button to go with preferred appointment date and time.

D. Booking Details

A confirmation window with Customer/Patient details is made available, where the customer can enter/choose the person for whom they want to avail the OP service..

The screenshot shows the 'BOOKING DETAILS' page for 'Sports Medicine' at 'Manipal Hospital, Old Airport Road'. The date is 'Thu Sep 10' and the time is '10:00 AM'. The page is divided into two main sections: '1 Customer/Patient Details' and '2 Payment Details'. The 'Customer/Patient Details' section includes a 'Whom?' dropdown menu with 'Select beneficiary' selected, a 'Gender' section with 'Male' selected, a 'Date of birth' section with '2020', '09', and '01' selected, a 'Mobile' field with '+91 9600303576', and an 'Email ID' field with 'balaji.mk@starhealth.in'. A 'Continue booking' button is located below these fields. The 'Payment Details' section shows a 'Package price: Rs.618'. At the bottom, there is a 'LEGAL' section with links for 'Disclaimer | Privacy | Terms Of Usage' and a footer with '© Star Health Insurance. All rights reserved.' and 'Powered By IHX'.

Figure 9: Booking Details

Here, the Customer can select self or other beneficiary based on the Star Policy (both individual and floater policies) for which Outpatient services are eligible.

E. Selecting Insured Peron Details

Here, the policy details are fetched as aligned with registered phone number of the policy holder. All the OP eligible policies are listed and the respective beneficiaries under these policies are visible.

The screenshot shows the 'BOOKING DETAILS' page for 'Obstetrician/Gynaecologist' at 'Motherhood, Indiranagar'. The date is 'Wed Sep 9' and the time is '10:30 AM'. The page is divided into two main sections: '1 Customer/Patient Details' and '2 Payment Details'. The 'Customer/Patient Details' section includes a 'Whom?' dropdown menu with 'Select beneficiary' selected, a 'Gender' section with 'Star Outpatientcare Insurance Policy(P/151118/01/2021/003880)' selected, a 'Date of birth' section with 'sriram' selected, a 'Mobile' section with 'shreya' selected, and an 'Email ID' section with 'Senior Citizens Red Carpet - Revised 2019(P/151118/01/2021/003552)' selected. A 'TEST' button is located below these fields. The 'Payment Details' section shows a 'Package price: Rs.500'. At the bottom, there is a 'LEGAL' section with links for 'Disclaimer | Privacy | Terms Of Usage' and a footer with '© Star Health Insurance. All rights reserved.' and 'Powered By IHX'.

Figure 10: Selecting Policy Holder Details

1. Browse through the eligible policies and select the appropriate beneficiary
2. Based on the insured person selected, the Gender is auto populated from the Star insurance policy.

Figure 11: Selecting Policy Holder Details

3. By default, the Date of Birth is automatically displayed
4. Mobile and Email ID is pulled from the registered profile
5. Payment details show the package price (in INR)

Figure 12: Payment Details

In the above example, since this beneficiary is covered under a Star Policy with Cashless OPD Facility with wallet showing checked. Hence, the package price is adjusted with the Star Cashless OPD available in the wallet.

If the eligibility is lesser than the package price, the customer can opt to pay the remaining amount through the various payment gateway options available and complete the booking.

On click of **Proceed to Payment** button the payment is processed and order is placed successfully.

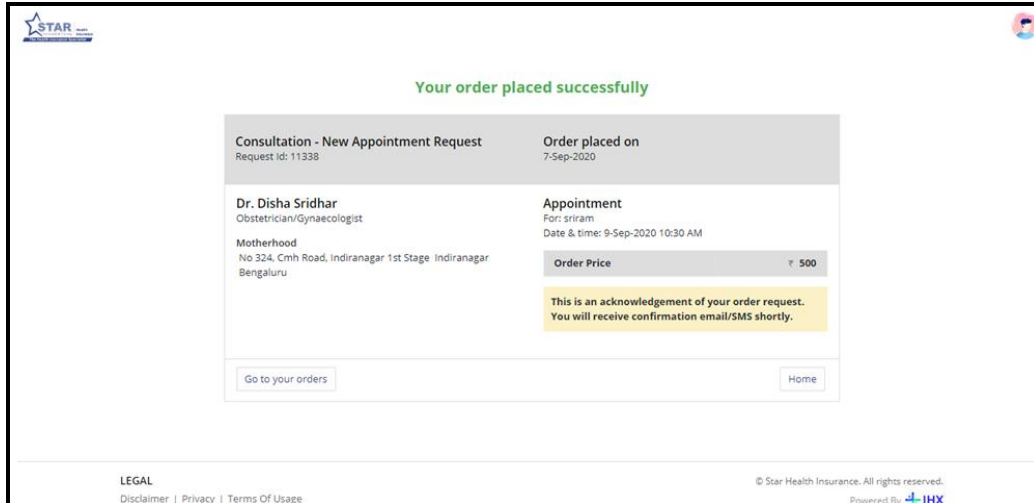


Figure 13: Payment Successful Notification

The new appointment request for consultation is successful with the payment completion. The acknowledgement of the order from the service provider is sent to Star Customer through registered phone number as an SMS or as an email. The acknowledgement received is an assurance of service from the service provider.

F. My Orders

This screen displays the order history and details of appointment in a chronological order with the latest order on top based on the Ordered Date and Request Id.

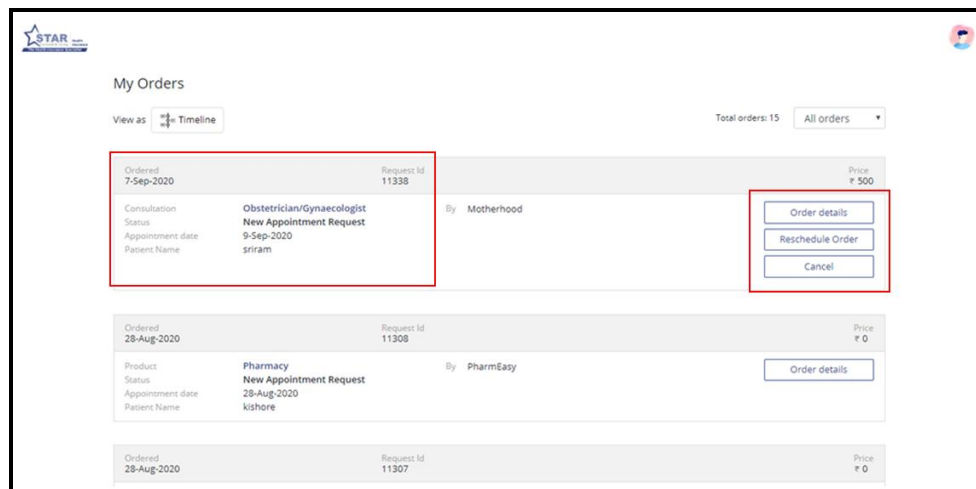


Figure 14: My Orders

There is a list of functional buttons to act on any particular order.

i. Order Details

Click this button to view the order details,

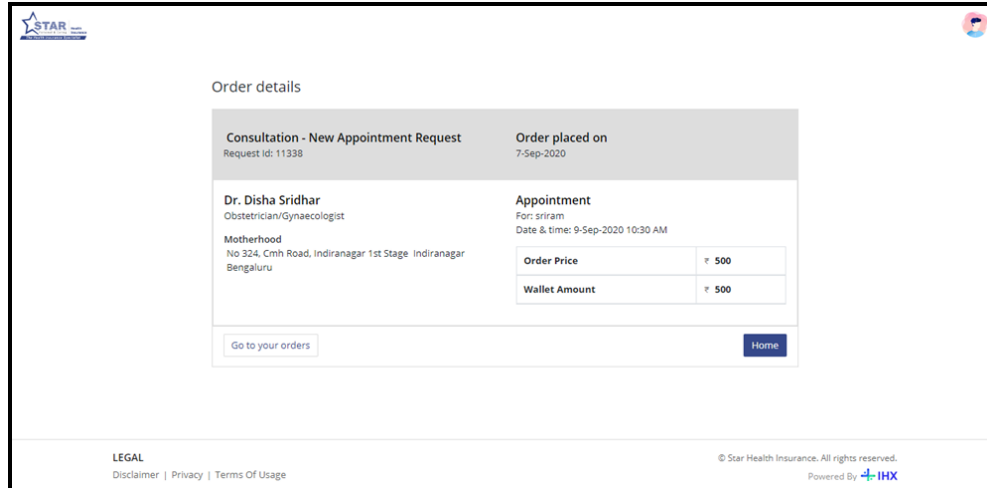


Figure 15: Order Details

ii. Reschedule Order

Click this button to reschedule the order within the available date and time slots without any change to the service opted.

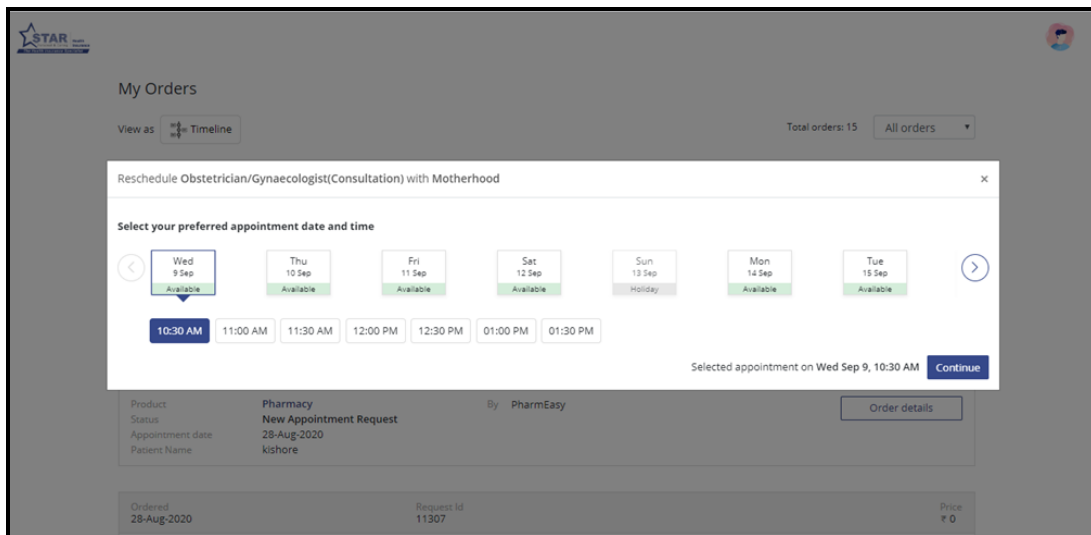


Figure 16: Reschedule Order

Select the new preferred appointment date and time to reschedule the order. Click **Continue** button and the order gets rescheduled.

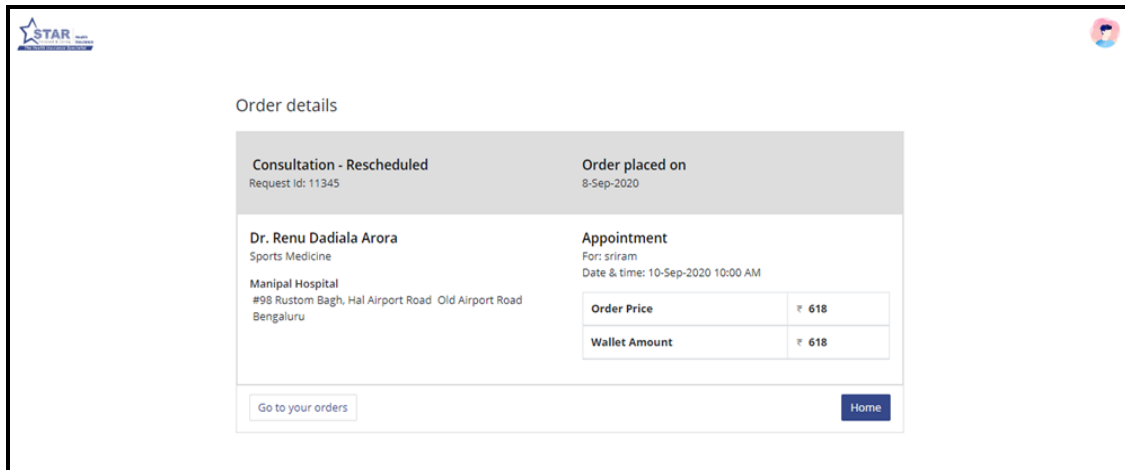


Figure 17: Reschedule Order Details

The Star Customer gets the order rescheduled and is shown as above. For the rescheduled order, there is a separate acknowledgement that would be received from the service provider.

iii. Cancel

Click on this button to cancel the order.

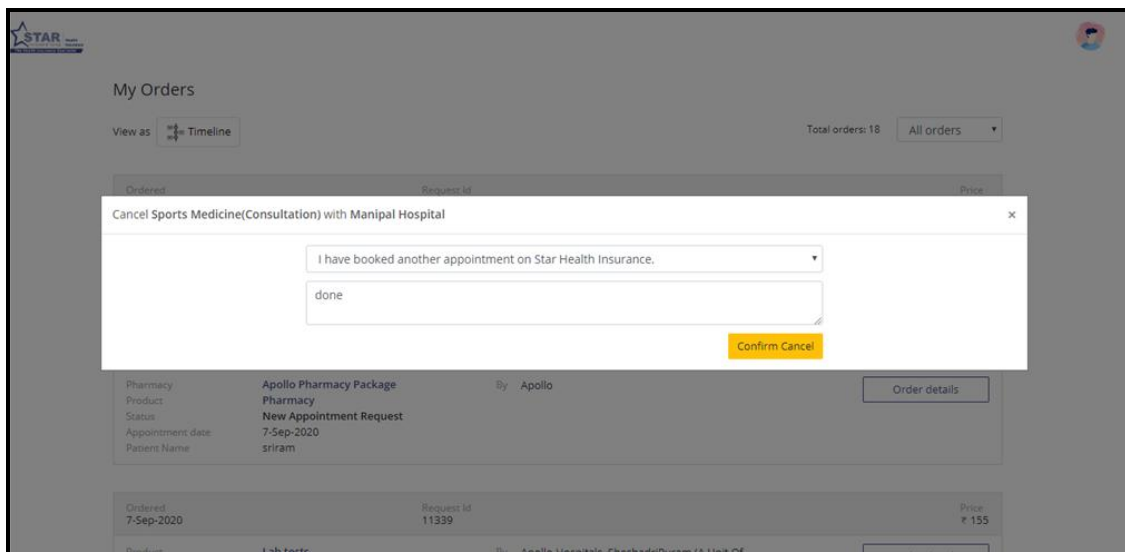


Figure 18: Cancel Order

Select the appropriate reason from drop-down to cancel the order. Enter the reason and click **Confirm Cancel**.

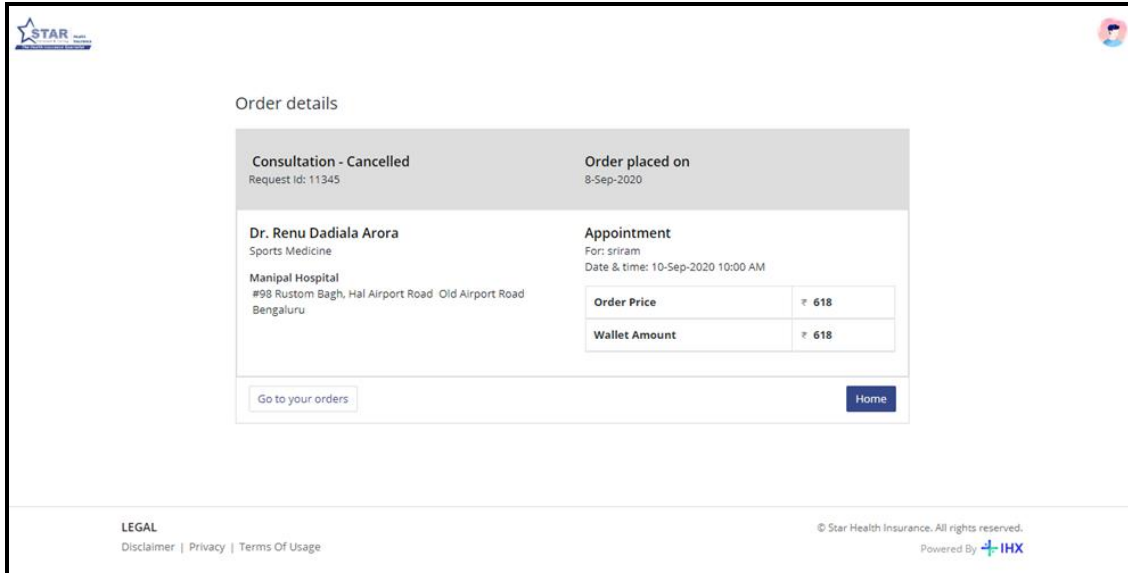


Figure 19: Cancel Order Details

The cancelled order details are displayed and upon cancellation, any out of pocket expenses on the order price is refunded back to the payment mode chosen at the time of original payment. Any Star Cashless wallet amount locked against the cancelled booking is released for usage later.

6. Lab Test

The Star Customer can avail the benefit of different type of lab tests to be performed through diagnostic centers of their choice through this outpatient portal. For availing cashless facility, a prescription of consultation upload is mandatory.

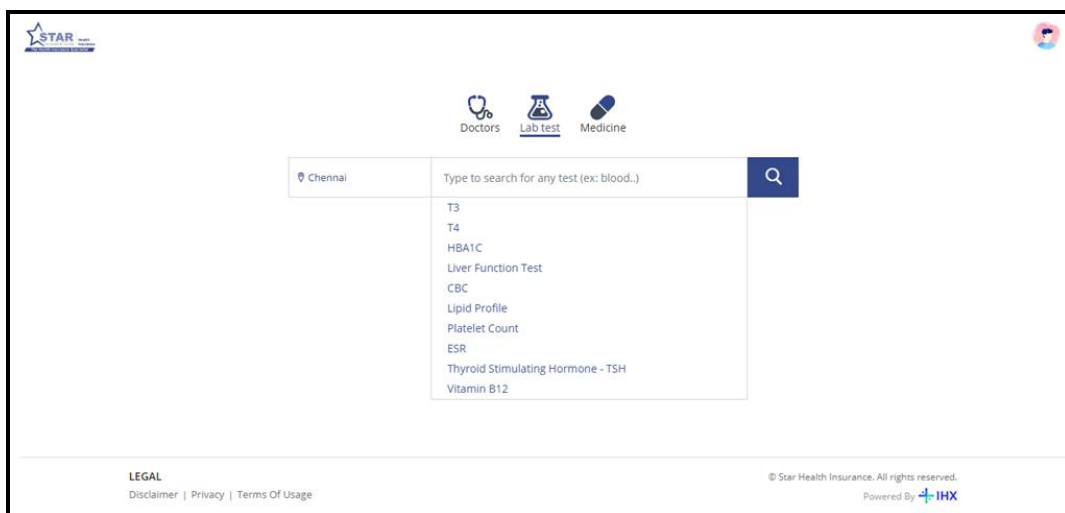


Figure 20: Lab Test

Select the location and enter the lab tests to be performed, as required. The search results are listed and also can be filtered using the parameters available.

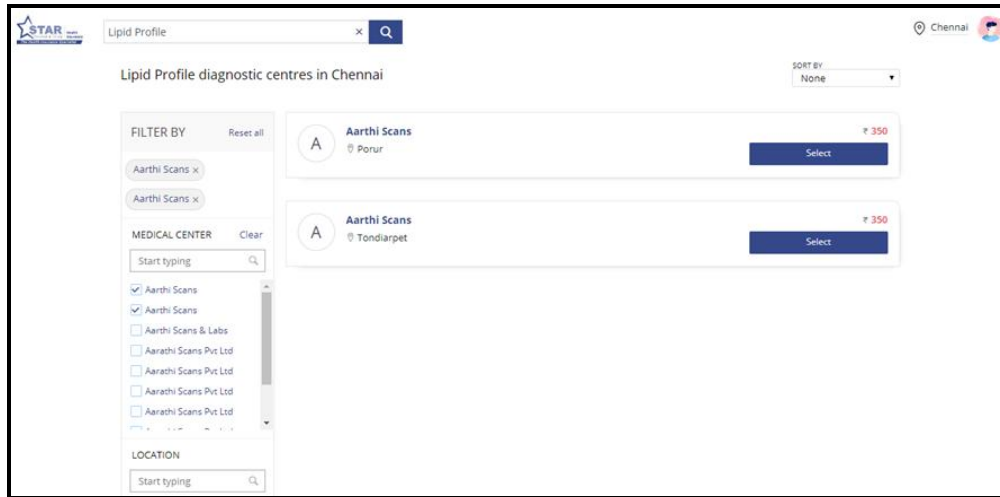


Figure 21: Lab Test - Filter

The filter page results are displayed with the name of diagnostic centers which perform the necessary lab tests. The price of each selected lab tests are displayed above the **Select** button.

A. Booking Page

The Booking Page opens up as shown below.

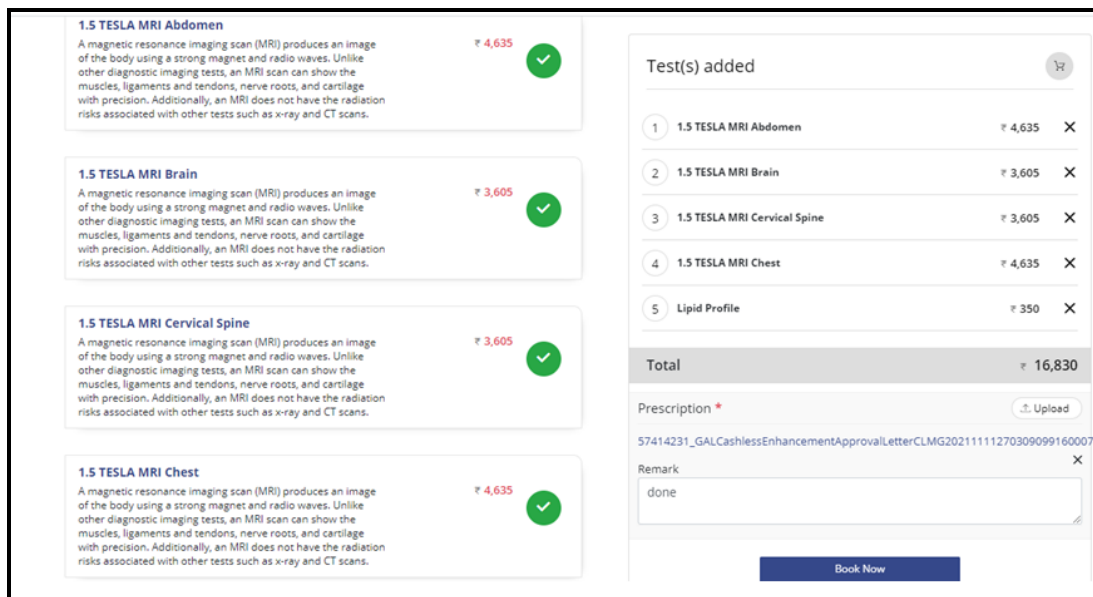


Figure 22: Lab Test – Booking Page

The Booking Page shows the following details,

- Name and location of the diagnostic center
- Name of lab test and its description
- Option to add additional tests from the same provider
- Total cost of the lab tests
- Option to upload prescription copy of consultation

Click **Book Now** button to select the preferred appointment date and time.

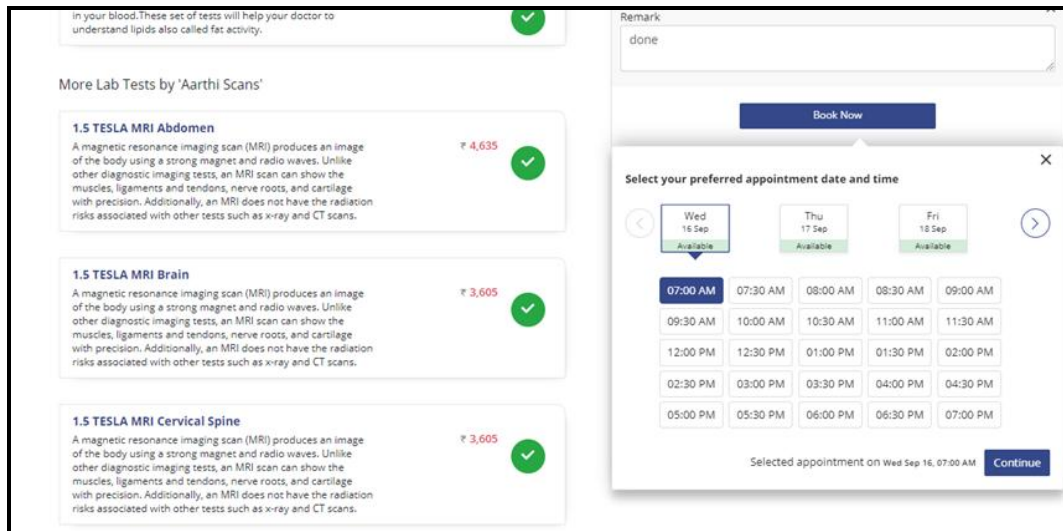


Figure 23: Select Appointment Date and Time

Click **Continue** button and the booking details panel opens as shown below.

B. Booking Details

A confirmation window with Customer/Patient details is made available, where the customer can enter/choose the person for whom they want to avail the OP service.

BOOKING DETAILS

Date: Wed Sep 9
Time: 7:30 AM Edit Cart

1 Customer/Patient Details Select beneficiary

Whom?

Gender Male Female

Date of birth 2020 09 01

Mobile +91 9600303576

Email ID balajl.mk@starhealth.in

2 Payment Details Package price: Rs.155

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Figure 24: Booking Details

Here, the Customer can select self or other beneficiary based on the Star Policy (both individual and floater policies) for which Outpatient services are eligible.

C. Selecting Insured Person Details

Here, the policy details are fetched as aligned with registered phone number of the policy holder. All the OP eligible policies are listed and the respective beneficiaries under these policies are visible.

BOOKING DETAILS

Date: Wed Sep 9
Time: 7:30 AM Edit Cart

1 Customer/Patient Details Select beneficiary

Whom?

Gender Male Female

Date of birth 2020 09 01

Mobile +91 9600303576

Email ID balajl.mk@starhealth.in

2 Payment Details Package price: Rs.155

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Figure 25: Selecting Policy Holder Details

1. Browse through the eligible policies and select the appropriate beneficiary
2. Based on the insurance person selected, the Gender is auto populated from the insurance policy
3. By default, the Date of Birth is automatically displayed

4. Mobile and Email ID is pulled from the registered profile
5. Payment details show the package price (in INR)

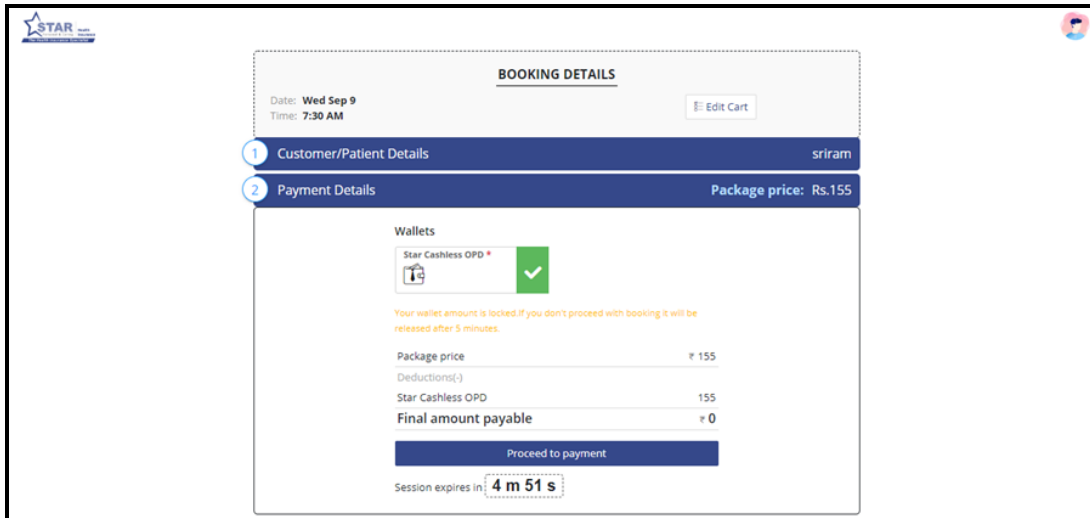


Figure 26: Payment Details

In the above example, since this beneficiary is covered under a Star Policy with Cashless OPD Facility with wallet showing checked. Hence, the package price is adjusted with the Star Cashless OPD available in the wallet.

If the eligibility is lesser than the package price, the customer can opt to pay the remaining amount through the various payment gateway options available and complete the booking.

On click of **Proceed to Payment** button, the payment is processed and order is placed successfully.

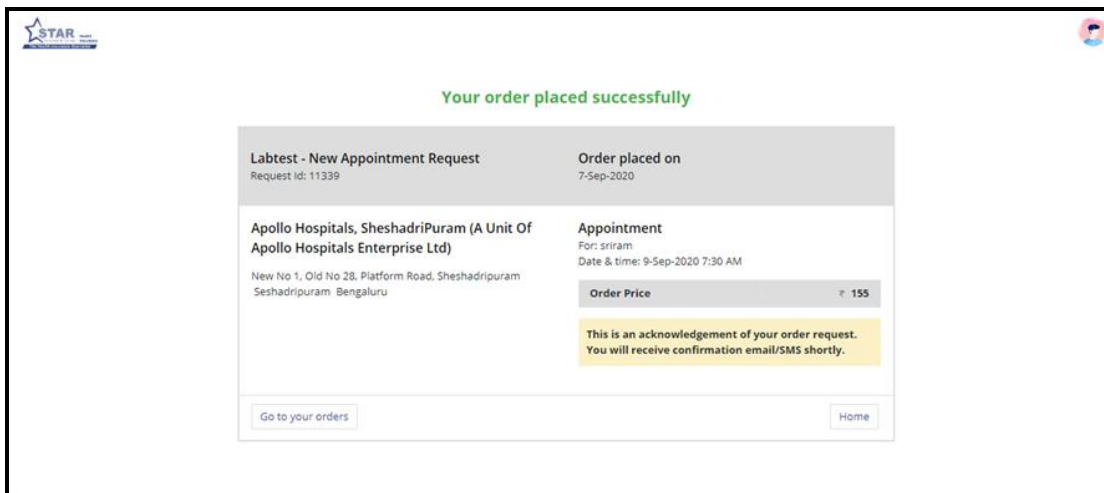


Figure 27: Payment Successful Notification

The new appointment request for consultation is successful with the payment completion. The acknowledgement of the order from the service provider is sent to Star Customer through registered phone number as an SMS or as an email.

The acknowledgement received is an assurance of service from the service provider.

D. My Orders

This screen displays the order history and details of appointment in a chronological order with the latest order on top based on the Ordered Date and Request id.

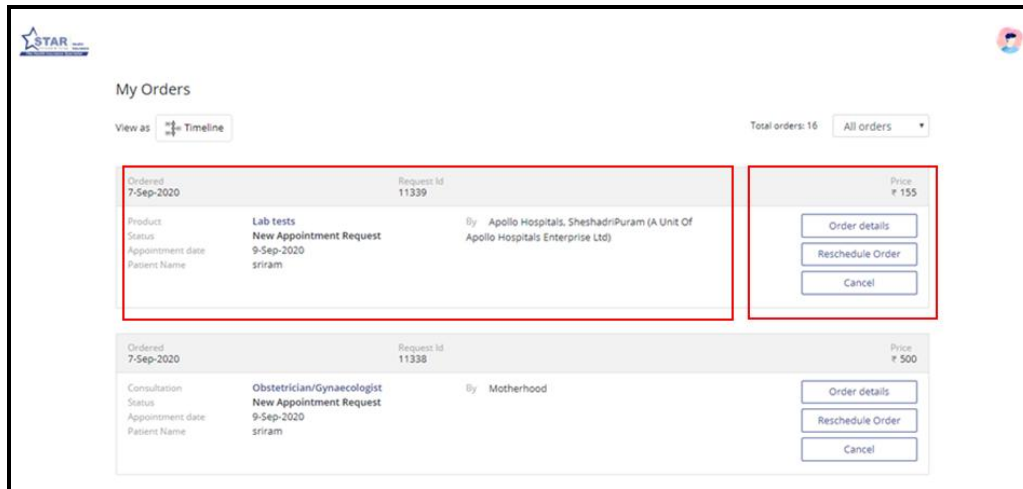


Figure 28: My Orders

There is a list of functional buttons to act on any particular order.

i. Order Details

Click this button to view the order details,

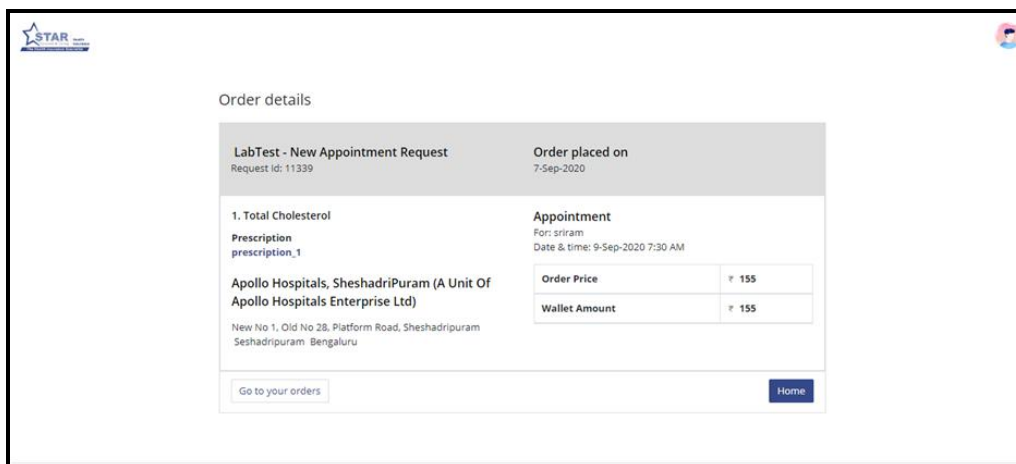


Figure 29: Order Details

ii. Reschedule Order

Click this button to reschedule the order within the available date and time slots without any change to the service opted.

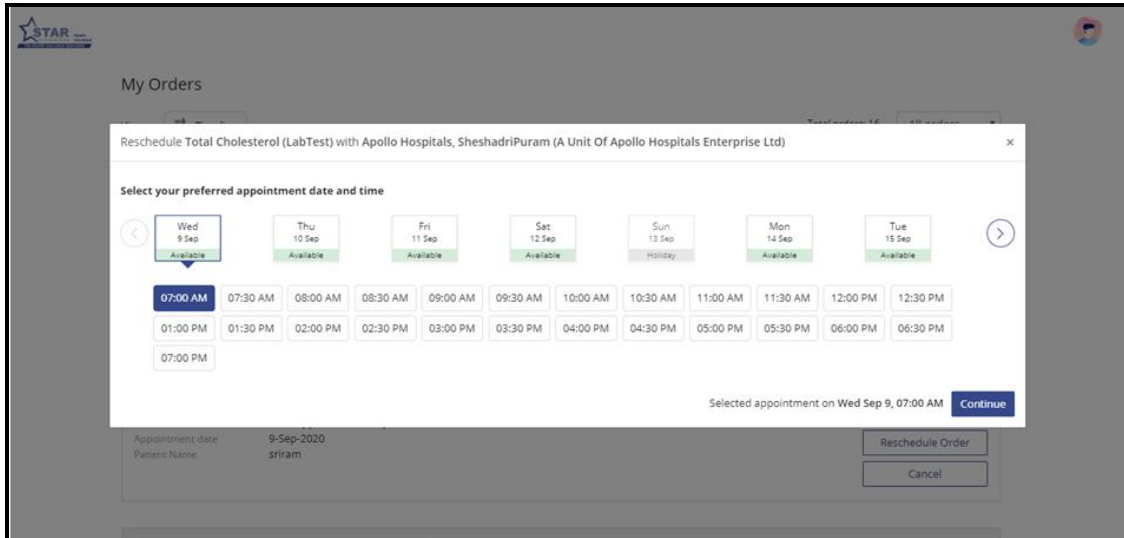


Figure 30: Reschedule Order

Select the new preferred appointment date and time to reschedule the order. Click **Continue** button and the order gets rescheduled.

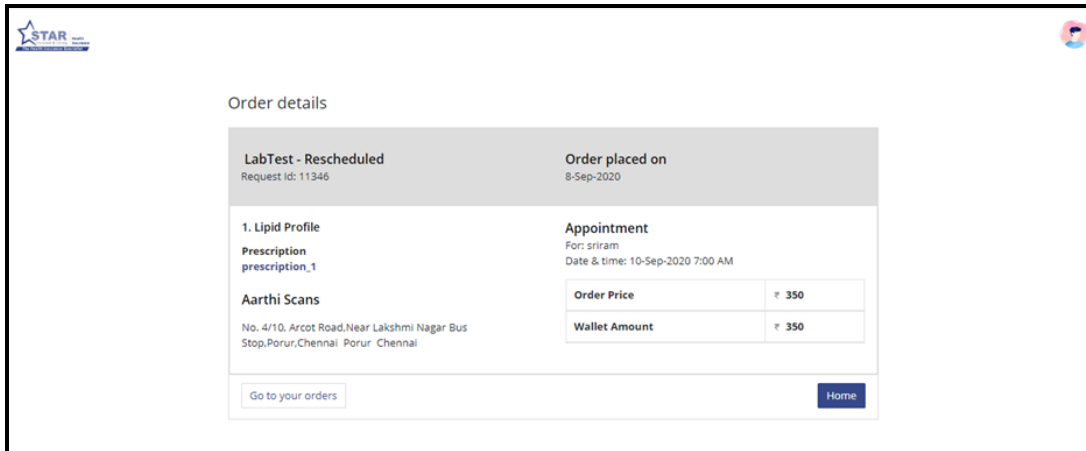


Figure 31: Reschedule Order Details

The Star Customer gets the order rescheduled and is shown as above. For the rescheduled order, there is a separate acknowledgement that would be received from the service provider.

iii. Cancel

Click on this button to cancel the order.

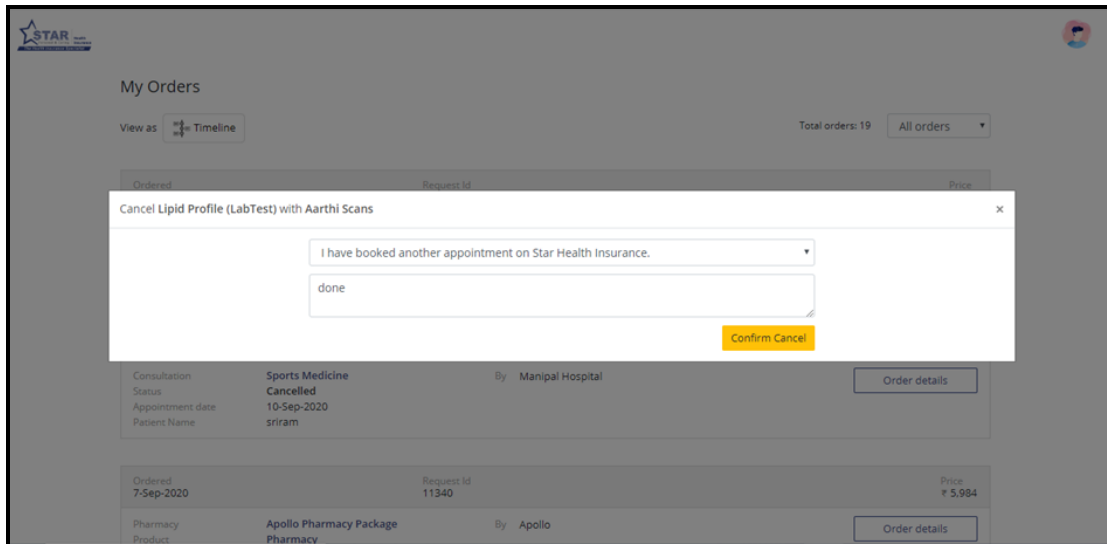


Figure 32: Cancel Order

Select the appropriate reason from drop-down to cancel the order. Enter the reason and click **Confirm Cancel**.

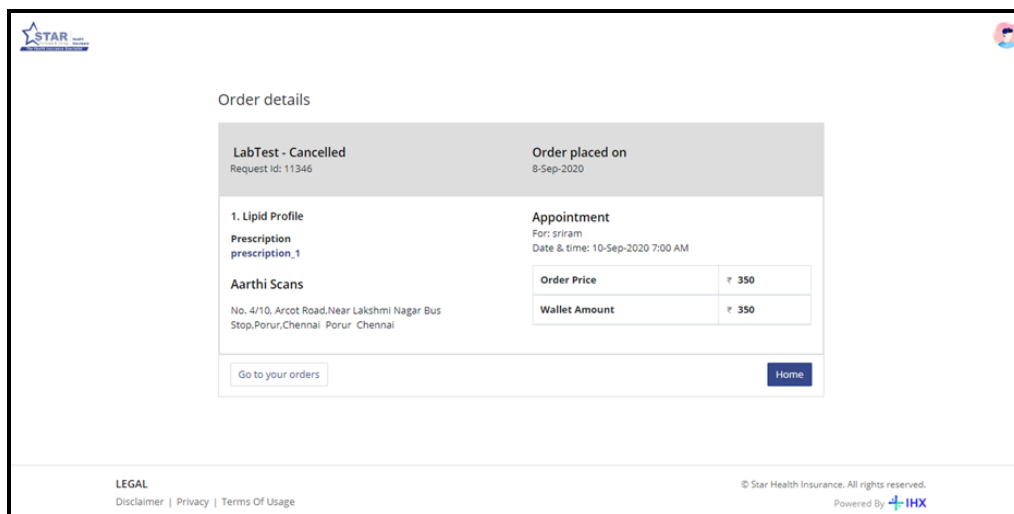


Figure 33: Cancel Order Details

The cancelled order details are displayed and upon cancellation any out of pocket expenses on the order price is refunded back to the payment mode chosen at the time of original payment. Any Star Cashless wallet amount locked against the cancelled booking is released for usage later.

7. Medicines

This screen allows the Star Customer to buy medicines as prescribed during a doctor consultation through the portal. They can avail the facility of home delivery or store pickup, given the availability based on the pin code. The prescription from a medical practitioner is mandatory.

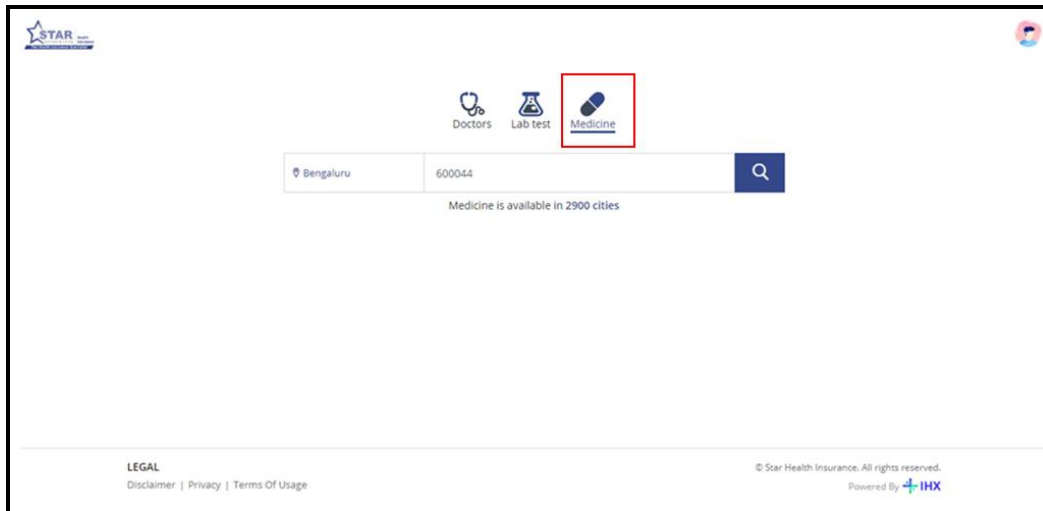


Figure 34: Cancel Order Details

Choose the Medicines tab, select the location and enter the delivery pin code.

A. Booking Page

The Booking Page opens up as shown below.

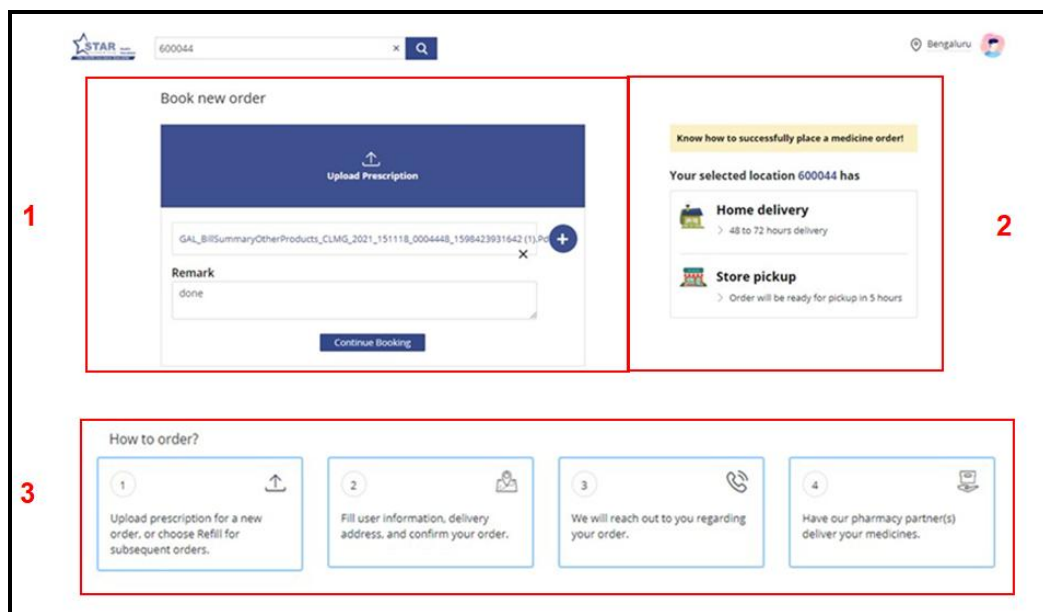


Figure 35: Booking Page

1. Book New Order – The pharmacy prescription is uploaded and remarks are entered, if any.
2. The Pin code of the selected location is displayed in addition to the available facility to opt for either Home Delivery or Store Pickup.
3. The sequential process to place an order is described.

Click **Continue Booking** button to process the order.

B. Booking Details

A confirmation window with Customer/Patient details is made available, where the customer can enter/choose the person for whom they want to avail the OP service.

The policy details are fetched as aligned with registered phone number of the policy holder. All the OP eligible policies are listed and the respective beneficiaries under these policies are visible.

1. Browse through the eligible policies and select the appropriate beneficiary
2. Based on the insured person selected, the Gender is auto populated from the Star insurance policy
3. By default, the Date of Birth is automatically displayed
4. Mobile and Email ID is pulled from registered profile
5. The Delivery Address needs to be entered/selected from profile. In case of store pickup, the store needs to be selected.

The screenshot displays the 'BOOKING DETAILS' interface. At the top, there is a 'Prescription(s)' field containing the ID 'd9a29004-fc39-4ee8-8179-873432dd0546' and an 'Upload new prescription' button. Below this is a 'Customer/Patient Details' section with a 'Select beneficiary' button. A dropdown menu is open, showing a list of insurance policies and their beneficiaries. The policies listed include 'Star Outpatientcare Insurance Policy(P/151118/01/2021/003880)', 'Senior Citizens Red Carpet - Revised 2019(P/151118/01/2021/003552)', and 'Star Health Gain Insurance - Revised(P/151118/01/2021/003876)'. The beneficiaries listed are 'sriram', 'shreya', 'TEST', 'balaji', and 'kalaivani'. A red error message states 'Pincode is different from Balaji, MK sgaks, aasvjafsvbj, saf'.

Figure 36: Selecting Beneficiary - Booking Details

Here, the Customer can select self or other beneficiary based on the Star Policy (both individual and floater policies) for which Outpatient services are eligible.

C. Select a Store

At this stage, the Customer can select a store from which they can pick up the order in person.

Prescription(s)
d9a29004-fc39-4ee8-8179-873432dd0546 Upload new prescription

1 Customer/Patient Details sriram

Whom?

Gender Male Female

Date of birth 1989 08 26

Mobile +91 9600303576

Email ID balaji.mk@starhealth.in

Delivery Address Home Delivery Store Pickup

Discount: Flat 10% off

2 Payment Details

Figure 37: Booking Details

Using search option, select Delivery Address with available option of either Home Delivery or Store Pickup. The discount if any will be also shown in the space given.

Click **Select a Store**, if opting for Store Pickup.

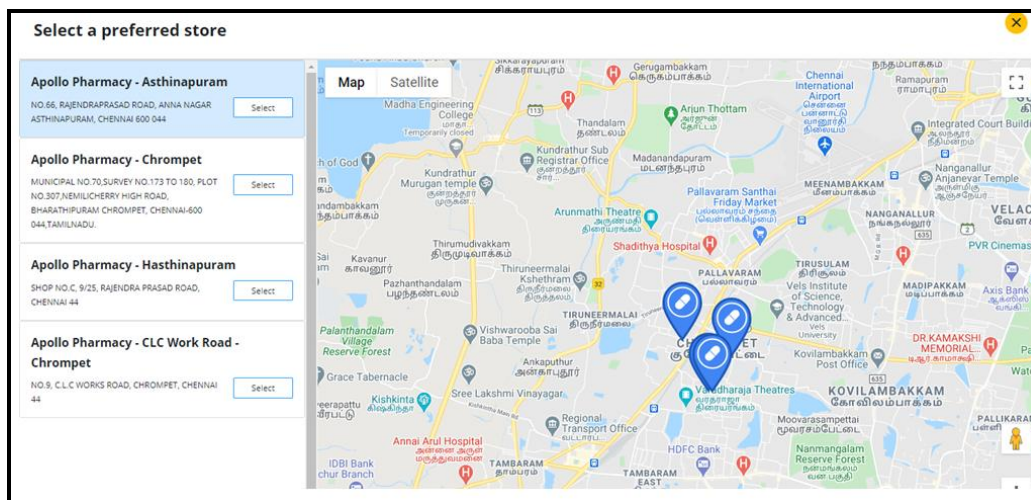


Figure 38: Select a Store

Once the store address is selected, the same is displayed as shown in the image given below.

The screenshot displays a form for selecting a delivery address. The form includes the following fields and options:

- Whom?**: Dropdown menu with 'sriram' selected.
- Gender**: Radio buttons for 'Male' (selected) and 'Female'.
- Date of birth**: Three dropdown menus showing '1989', '08', and '26'.
- Mobile**: Text input field with '+91 9600303576'.
- Email ID**: Text input field with 'balaji.mk@starhealth.in'.
- Delivery Address**: Two tabs, 'Home Delivery' (selected) and 'Store Pickup'.
- Discount**: A yellow banner showing 'Discount: Flat 10% off'.
- Address Selection**: A blue-bordered box containing the selected address: 'Apollo Pharmacy, NO.66, RAJENDRAPRASAD ROAD, ANNA NAGAR ASTHINAPURAM, CHENNAI 600 044'. A checkmark is visible in the top right corner of this box.
- Select a store**: A text input field with a magnifying glass icon.
- Continue booking**: A blue button.

At the bottom of the form, there is a blue bar with a white circle containing the number '2' and the text 'Payment Details'. Below the form, there is a footer with 'LEGAL Disclaimer | Privacy | Terms Of Usage' on the left and '© Star Health Insurance. All rights reserved. Powered By IHX' on the right.

Figure 39: Address Selected

Click Continue Booking to proceed further and move into payment stage.

D. Booking Confirmation Page

This page shows the confirmation of medicine booking as shown below.

The screenshot displays the 'BOOKING DETAILS' page. The page includes the following elements:

- STAR logo**: Located in the top left corner.
- BOOKING DETAILS**: A header for the booking details section.
- Prescription(s)**: A text input field containing the prescription ID 'd9a29004-fc39-4ee8-8179-873432dd0546'. An 'Upload new prescription' button is located to the right of the input field.
- Customer/Patient Details**: A blue bar with a white circle containing the number '1' and the text 'Customer/Patient Details'. The name 'sriram' is displayed to the right.
- Payment Details**: A blue bar with a white circle containing the number '2' and the text 'Payment Details'.
- Confirm**: A blue button.
- Session expires in**: A timer showing '4 m 55 s'.

Figure 40: Booking Confirmation

Click **Confirm** button.

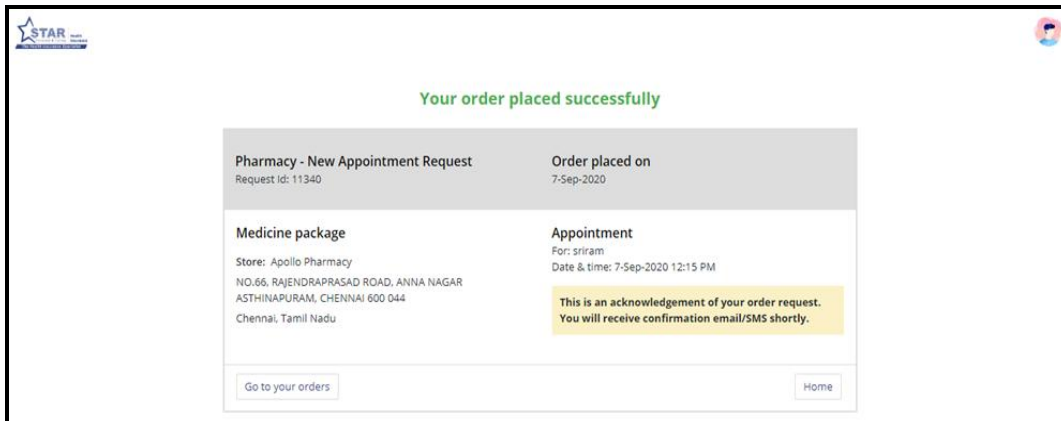


Figure 41: Confirmation Notification

Upon order confirmation, the uploaded prescription is reviewed by the e-pharmacy and then the customer is contacted for communicating the total amount and the delivery timelines.

E. My Orders

This screen displays the order history and details of appointment in a chronological order with the latest order on top based on the Ordered Date and Request id.

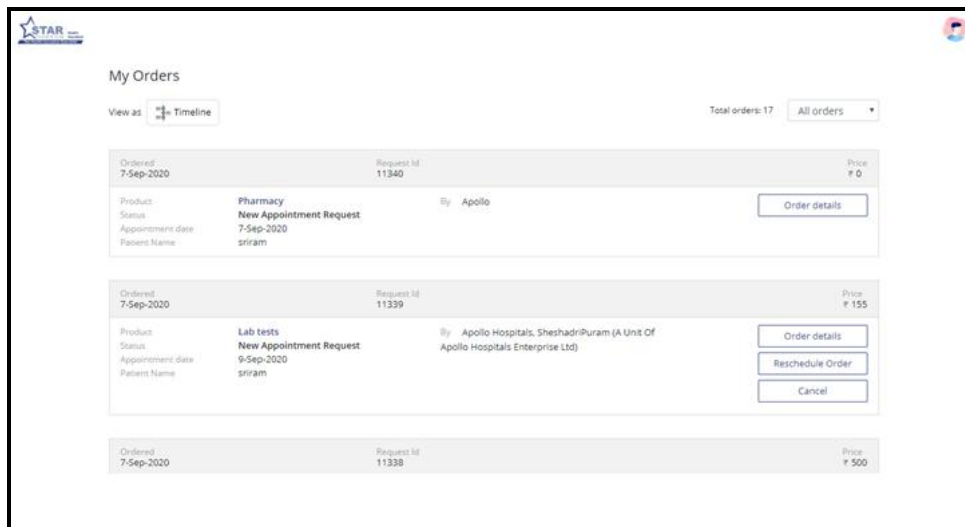


Figure 42: My Orders

The Order Details when clicked can be viewed. Hence, the process flow and features of Star Outpatient Portal has been explained in detail.

The End