

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.

- 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
 - 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.





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



Figure 2: Star Health Main Page

3. Alternatively, enter <u>https://sop.starhealth.in</u> 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**.

STAR			1 Log in
	2 Octors Lab test	Medicine	
3	🕏 Bengaluru Search a speciality	Q	
	Consultation is available	in 2 cities	
		© Star Health Insurance	a All rights reserved.

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.

STAR	
	LOGIN SIGN UP
	Name
	Balaji.mk
	Phone Number
	9600303576 Send OTP
	Email
	balaji.mk@starhealth.in
	Select gender
	Male *
	Enter DOB
	31/12/1984
	OTP
	Submit



- 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.

STAR M		
	LOGIN SIGN UP Phone Number	
	9600303576 Send OTP OTP	
	Submit	



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

Sign-up/Login	 Simple signup with Mobile number and Email ID Registered mobile number fetches OP policy details and insured person details from Star core system.
OP Services	• Customer can choose their location and browse through the OP service catalog
Appointment Booking	 Available date and time slots of the network service providers chosen are available for selection. The insured persons eligible for OP service is made available for selection
Cashless Service/ Payment Gateway	 Upon selection, on real time, the eligibility is verified and customer can avail the cashless service. For any in-eligible service/partial eligibility, customer has the facility to make remaining payment.

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.

	Post Orthonocidision in D	lange lange	2	SORT BY
	Best Orthopaedician in B	engaluru	2	None *
	FILTER BY Reset all	M Dr. Renu Dadiala Arora Sports Medicine	At Manipal Hospital © Old Airport Road	₹ 618
	Manipal Hospital ×		M T W T F 5 5	
	Old Airport Road ×			
	MEDICAL CENTER Clear	M Sports Medicine	At Manipal Hospital 1 Old Airport Road	r 618
	Start typing Q		M T W T F S S	Book Appointment
	Manipal Hospital			
	LOCATION Clear			
	Start typing Q			
	Old Airport Road			
	GENDER			
	M			
	105 62010			



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.

 Martadoversi additi		
Best Orthopaedician in 1	Bengaluru None •	
FILTER BY Reset all	M Dr., Renu Dadiala Arora A: Manipal Hospital 7.618 Sports Medicine Ölde Anport Raad	
Manipal Hospital x	M. T. W. T. F. S. S. U000 Appointment	
Old Airport Road x M x	×	
MEDICAL CENTER Clear	Select your preferred appointment date and time	
Start typing Q,	Thu Fri Sat. Sun Mon Tue Wed O 10 Sep 11 Sep 12 Sep 13 Sep 14 Sep 15 Sep 16 Sep 16 Sep	
🕑 Manipal Hospital	Austative Austative Austative Austative Austative Austative	
LOCATION Clear	10:00 AM 10:30 AM 11:00 AM 11:30 AM 12:00 PM 12:30 PM 01:00 PM	
airport 🗙	Selected appointment on Thu Sep 10, 10:00 AM Continue	
Clid Airport Road		
GENDER Clear		
₩ F		
AGE GROUP		

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..

Sp by/	orts Medicine Ianipal Hospital,Old Airport Road	BOOKING DETAILS Date: Thu Sep 10 Time: 10:00 AM
() c	ustomer/Patient Details	Select beneficiary
	Whom? Gender Date of birth Mobile Email ID	Select beneficiary Male O Female 2020 *
		Continue booking
(2) P	ayment Details	Package price: Rs.618
LEGAL Disclaimer Privacy Terms Of	Usagé	© Star Health Insurance. All rights reserved. Powered By 4 <mark>1</mark> ∞ 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.

		BOOKING DETAILS	
Of by	ostetrician/Gynaecologist Motherhood,Indiranagar	Date: We Time: 10:	d Sep 9 30 AM
(1)	Eustomer/Patient Details		Select beneficiary
	Whom?	Select beneficiary	~
	Gender	Star Outpatientcare Insurance Policy(P/151118/01/2021/003880)	
	Date of birth	sriram	
	Mobile	shreya	
	Email ID	Senior Citizens Red Carpet - Revised 2019(P/151118/01/2021/003552)	
		TEST	
	Payment Details	Star Health Gain Insurance - Revised(P/151118/01/2021/003876)	re price: Rc 500
	ayment Details	balaji	epite. Ks.300
LECAL		kalaivani	Constant in the second second second
Disclaimer Privacy Terms Of	Usage	Star Outpatientcare Insurance Policy(P/151118/01/2021/003877)	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.

		BOOKING DETAILS		
Obstetric byMotherho	an/Gynaecologist od,Indiranagar		Date: Wed Sep 9 Time: 10:30 AM	
① Custom	er/Patient Details			sriram
	Whom?	sriram	~	
	Gender	Male Female		
	Date of birth	1989 • 08	• 26 •	
	Mobile	+91 9600303576		
	Email ID	balaji.mk@starhealth.in		
		Continue booking		
2 Paymer	t Details		Package pr	ice: Rs.500

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)

	BOOKING DETAILS			
Obstetrician/Gynaec byMotherhood,Indiranage	ologist	Date: Wed Sep 9 Time: 10:30 AM		
1 Customer/Patient	Details		sriram	
2 Payment Details		Package price	e: Rs.500	
	Wallets			
	Star Cashless OPD *			
	Your wallet amount is locked.If you don't proceed with boo released after 5 minutes.	king it will be		
	Package price	₹ 500		
	Deductions(-)			
	Star Cashless OPD	500		
	Final amount payable	₹ 0		
	Proceed to payment			
	Proceed to payment			

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.

Your order p	laced successfully	
Consultation - New Appointment Request Request 16: 11338	Order placed on 7-Sep-2020	
Dr. Disha Sridhar Obstetrician/Gynaecologist Motherhood	Appointment For: sriram Date & time: 9-Sep-2020 10:30 AM	
No 324, Cmh Road, Indiranagar 1st Stage Indiranagar Bengaluru	Order Price This is an acknowledgement of your or You will receive confirmation email/SN	₹ 500 der request. AS shortly.
Go to your orders		Home
Go to your orders		Home

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.

Regis Receive			
My Orders	•		Total orders: 15 All orders *
Ordered 7-Sep-2020	Re 11	equest Id 338	Price * 500
Consultation Status Appointment date Patient Name	Obstetrician/Gynaecologist New Appointment Request 9-Sep-2020 sriram	By Motherhood	Order details Reschedule Order Cancel
Ordered 28-Aug-2020	Re 11	quest ld 308	Price ₹0
Product Status Appointment date Patient Name	Pharmacy New Appointment Request 28-Aug-2020 kishore	By PharmEasy	Order details
Ordered 28-Aug-2020	Re 11	quest ld 307	Price T 0

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,

ESTAR					7
	Order details				
	Consultation - New Appointment Request Request ld: 11338	Order placed on 7-Sep-2020			
	Dr. Disha Sridhar Obstetrician/Gynaecologist Motherhood	Appointment For: sriram Date & time: 9-Sep-2020 10:30 AM			
	No 324, Cmh Road, Indiranagar 1st Stage Indiranagar Bengaluru	Order Price	₹ 500		
		Wallet Amount	₹ 500		
	Go to your orders		Home		
LEGAL			© Star Health Insur	ance. All rights reserved.	
Disclaimer Privacy	Terms Of Usage			Powered By 🕂 IHX	

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.

My Orders				
View as			Total orders: 15 All	orders 🔻
Reschedule Obstetrici	n/Gynaecologist(Consultation) with Motherhood			×
Select your preferred a	ppointment date and time			
Ked 9 Sep Available	Thu Fri Sa 10 Sep 11 Sep 12 S Available Available Avail	at Sun Sep 13 Sep Holiday	Mon Tue 14 Sep 15 Sep Available Available	\odot
10:30 AM 11:	00 AM 11:30 AM 12:00 PM 12:30 PM 01:00 PM	01:30 PM		
		Sel	lected appointment on Wed Sep 9, 10:30	AM Continue
Product Status Appointment date Patient Name	Pharmacy By Pha New Appointment Request 28-Aug-2020 kishore	armEasy	Order	details

Figure 16: Reschedule Order

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

Order details Consultation - Rescheduled Request ld: 11345 Order placed on 8-Sep-2020 Dr. Renu Dadiala Arora Sports Medicine Propintment For: striam Date & time: 10-Sep-2020 10:00 AM Manipal Hospital #98 Rustom Bagh, Hal Alrport Road Old Alrport Road Bengaluru Order Price € 618 Go to your orders Manipal	STAR -				
Consultation - Rescheduled Request Id: 11345 Order placed on 8-Sep-2020 Dr. Renu Dadiala Arora Sports Medicine Appointment For: sriram Date & time: 10-Sep-2020 10:00 AM Manipal Hospital #98 Rustom Bagh, Hal Airport Road Old Airport Road Bengaluru Order Price 1 Order Price 1 618 Wallet Amount 1 618		Order details			
Dr. Renu Dadiala Arora Appointment Sports Medicine For: sriram Manipal Hospital Bet & time: 10-Sep-2020 10:00 AM #98 Rustom Bagh, Hal Airport Road Old Airport Road Order Price to 618 Wallet Amount to 618		Consultation - Rescheduled Request ld: 11345	Order placed on 8-Sep-2020		
#98 Rustom Bagh, Hal Airport Road Old Airport Road Bengaluru Go to your orders Go to your orders		Dr. Renu Dadiala Arora Sports Medicine Manipal Hospital	Appointment For: sriram Date & time: 10-Sep-2020 10:00 AM		
Go to your orders For the second seco		#98 Rustom Bagh, Hal Airport Road Old Airport Road Bengaluru	Order Price	₹ 618	
Go to your orders Home			Wallet Amount	₹ 618	
		Go to your orders		Home	

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.

My Orders				
View as			Total orders: 18 All	orders 🔹
Cancel Sports Medicin	e(Consultation) with Manipal Hospital			×
	I have booked another	appointment on Star Health Insurance.	×.	
	done			
			Confirm Cancel	
	Apollo Pharmacy Package	By Apollo	Order	details
Pharmacy Product Status Appointment date Patient Name	New Appointment Request 7-Sep-2020 sriram			
Pharmacy Product Status Appointment date. Patient Name	New Appointment Request 7-Sep-2020 sriram			

Figure 18: Cancel Order

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

Consultation - Cancelled Request Id: 11345	Order placed on 8-Sep-2020		
Dr. Renu Dadiala Arora Sports Medicine Manipal Hospital	Appointment For: sriram Date & time: 10-Sep-2020 10:0	10 AM	
#98 Rustom Bagh, Hal Airport Road Old Airport Road Bengaluru	Order Price	₹ 618	
	Wallet Amount	₹ 618	
Go to your orders		Home	
Go to your orders	Wallet Amount	₹ 618 Horne	

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.

LSTAR				0
		Doctors		
	🕈 Chennal	Type to search for any test (ex: blood)	Q	
		T3 T4 HBA1C Liver Function Test CBC Lipid Profile Platelet Count ESR Thyrold Stimulating Hormone - TSH Vitamin B12		
LEGAL Disclaimer Privacy Te	erms Of Usage		© Star Health Insurance. All rights reserved. Powered By -1 + IHX	



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.

STAR	Lipid Profile	×Q		💿 Chennai 🥊
	Lipid Profile diagnostic cer	ntres in Chennai	SORT BY	
	FILTER BY Reset all	Aarthi Scans	₹ 350	
	Aarthi Scans ×	U VPola	Select	
	Aarthi Scans ×			
	MEDICAL CENTER Clear	A Aarthi Scans () Tondiarpet	₹ 350 Select	
	Start typing Q,			
	🖉 Aarthi Scans 👘			
	Marthi Scans			
	Aarthi Scans & Labs			
	Aarathi Scans Pvt Ltd			
	Aarathi Scans Pvt Ltd			
	Aarathi Scaris Pvt Ltd			
	Aarathi Scans Pvt Ltd			
	LOCATION			
	Start typing Q			

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.

1.5 TESLA MRI Abdomen A magnetic resonance imaging scan (MRI) produces an image of the body using a strong magnet and radio waves. Unlike other diagnostic imaging tests, an MB scan can show the muscles, ligaments and tendons, nerve roots, and cartilage	₹ 4,635	Test(s) added	(Ŕ
with precision. Additionally, an MNI does not have the radiation risks associated with other tests such as x-ray and CT scans.		1 1.5 TESLA MRI Abdomen	₹ 4,635	×
1.5 TESLA MRI Brain		2 1.5 TESLA MRI Brain	₹ 3,605	×
A magnetic resonance imaging scan (MRI) produces an image of the body using a strong magnet and radio waves. Unlike other diagnostic imaging tests, an MRI scan can show the muscles, ligaments and tendons, nerve roots, and carilage	₹ 3,605	3 1.5 TESLA MRI Cervical Spine	₹ 3,605	×
with precision. Additionally, an MRI does not have the radiation risks associated with other tests such as x-ray and CT scans.		4 1.5 TESLA MRI Chest	₹ 4,635	×
4.5.7551 A MRI Consider Faire		5 Lipid Profile	₹ 350	×
1.5 IESLA MRI. VETVICII Spitte A magnetic resonance imaging scan (MRI) produces an image of the body using a strong magnet and radio waves. Unlike other diagnostic imaging tests, an MRI scan can show the musicles, ligaments and tendons, never voots, and carrilage	र 3,605	Total	र 16,	830
with precision. Additionally, an MRI does not have the radiation risks associated with other tests such as x-ray and CT scans.		Prescription *	± Upk	bed
		57414231_GALCashlessEnhancementApprovalLetterCLMG20211	111270309099	1600076
1.5 TESLA MRI Chest		Remark		×
A magnetic resonance imaging scan (MRI) produces an image of the body using a strong magnet and radio waves. Unlike other diagnostic imaging tests, an MRI scan can show the muscle listeneous and tendons near score and cardinate	₹ 4,635	done		
with precision. Additionally, an MRI does not have the radiation risks associated with other tests such as x-ray and CT scans.		Book Now		

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.

			done					
lore Lab Tests by 'Aarthi Scans'								
1.5 TESLA MRI Abdomen						Book Now	19 - I	
A magnetic resonance imaging scan (MR) produces an image of the body using a strong magnet and radio waves. Unlike other diagnostic imaging tests, an MRI scan can show the muscles, ligaments and tendors, nerve roots, and cartilage with precision. Additionally, an MRI does not have the radiation	7 4,635		Select	your prefer	red appointr	ment date an	d time	
risks associated with other tests such as x-ray and CT scans.			(\mathbf{x})	Wed 16 Sep		Thu 17 Sep	F 181	ri Sep
				Available		Available	Avail	able
1.5 TESLA MRI Brain								
A magnetic resonance imaging scan (MRI) produces an image	₹ 3,605			07:00 AM	07:30 AM	08:00 AM	08:30 AM	09:00 AM
or the body using a strong magnet and radio waves. Unlike other diagnostic imaging tests, an MRI scan can show the muscles, ligaments and tendons, nerve roots, and cartilage				09:30 AM	10:00 AM	10:30 AM	11:00 AM	11:30 AM
with precision. Additionally, an MRI does not have the radiation risks associated with other tests such as year and CT scans.				12:00 PM	12:30 PM	01:00 PM	01:30 PM	02:00 PM
		- 1		02:30 PM	03:00 PM	03:30 PM	04:00 PM	04:30 PM
1.5 TESLA MRI Cervical Spine				05:00 PM	05:30 PM	06:00 PM	06:30 PM	07:00 PM
A magnetic resonance imaging scan (MRI) produces an image of the body using a strong magnet and radio waves. Unlike other diagnostic imaging tests, an MRI scan can show the muscles, ligaments and tendons, never roots, and carrilage with precision. Additionally, an MRI does not have the radiation offer according who have serve the scale word. To scan	₹ 3,605				Selected	i appointment	ON Wed Sep 16	07:00 AM

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.

	Date: Wed Sep 9 Time: 7:30 AM	BOOKING DETAILS	Cart	
(Customer/Patient Details		Select beneficiary	
	Whom?	Select beneficiary	~	
	Gender	Male Female		
	Date of birth	2020 • 09 • 01	•	
	Mobile	+91 9600303576		
	Email ID	balaji.mk@starhealth.in		
		Continue booking		
(2 Payment Details	Pa	ckage price: Rs.155	

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 Time	Wed Sep 9 7:30 AM	8: E	dit Cart
(1) Cu	stomer/Patient Details		Select beneficiary
	Whom?	Select beneficiary	~
	Gender	Star Outpatientcare Insurance Policy(P/151118/01/2021/003880)	
	Date of birth	sriram	
	Mobile	shreya	
	Email ID	Senior Citizens Red Carpet - Revised 2019(P/151118/01/2021/003552)	
		TEST	
	vmont Details	Star Health Gain Insurance - Revised(P/151118/01/2021/003876)	to price: Pc 155
	yment Details	balaji	e price. KS.155
		kalaivani	

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)

	BOOKING DETAILS	
Dat Tim	e: Wed Sep 9 e: 7:30 AM	8 Edit Cart
(1) C	ustomer/Patient Details	sriram
2 Pa	ayment Details	Package price: Rs.155
	Wallets Star Cashless OPD * • • • • • • • • • • • • • • • • • •	ε Nill be ε 155 155 ε 0

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.

AR we want		
Yo	our order placed successfully	
Labtest - New Appointment Required Request id: 11339	est Order placed on 7-Sep-2020	
Apollo Hospitals, SheshadriPuran Apollo Hospitals Enterprise Ltd) New No 1, Old No 28. Platform Road, Shes	n (A Unit Of Appointment For: sriram Date & time: 9-Sep-2020 7:30 AM	
Seshadripuram Bengaluru	Order Price This is an acknowledgement o You will receive confirmation	₹ 155 of your order request. email/SMS shortly.
Go to your orders		Home
Go to your orders		Home



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.

My Orders					
view as				Total orders: 16	All orders 🔹
	į				
Ordered 7-Sep-2020		Request Id 11339			Price ₹ 155
Product	Lab tests		By Apollo Hospitals, SheshadriPuram (A Unit Of		Order details
Appointment date	9-Sep-2020		Apolio Hospitais Enterprise Ltd)		Reschedule Order
Poort news	2114011				Cancel
Ordered 2. See 2020		Request Id			Price
Consultation	Obstatrician/Gunaecologist	11336	Br. Metherhood	_	0.00
Status	New Appointment Request		oy Motherhood		Order details
Appointment date	9-Sep-2020			-	Reschedule Order

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,

Order details			
LabTest - New Appointment Request Request Id: 11339	Order placed on 7-Sep-2020		
1. Total Cholesterol Prescription prescription, 1	Appointment For: sriram Date & time: 9-Sep-2020 7:30	AM	
Apollo Hospitals, SheshadriPuram (A Unit Of	Order Price	₹ 155	
Apollo Hospitals Enterprise Ltd) New No 1, Old No 28, Platform Road, Sheshadripuram Seshadripuram Bengaluru	Wallet Amount	₹ 155	
Go to your orders		Home	

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.

LSTAR				(1
	Order details				
	LabTest - Rescheduled Request id: 11346	Order placed on 8-Sep-2020			
	1. Lipid Profile Prescription prescription_1	Appointment For: sriram Date & time: 10-5ep-2020 7:00 AM			
	Aarthi Scans	Order Price	₹ 350		
	No. 4/10, Arcot Road,Near Lakshmi Nagar Bus Stop,Porur,Chennai	Wallet Amount	₹ 350		
	Go to your orders		Home		

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.

My Orders								
View as state Timeline						Total orders:	19 All orders	•
Ordered			Request Id				Price	
Cancel Lipid Profile (Lab	Test) with	Aarthi Scans						×
		I have booked ar	nother appoin	tment on Star Health Insurance.		٠		
		done						
					Confirm Ca	ancel		
Consultation Status Appointment date Patient Name	Sports M Cancelle 10-Sep-2 sriram	Medicine 2d 2020		By Manipal Hospital		[Order details	ľ
Ordered 7-Sep-2020			Request ld 11340				Price ₹ 5,984	
	Apollo F	harmacy Package		By Apollo		[Order details	

Figure 32: Cancel Order

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

				٢
	Order details			
	LabTest - Cancelled Request ld: 11346	Order placed on 8-Sep-2020		
	1. Lipid Profile Prescription prescription_1	Appointment For: sriram Date & time: 10-Sep-2020 7:00 AM		
	Aarthi Scans	Order Price	₹ 350	
	No. 4/10, Arcot Road, Near Lakshmi Nagar Bus	Wallet Amount	₹ 350	
	stop,Porur,Chennai Porur Chennai			
	Go to your orders		Home	
LEGAL			© Star Health Insu	rance. All rights reserved.
Disclaimer Privacy	Terms Of Usage			Powered By 🕂 IHX

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.

ESTAR -			0
		Doctors Lab test	
	🛡 Bengaluru	600044 Q	
		Medicine is available in 2900 cities	
LEGAL Disclaimer Privacy Terms Of U	Jsage	© Star Health Insurance. All rights reserved. Powered By <mark>4</mark> = IHX	

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.

	Book ne	w order		Know how to successfully place a medi	ully place a medicine order!			
	GAL BIT Remark done	lummaryOtherProduct	LL Upload Prescription	04448_1598423931642 (1). X	•	Your selected locat Home del > 48 to 72 ho Store pick > Order will to	ion 600044 has ivery urs delivery cup eready for pickup in 5 hours	3
Γ	How to order?							
	1 Upload prescription 1	↑ or a new li for	2 Fill user informa	tion, delivery	3 We will readyour order.	Ch out to you regarding	4 Have our pharmacy parts deliver your medicines.	ner(s)

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.

CSTAR)
		BOOKING DETAILS		
	Prescription(s) d9a29004-fc39-4ee8-8179-873432dd0	546 Up	pload new prescription	
	Customer/Patient Details		Select beneficiary	
	Whom?	Select beneficiary	~	
	Gender	Star Outpatientcare Insurance Policy(P/151118/01/2021/003880)		
	Date of birth	sriram		
	Mobile	shreya		
	Email ID	Senior Citizens Red Carpet - Revised 2019(P/151118/01/2021/003552)		
	Delivery Address	TEST		
		Star Health Gain Insurance - Revised(P/151118/01/2021/003876)		
	Pincode is different f Balaji.MK	balaji		
	sgaks,aasvjafsvbj,saf	kalaivani		
		Star Outpatientcare Insurance Policy(P/151118/01/2021/003877)		

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.

d9a29004-fc	39-4ee8-8179-873432d	d0546				opidad new p	rescription
Customer/	Patient Details						srira
	Whom?	sriram				~	
	Gender	Male	Female				
	Date of birth	1989	• 08	٠	26	*	
	Mobile	+91 960	00303576				
	Email ID	balaji.mk	@starhealth.i	n			
	Delivery Addre	ess Ho	me Delivery	Store Pic	kup		
		Disc	ount: Flat 109	6 off			
		ć	Select a stor	e			
		Co	ontinue bookir	ıg			
		Co	ontinue bookir	ng			

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

	Whom?	sriram	×
	Gender	Male Female	
	Date of birth	1989 • 08 • 26	•
	Mobile	+91 9600303576	
	Email ID	balaji.mk@starhealth.in	
	Delivery Addres	S Home Delivery Store Pickup	_
		Discount: Flat 10% off	
	Apollo Pharmacy NO.66, RAJENDRAPR 044	אבאס ROAD, ANNA NAGAR ASTHINAPURAM, CHENNAI 600	
		💩 Select a store	
		Continue booking	
2 Payment Do	etails		
LEGAL Disclaimer Privacy Terms Of Usage			© Star Health Insurance. All rights reserved. Powered By 4

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

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.

STAR -	,		2
	BOOKING DETAILS Prescription(s) d9a29004-fc39-4ee8-8179-873432dd0546	Upload new prescription	
(1 Customer/Patient Details	sriram	
,	Confirm		
	Session expires in 4 m 55 s		



Click **Confirm** button.

LSTAR			0
	Your order	placed successfully	
	Pharmacy - New Appointment Request Request Id: 11340	Order placed on 7-Sep-2020	
	Medicine package Store: Apollo Pharmacy	Appointment For: sriram Date & time: 7-Sep-2020 12:15 PM	
	ASTHINAPURAN, CHENNAI 600 044 Chennai, Tamil Nadu	This is an acknowledgement of your order request. You will receive confirmation email/SMS shortly.	
	Go to your orders	Home	

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.

My Orders					
View as				Total orders: 17	All orders •
Ordered 7-Sep-2020		Request to 11340			Price # 0
Product Stetus Appointment date Pasient Name	Pharmacy New Appointment Request 7-Sep-2020 sriram		By Apollo		Order details
Griderent 7-Sep-2020		Request Id 11339			Price # 155
Product	Lab tests New Appointment Request		By Apollo Hospitals, SheshadriPuram (A Unit Of	Apollo Hospitals, SheshadriPuram (A Unit Of	Order details
Appointment data 9-549,2020 Patient Name sriram		Apoilo Hospitals Enterprise Ltoy		laschedule Order	
				Cancel	
Ordered 7 See 2020		Request M			Price

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