



CASHLESS BENEFITS EXCLUSIVELY FOR RETIRED SAIL EMPLOYEES

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Doctor's offices can often be uncomfortable and take up your whole day. With our service you can see an amazing physician on your time wherever you'd like. Review their profile and qualifications to select a doctor that fits your needs.



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Healthcare



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EXCLUSIVE BENEFITS FOR RETIRED SAIL EMPLOYEES

Care come home
with MD India



MDIndia Health Insurance TPA Pvt. Ltd. has collaborated with Pharmacy to provide benefits under OPD to retired employees of the Steel Authority of India Limited

Download the Care-SAIL App



Order your medicines in 3 easy steps.



1



ORDER PLACEMENT

Log in to **CARE-SAIL APP (MDIndia App)**
Place an order by uploading the prescription

2



ORDER CONFIRMATION

Receive the order placement confirmation
Authorise the order placement

3



ORDER DELIVERY

Pharmacy Store receives the order
The order will be home delivered or you may also pick it up from the store.

4



Video Consultations

Video Consults with all Doctors **24x7**

Contact Us

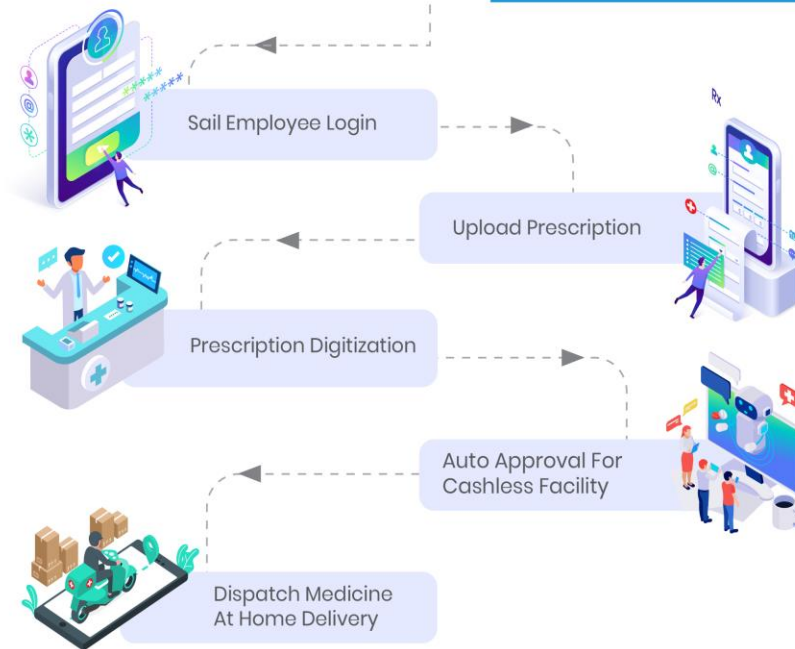
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ORDER MEDICINES ONLINE IN EASY STEPS

Download the
Care-SAIL App



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SAIL Mediclaim – 2021 - 22

Teleconsultation & E - Pharmacy



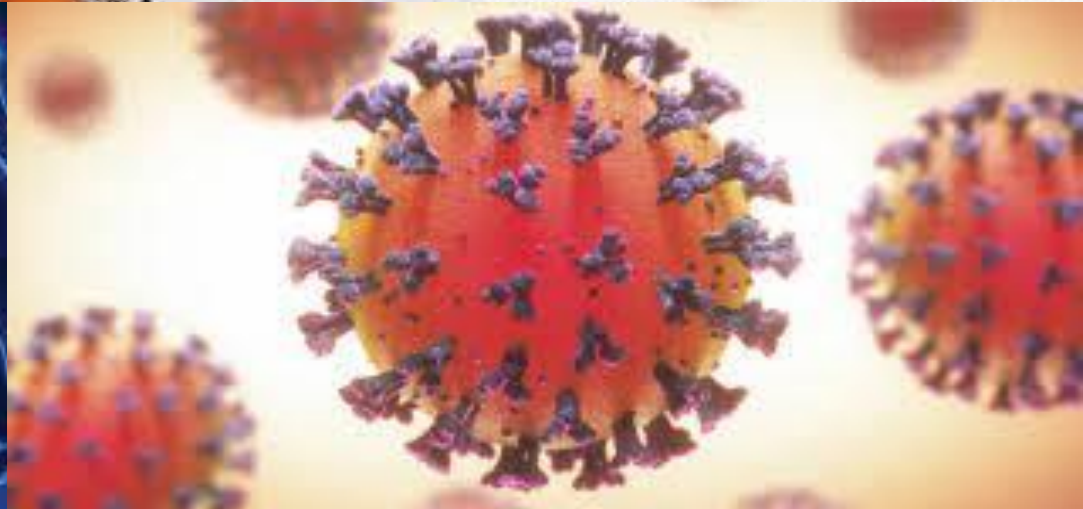
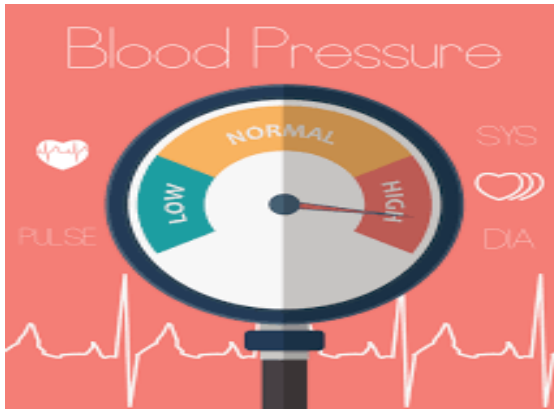
Introduction

- The Teleconsultation platform designed for the SAIL Pensioners' Program by MDIndia Health Insurance, aims at creating a continuum of care to the members, at the comfort of home.
- The aim of the Tele consult would be to be to Promotive, Compliant & Preventive, to ensure the members have health care in reach at all times.
- To increase the awareness about the program, one of the steps will be to proactively call & touch base with members about their health & the services of Tele consult.
- It is an end to end, Remote Patient Consultation Solution which allows for Video Consultation & Teleconsultation, allowing, omission of geographical & functional distance between the patient & the health care providers. The process is a blend of Outgoing & Incoming Calls from Doctors, with the ability of requesting appointments from Specialists at times & dates of choice of the member, based on the Specialists' availability.
- It offers consultation in various fields of expertise, with non specialities like General Medicine & Surgery & highly Specialised fields like Oncology. It also has the feature of offering Second Medical Opinion from Specialists empanelled from Hospitals like Kokilaben, Nanavati & Apollo Hospitals.

INTRODUCTION

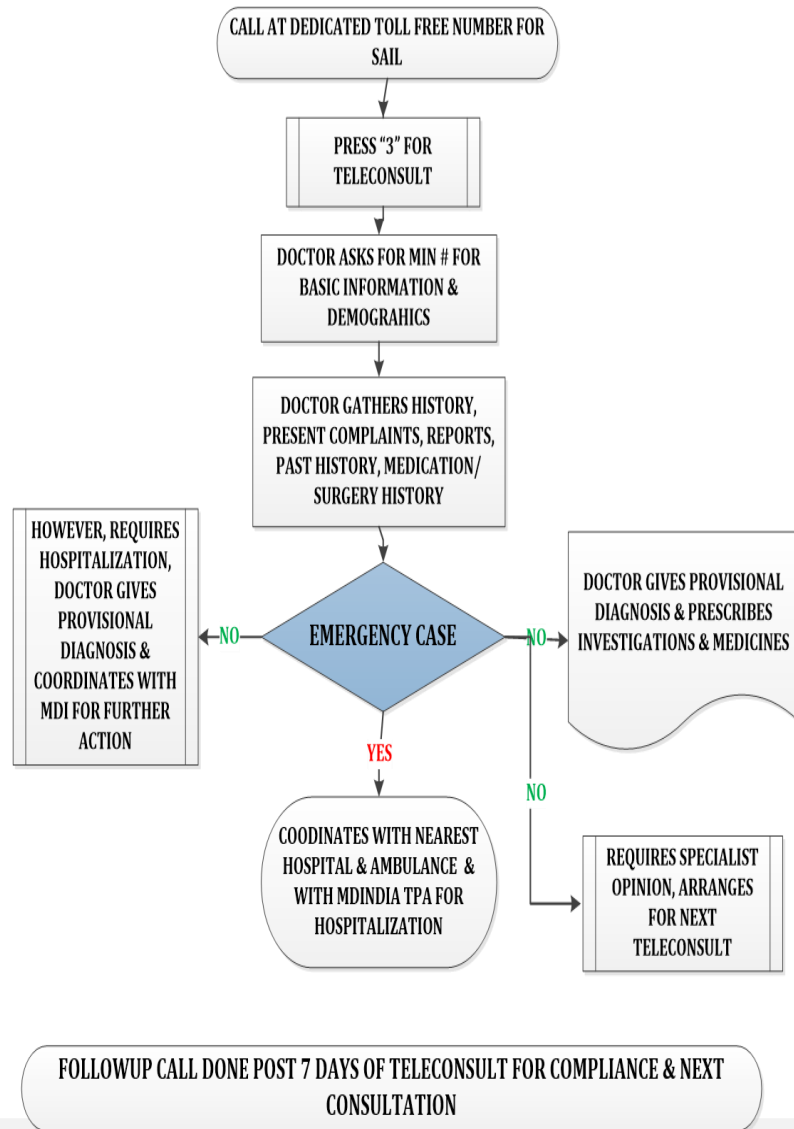
The Tele Consult is a free Service for the SAIL Members as a part of the Wellness Program by MDIndia

The major group of diseases to be tackled via Teleconsultation based on the Historical data of the Diseases trends of SAIL Pensioners' Group would be –



Process Map – The proposed Process is as follows –

PROCESS FLOW FOR SAIL TELECONSULTATION



The Telemedicine Services for SAIL Pensioners' will be of two categories –

- **Primary & Secondary Care** – 24 X7 X365 Catered to by MBBS Doctors
- **Tertiary Care** – Pre Appointment; Catered to by Specialists & Super specialist of a wide array of medical specialties

The services can be availed via –

- **Tele call**
- **Video Call**
- The Tele call is a **bundled service** through the **Dedicated toll Free Number** for the SAIL Members with an IVR Prompt & will take the caller directly to the Doctor for a Teleconsultation
- The **Video Teleconsultation** will be routed through the Website dedicated to the SAIL Members & will have the Patient Module where the patient can have access to the history & pending appointments & ability to upload the reports that the members have gone through so far.
- Post the consultation, the member will have access to the prescription, which includes the Consultation, Investigations & the Medicines Prescribed, with directions with which to be consumed.
- There will be 100% recoding of the Consultations, to be kept as a perpetual EMR for the patients.

Process Map –

MEMBER MODULE – Login Page

Member Need to login to SAIL Integrated Web Portal

← → ↺ sail.mdindia.com/homepagenew.aspx ☆ 👤 ⋮



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Online Pharmacy



Enrollment Status



IPD Empanelled Hospitals



OPD Empanelled Hospitals



Upload Claim Documents



Claim Documents User Manual



Circular - Enrollment 2021-22

It's Easy to check Claim status, Download E card and much more...
Please login to access all services

Login



Brief on Scheme



Renewal Documents



Premium Rates



Mediclaim

You can view and download E Card

Find Network Hospital near you

Easily check claim details and status

Get daily healthy bytes

Care SAIL mobile App is available on below links

▶ PlayStore

▶ AppStore

MD India Health Insurance TPA Private Limited

164828


Process Map –


MEMBER MODULE

Once Login to SAIL Integrated Web Portal, Under Consultation Member can find two tabs

- Tele Consultation
- Video Consultation

← → ↻ sail.mdindia.com/ViewPolicy.aspx?It=c_all ☆ 👤 ⋮

 There's a little bit of SAIL in everybody's life

Contacts GRIEVANCE LOGOUT 

Welcome: Sachin Bandal Policy Details Upload Claim Doc. Hospital Search ▾ Prev. Policy ▾ MDI Contact Change Password Grievance ▾ Feedback Claim Intimation Consultation ▾ E-Pharmacy ▾

Policy Information

Name of Proposer	STEEL AUTHORITY OF INDIA LTD.	Policy Number	310300/34/21/04/00000002
Insurance Company	The New India Assurance Company Limited	Address	Ispat Bhavan, Lodi Road, New Delhi 110003
Risk Start Date	11/07/2021	Risk End Date	10/07/2022
Min Number	9999999		
Mobile No.	XXXXXX9226	Email Id	sXXXXXXI@mdindia.com

Tele Consultation
Video Consultation

Dependent Details

	Name	Age	Gender	Photo	IPD Sum Insured	OPD Sum Insured	Super Topup Sum Insured	POD Details	Dispatch Details	Branch Dispatch Date	
ECard	Sachin Bandal	37	Male	NO	10000.00	8000.00	0				

Current Year Policy Claims Details

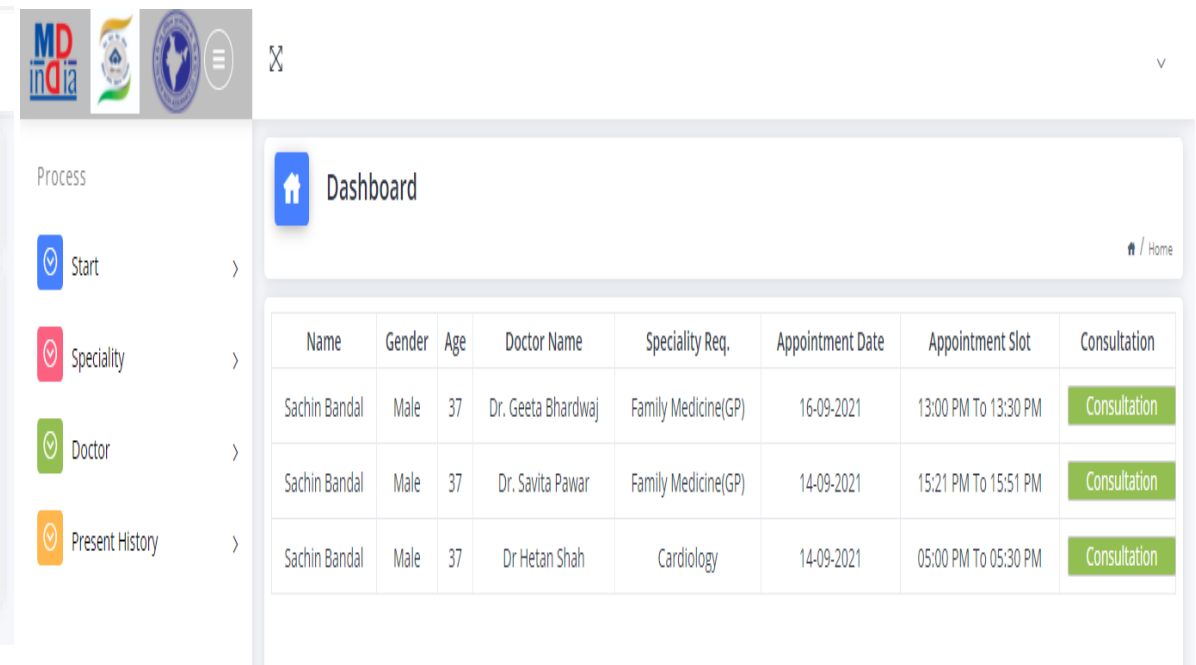
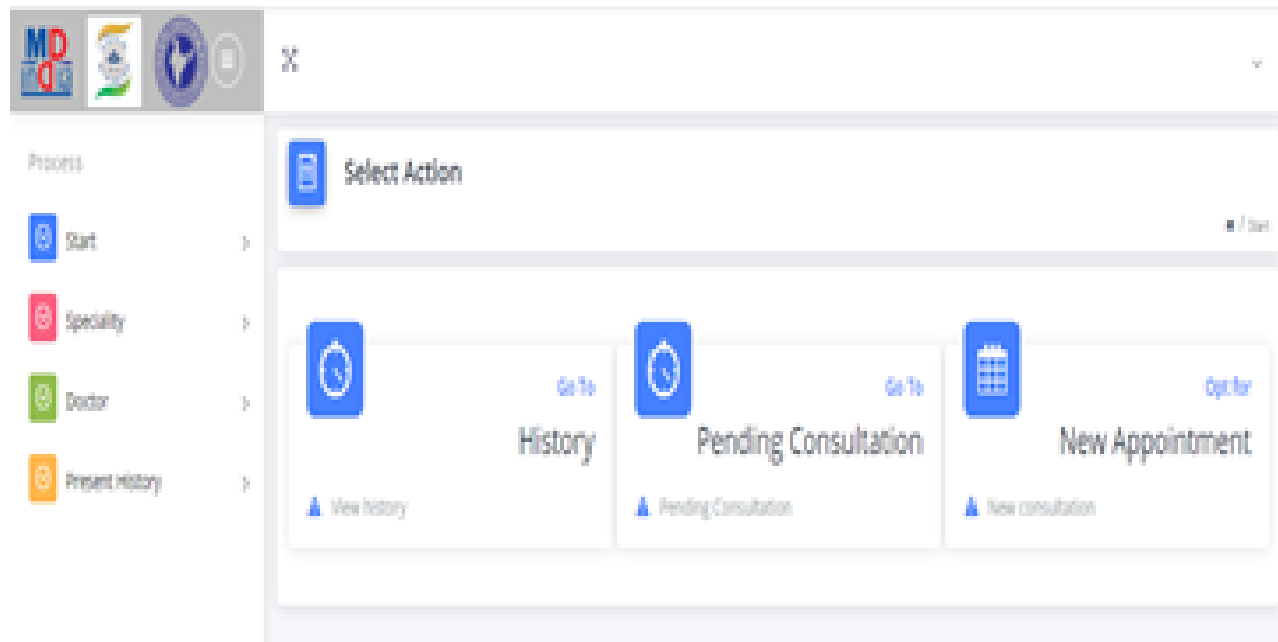
No Record Found

Process Map –

MEMBER MODULE – Login Page

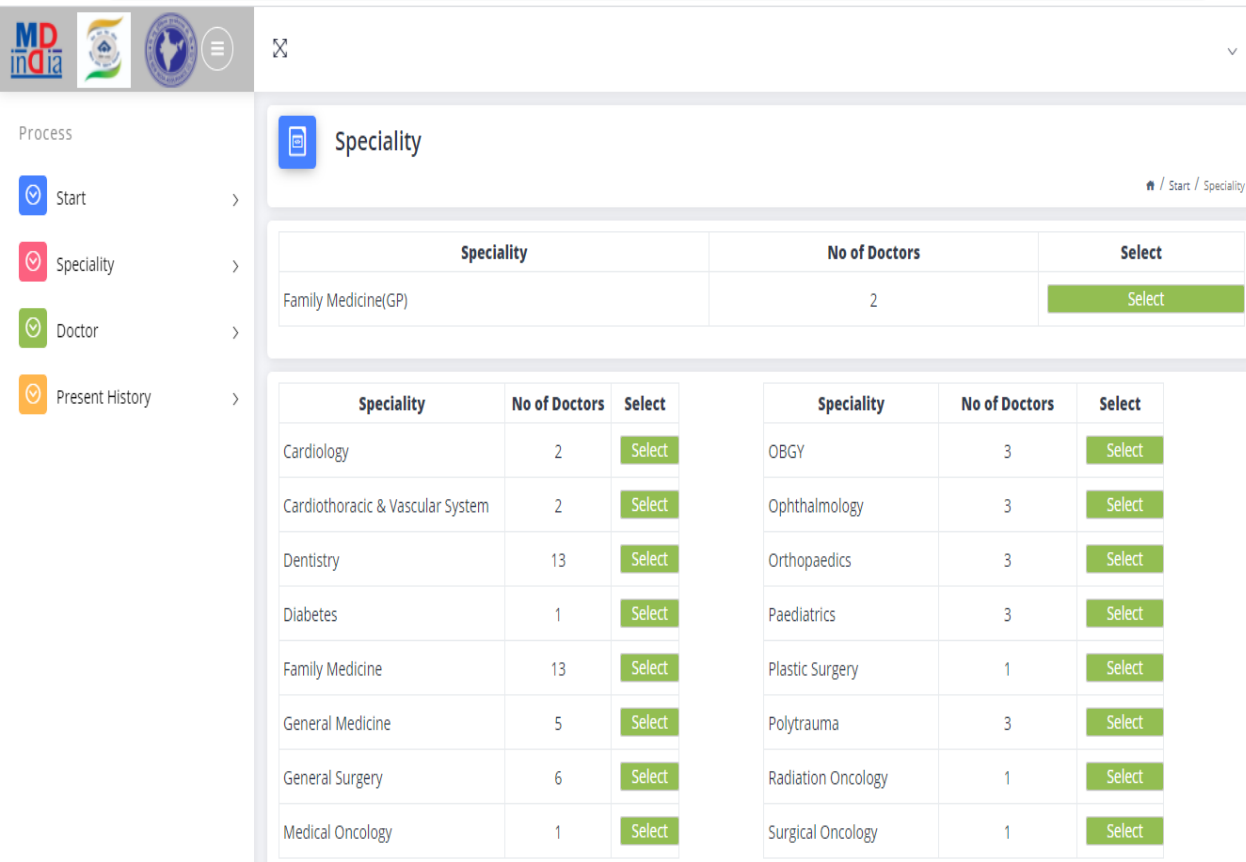
After click on Video Consultation Member can see the Previous & Upcoming Appts under History or can “Schedule New Appointments”

Member can download the completed consultation report from History with Prescriptions



Process Map –

Available Specialists & Doctors are seen under New Appointments”



Process

- Start
- Specialty
- Doctor
- Present History

Specialty

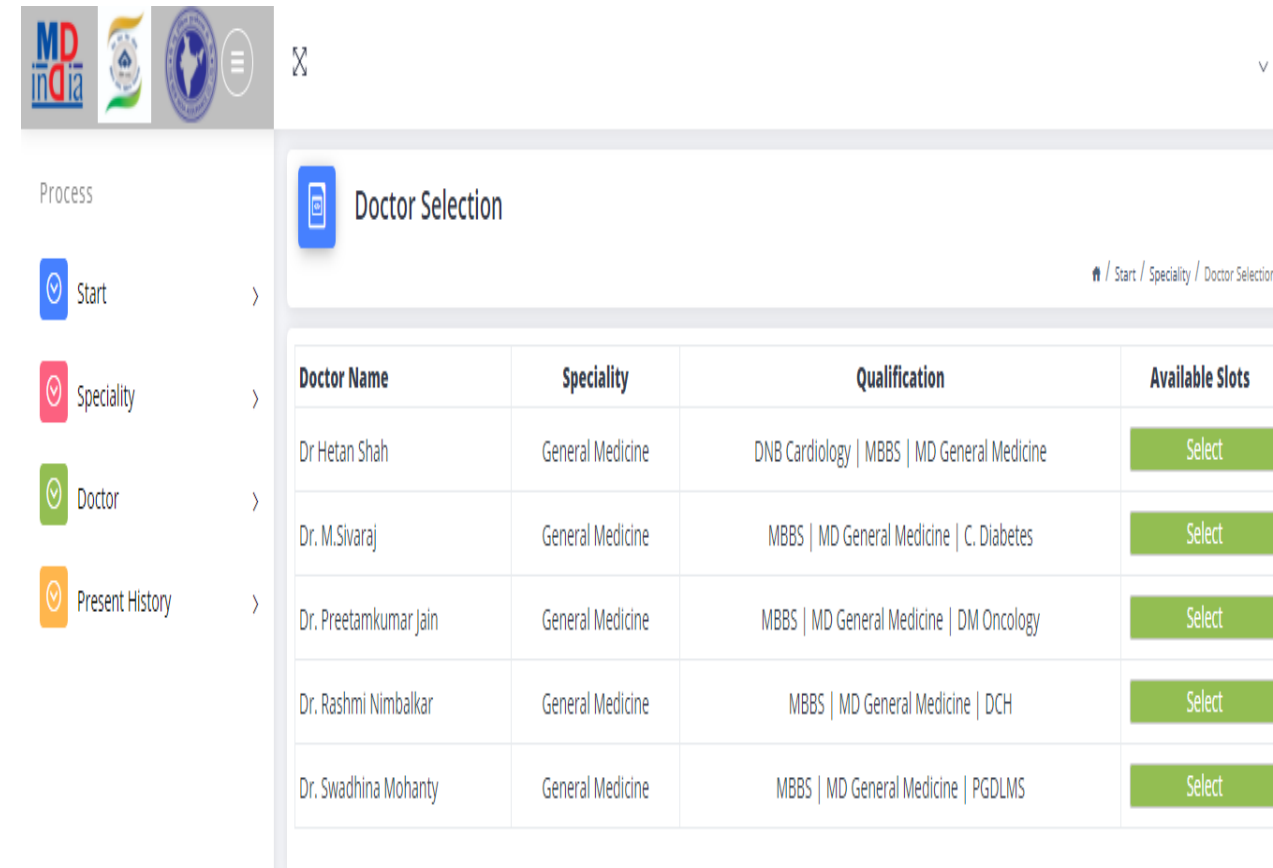
Start / Specialty

Specialty	No of Doctors	Select
Family Medicine(GP)	2	Select

Specialty	No of Doctors	Select
Cardiology	2	Select
Cardiothoracic & Vascular System	2	Select
Dentistry	13	Select
Diabetes	1	Select
Family Medicine	13	Select
General Medicine	5	Select
General Surgery	6	Select
Medical Oncology	1	Select

Specialty	No of Doctors	Select
OBGY	3	Select
Ophthalmology	3	Select
Orthopaedics	3	Select
Paediatrics	3	Select
Plastic Surgery	1	Select
Polytrauma	3	Select
Radiation Oncology	1	Select
Surgical Oncology	1	Select

Under Each Speciality, Doctors available with Names & Timings are given



Process

- Start
- Specialty
- Doctor
- Present History

Doctor Selection

Start / Specialty / Doctor Selection

Doctor Name	Speciality	Qualification	Available Slots
Dr Hetan Shah	General Medicine	DNB Cardiology MBBS MD General Medicine	Select
Dr. M.Sivaraj	General Medicine	MBBS MD General Medicine C. Diabetes	Select
Dr. Preetamkumar Jain	General Medicine	MBBS MD General Medicine DM Oncology	Select
Dr. Rashmi Nimbalkar	General Medicine	MBBS MD General Medicine DCH	Select
Dr. Swadhina Mohanty	General Medicine	MBBS MD General Medicine PGDLMS	Select

Process Map –

After Selection of Doctor, the calendar for the Doctor is shown & slot can be chosen

MDIndia

Process

- Start
- Speciality
- Doctor
- Present History

	16-09-2021	17-09-2021	18-09-2021	19-09-2021	20-09-2021	21-09-2021	22-09-2021
1 PM							
2 PM		Dr. Rashmi Nimbalkar	Dr. Rashmi Nimbalkar		Dr. Rashmi Nimbalkar	Dr. Rashmi Nimbalkar	Dr. Rashmi Nimbalkar
3 PM		Dr. Rashmi Nimbalkar	Dr. Rashmi Nimbalkar		Dr. Rashmi Nimbalkar	Dr. Rashmi Nimbalkar	Dr. Rashmi Nimbalkar
4 PM		Dr. Rashmi Nimbalkar	Dr. Rashmi Nimbalkar		Dr. Rashmi Nimbalkar	Dr. Rashmi Nimbalkar	Dr. Rashmi Nimbalkar
5 PM							
6 PM							
7 PM							
8 PM							

Save Appointment

Appointment Confirmation

MDIndia

Appointment From 17-09-2021 02:00 PM to 02:30 PM Is Selected

Ok

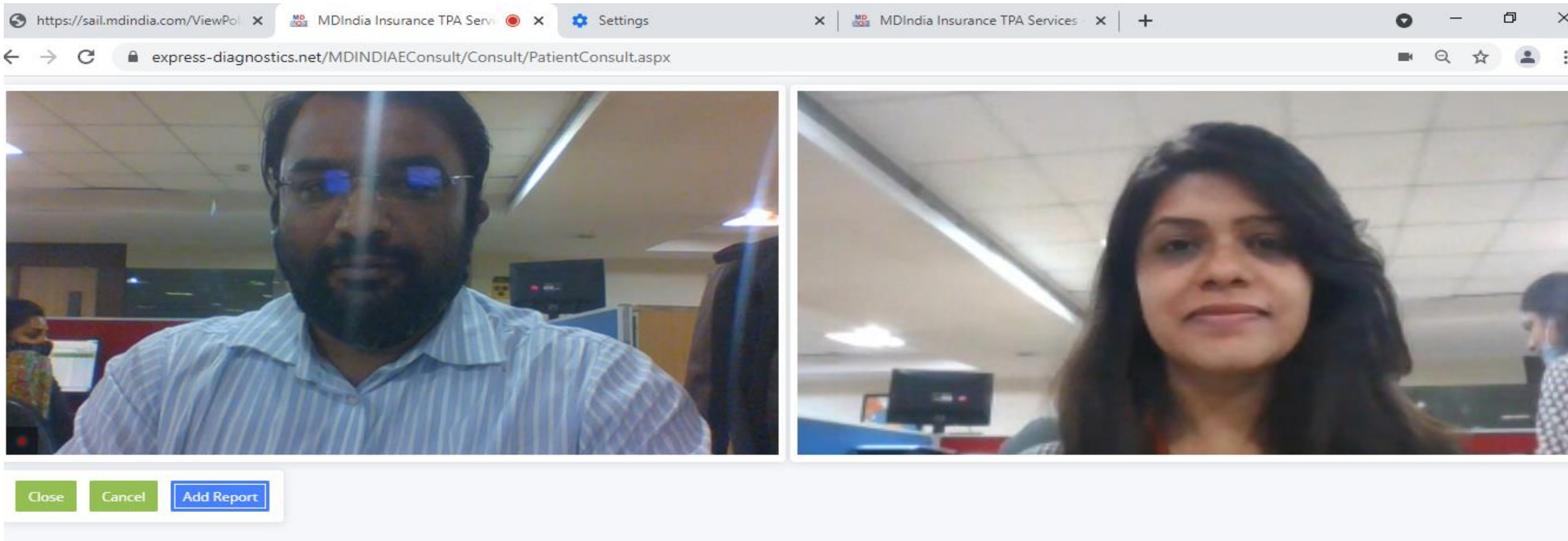
Save Appointment

Once chosen, the Date & time for appointment is shown, for reconfirmation

Saving the Appointment, sends an SMS to the member with Information on the Consultation

Process Map – Video Consultancy

*** As per Schedule appointment – Once Member start Video Consultancy Member can consult with respective Doctor**



Process Map –

The member then has the access to add Chief Complaints, Medication History & any reports that she has for the doctor to see before the consultation begins.

The screenshot displays the 'Present History' section of the MD India web application. On the left, a 'Process' sidebar lists four steps: 'Start' (blue), 'Speciality' (pink), 'Doctor' (green), and 'Present History' (orange, currently active). The main content area is titled 'Present History' and includes a breadcrumb trail: 'Start / Speciality / Doctor Selection / Patient Information / Demographic / Chief Complaints'. The form contains several input fields: 'Current Complaints' with checkboxes for 'Palpitations' and 'Swelling of Body', a 'Duration' text field, and an 'Other Complaints' text area. Below these is the 'ANY MEDICATION HISTORY' section, which asks 'Have you gone/Are you going through any medication treatment?' with radio buttons for 'Yes' and 'No' (selected). An 'Add Report' button is positioned below the medication history section. At the bottom of the form, there is a 'File' section with a 'Choose File' button, a 'No file chosen' status, and a 'Save Report' button. A message box at the bottom of the form states 'No records found.' A green 'Appointment Fixed' button is located at the bottom right of the form area.

MD india

Process

- Start
- Speciality
- Doctor
- Present History

Present History

Start / Speciality / Doctor Selection / Patient Information / Demographic / Chief Complaints

Current Complaints

☐ Palpitations ☐ Swelling of Body

Duration

Other Complaints

ANY MEDICATION HISTORY

Have you gone/Are you going through any medication treatment?

☐ Yes ☒ No

Add Report

File

Choose File No file chosen

Save Report

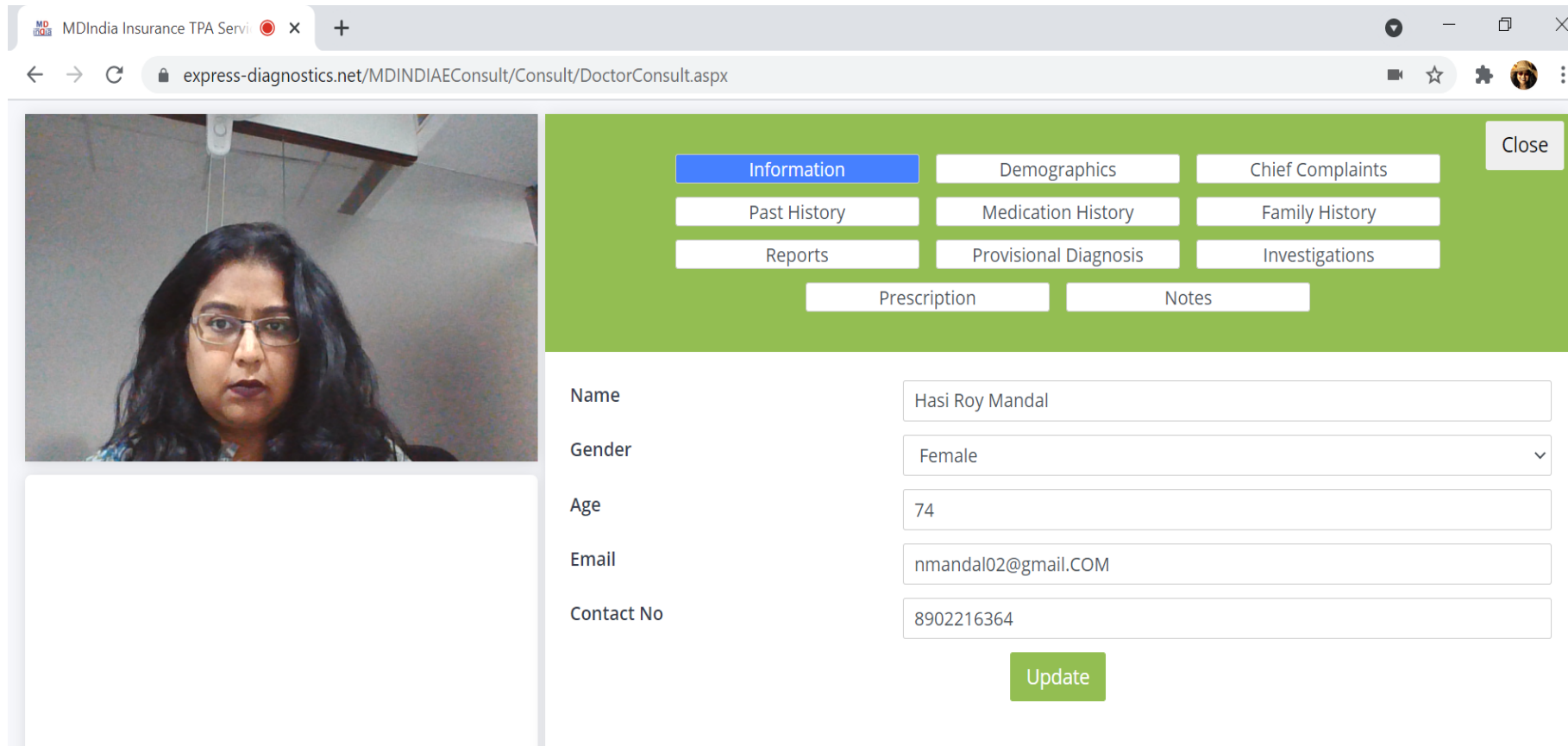
No records found.

Appointment Fixed

Process Map –

2. DOCTOR MODULE –

Doctor has access to the member's demographics & information that the member has already filled in, including the reports.



MDIndia Insurance TPA Servi x +

express-diagnostics.net/MDINDIAEConsult/Consult/DoctorConsult.aspx

Close

Information Demographics Chief Complaints

Past History Medication History Family History

Reports Provisional Diagnosis Investigations

Prescription Notes

Name Hasi Roy Mandal

Gender Female

Age 74

Email nmandal02@gmail.COM

Contact No 8902216364

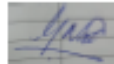
Update

Process Map –

2. DOCTOR MODULE –

- The Doctor populates Personal History, Family History, Medical/Surgical History Allergies & any other Relevant Findings at the time of Consultation.
- In case of Emergencies, the patient is asked to visit a Hospital & the Doctor Coordinates with MDIndia TPA to facilitate in Hospital Admission.
- After Consultation, member receives an SMS of completion of Consultation with Unique Prescription ID, which is populated in the History Tab in the system.
- After 7 days, the Doctor calls the Member as a Follow up Call.

The Prescription Note -

MDIndia Health Insurance TPA Pvt. Ltd.		Sachin Bandal Prescription ID-107	
16/09/2021 12:51 PM			
Sachin Bandal 50, Male		Teleconsult by – Dr. Geeta Bhardwaj MBBS MCI # 79134	
Personal History - No H/O Smoking, H/O Alcohol, No H/O Tobacco, Gutka for 2 years			
Past History -			
Family History -			
Medication History - No H/O Medication			
Allergies History -			
Any relevant finding in previous reports -			
Chief complaints -			
Provisional Diagnosis -			
Investigation Prescribed - CBC, RFT, LFT, Diabetic Profile, Lipid Profile, Others Endoscopy Upper GI ECG, EEG, X Ray - Chest PA View			
Prescription –			
Medicine Name	Dosage	Duration	Special Instructions
Cap Omez 40 mg	1-0-1	3 days	With Meals
Cap Amox 500mg	1-0-1	2 days	With Meals
General Instructions – 1. Please visit hospital if fever spikes 2. Please follow up with reports Next Follow up - 7 days			
			 Dr. Geeta Bhardwaj
Disclaimer - Physician's assessment, advice, recommendation, and prescription are based on all the information or data shared by the patient during the teleconsultation			



SAIL Mediclaim

INTRODUCTION

- The E Pharmacy platform designed for the SAIL Pensioners' Program by MDIndia Health Insurance TPA, aims at creating a continuum of care to the members, at the comfort of home.
- The aim of the E Pharmacy consult would be to be to Promotive, Compliant & Preventive, to ensure the members have health care in reach at all times.
- An online pharmacy refers to a business organization that is involved in sale of pharmaceutical preparations like prescription-only drugs, by ordering them online and delivery through mail.

Process Map –The proposed Process Flow–

The E Pharmacy Services for SAIL Pensioners' will be–

- MDIndia Application-customer will upload prescription confirm the order request for Pharmacy"
- User will upload Prescription on SAIL Web / App
- MDIndia will share the "Prescription", Customer Details, & Mode of Delivery As "Home Delivery" with "Apollo" via API
- Apollo Call Centre Team will perform below activities
 - 1. Capture the date of Rx issued and maximum number of days the medicine needs to be consumed. (Date of Rx issue: 04.01.2021 & No. of day medicines needs to be consumed 30 days)
 - 2. Digitize Prescription with the specific category
 - (Allowed Categories will be finalized by Business Team .i.e. only Pharma Category);
 - 3. Push the digitized order to nearest Apollo Pharmacy.
- MDIndia will review the order and
 - Accept : the order will share the response to Apollo
 - Reject : If Prescription is not valid / Medicines not allowed as per terms or Sum Insured is exhausted
 - Partially Approved : As per Policy Norms & available Sum Insured order will be modified
- Billed Order Status will be pushed from Apollo to MDIndia via API
- Based on the customer preference, Order Delivery will happen Home Delivery and send the information to MDIndia application via API

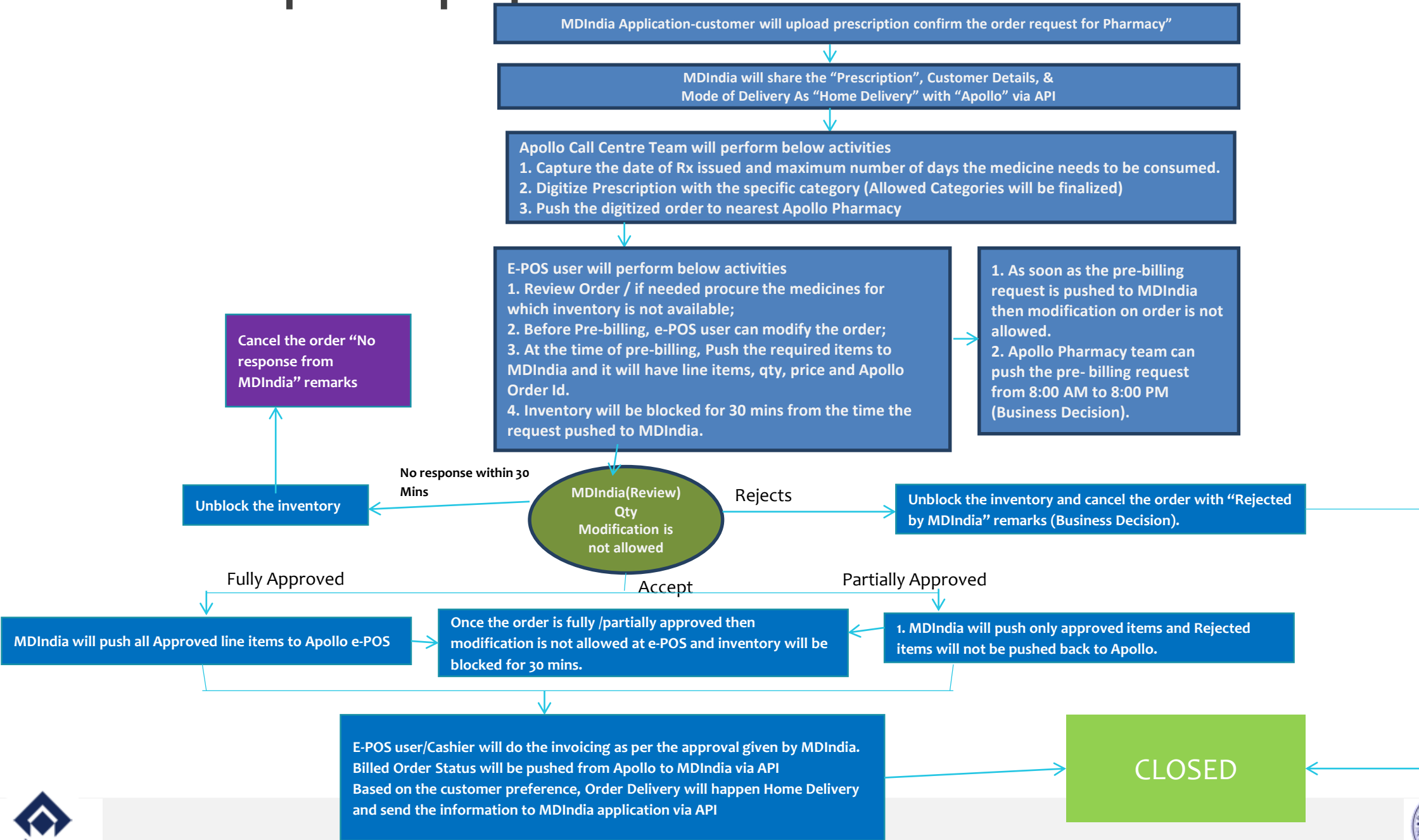


E

armacy_Process Fl



Process Map – The proposed Process Flow Chart –



Process Map – SAIL INTEGRATED WEB PORTAL

MEMBER MODULE – Login Page

1. Login Through Min Number on SAIL Integrated Web Portal



SAIL Group Health Insurance for Retired Employees and Spouse 2021-22

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Online Pharmacy



Enrollment Status



IPD Empanelled Hospitals



OPD Empanelled Hospitals



Upload Claim Documents



Claim Documents User Manual



Circular - Enrollment 2021-22

It's Easy to check Claim status, Download E card and much more...

Please login to access all services

Login



Brief on Scheme



Renewal Documents



Premium Rates



Mediclaim



You can view and download E Card



Find Network Hospital near you



Easily check claim details and status



Get daily healthy bytes

Cashless Assistance Please Contact
1800 266 5599



Care SAIL mobile App is available on below links

[PlayStore](#)[AppStore](#)



MDIndia Health Insurance TPA Private Limited

Add a footer





19

Member can upload Prescription Upload and Check his orders

20

Process Map – SAIL INTEGRATED WEB PORTAL

3. Member will Fill User detail, Search Store nearby and upload Prescription

User Details				Address
Name of the patient	Age	MIN Number	MDID	Address At Qrs No A 534 Koel Nagar P O Rourkela Dist Sundergarh Odisha 769014
Sucheta Raj	60	3617221	MDI5-0031612517	
Mobile Number	Pin Code	Email ID	Doctor Name	
8149613653	769014	softwaretesting@mdindia.com	Test Doctor	
Select Qualification	Registration No			
MBBS	12345			

Store Search			
Select State	Select City	Select Area	Select Store
MAHARASHTRA	Pune	PUNE-VIMAN NAGAR	SHOP NO:8, GERA ENCLAVE, GANAPATHI CHC
Hospital Name			Prescription Date
Test Hospital			25/08/2021
Upload Prescription		Submit	
<input checked="" type="radio"/> Home Delivery <input type="radio"/> Pick Up			
		<input type="button" value="Choose File"/> No file chosen	

In case of any query, please write to sail@mdindia.com along with your MIN No and Employee ID.

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Process Map – SAIL INTEGRATED WEB PORTAL

4. Member Order status display - (Received, Invoice, Delivered and Cancelled)

Welcome: SUCHETA RAJ

Employee Orders

Order No.

1 SAIL23082100000008 Status : Delivered	2 SAIL23082100000007 Status : Received	3 SAIL23082100000006 Status : Canceled	4 SAIL23082100000005 Status : Received	5 SAIL23082100000004 Status : Canceled	6 SAIL23082100000003 Status : Received
7 SAIL23082100000002 Status : Canceled	8 SAIL23082100000001 Status : Received	9 SAIL20082100000001 Status : Received	10 SAIL19082100000001 Status : Received	11 SAIL04082100000015 Status : Delivered	12 SAIL04082100000014 Status : Canceled
13 SAIL04082100000013 Status : Canceled	14 SAIL04082100000012 Status : INVOICE	15 SAIL04082100000011 Status : INVOICE	16 SAIL04082100000010 Status : Received	17 SAIL04082100000009 Status : INVOICE	18 SAIL04082100000008 Status : Received
19 SAIL04082100000007 Status : INVOICE	20 SAIL04082100000006 Status : Received	21 SAIL04082100000005 Status : Received	22 SAIL04082100000004 Status : Received	23 SAIL04082100000003 Status : Received	24 SAIL04082100000002 Status : Received
25 SAIL04082100000001 Status : Delivered	26 SAIL03082100000010 Status : Received	27 SAIL03082100000009 Status : Received	28 SAIL03082100000008 Status : Canceled	29 SAIL03082100000007 Status : INVOICE	30 SAIL03082100000006 Status : Canceled
31 SAIL03082100000005 Status : Canceled	32 SAIL03082100000004 Status : Received	33 SAIL03082100000003 Status : Received	34 SAIL03082100000002 Status : Received	35 SAIL03082100000001 Status : PREBILL	36 SAIL27072100000005 Status : INVOICE
37 SAIL27072100000004	38 SAIL27072100000003	39 SAIL27072100000002	40 SAIL27072100000001		

Process Map – SAIL INTEGRATED WEB PORTAL

4. Member Order status display - (View Order details with Cost)



There's a little bit of SAIL in everybody's life

[Contacts](#)[GRIEVANCE](#)[LOGOUT](#)

Welcome: SUCHETA RAJ

[Policy Details](#) [Upload Claim Doc.](#) [Hospital Search](#) [Prev. Policy](#) [MDI Contact](#) [Change Password](#) [Grievance](#) [Feedback](#) [Claim Intimation](#) [Consultation](#) [E-Pharmacy](#)

Order Information			
MIN No:	3617221	MDI Order No:	SAIL04082100000015
MDID:	MDI5-0031612517	Patient Name:	SUCHETA RAJ
Wallet Money:	163.00	Shop ID:	12095
Total Estimated Amount			105.00
Approved Amount			105.00

In case of any query, please write to sail@mdindia.com along with your MIN No and Employee ID.

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MD
india

Process Map – CARE-SAIL MOBILE APP

1. Apollo Pharmacy - Button will be Displayed under User Login



2. Under Apollo Pharmacy - Member need to fill details to order Medicines

The screenshot shows the "Apollo Online Pharmacy" form. It has a green header bar with the time 11:09, signal strength, and a logo. The form contains the following fields:

- Doctor Name*: Test doctor
- Qualification*: MBBS
- Registration Number*: 12345
- Name of the patient*: Sucheta Raj
- Min Number*: 3617221
- Age*: 60
- MDID*: MDI5-0031612517
- Mobile Number*: 8149613653
- Email Id*: etesting@mdindia.com
- Address*: At Qrs No A 534 Koel Nagar P O Rourkela Dist Sundergarh Odisha 769014

At the bottom, there is a grey bar with the MD India logo, the text "MDIndia Health Insurance TPA Pvt. Ltd.", and the version number "ver 3.3".

Add a footer

Process Map – CARE-SAIL MOBILE APP

3. User needs to Updated Current Address , Contact Details & option for Home delivery / Store Pick Up

11:09

Apollo Online Pharmacy

Mobile Number* 8149613653 Email Id* etesting@mdindia.com

Address* At Qrs No A 534 Koel Nagar P O Rourkela Dist Sundergarh Odisha 769014

Select Delivery Type* ☒ Home Delivery ☐ Store Pickup

Home/Pickup Address* At Qrs No A 534 Koel Nagar P O Rourkela Dist Su

Home/Pickup Pin Code* 769014

Prescription Date* 25/08/2021

Upload Prescription* No doc. selected... Browse

Save

MD India Health Insurance TPA Pvt. Ltd. ver 3.3

4. User needs to Upload Doctor Prescription for Order

11:10

Apollo Online Pharmacy

Address* At Qrs No A 534 Koel Nagar P O Rourkela Dist Sundergarh Odisha 769014

Select Delivery Type* ☐ Home Delivery ☒ Store Pickup

Select Store

Select State* MAHARASHTRA

Select City* Pune

Select Location* PUNE-VIMAN NAGAR

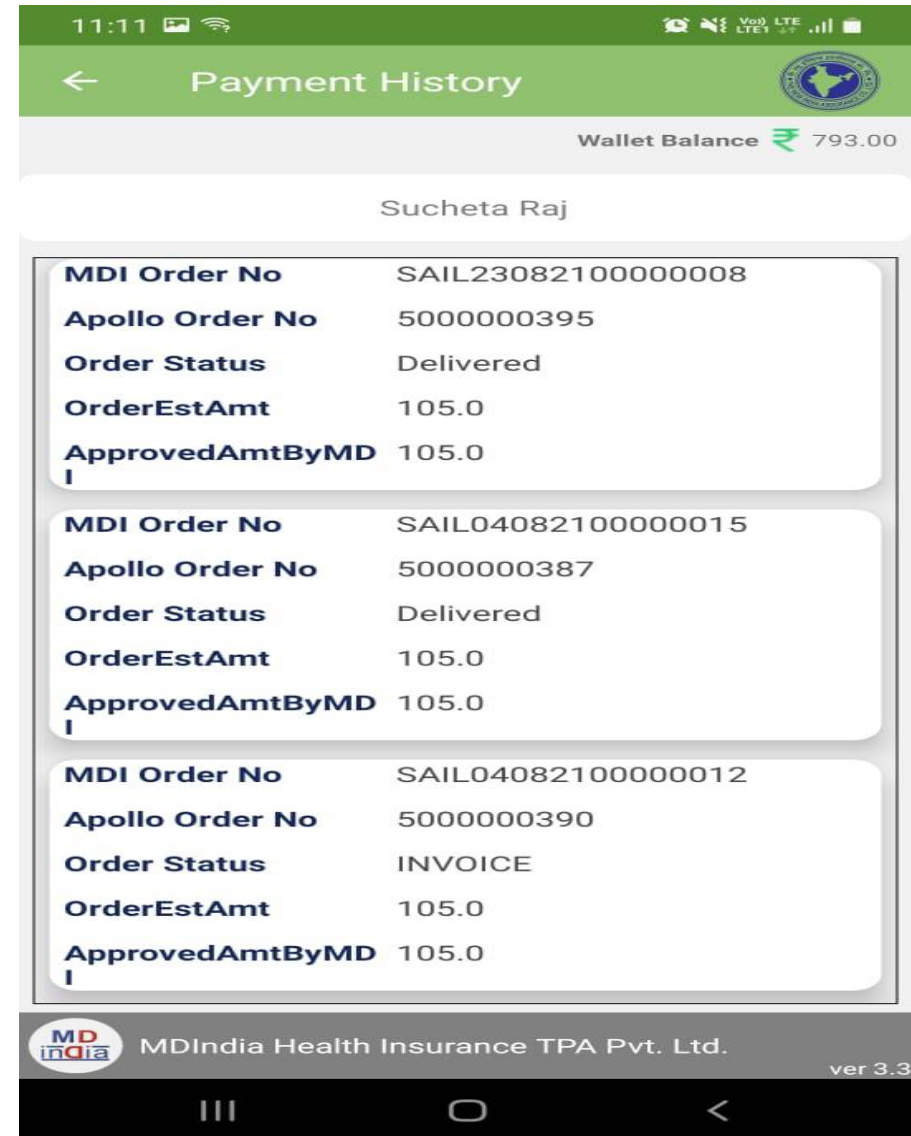
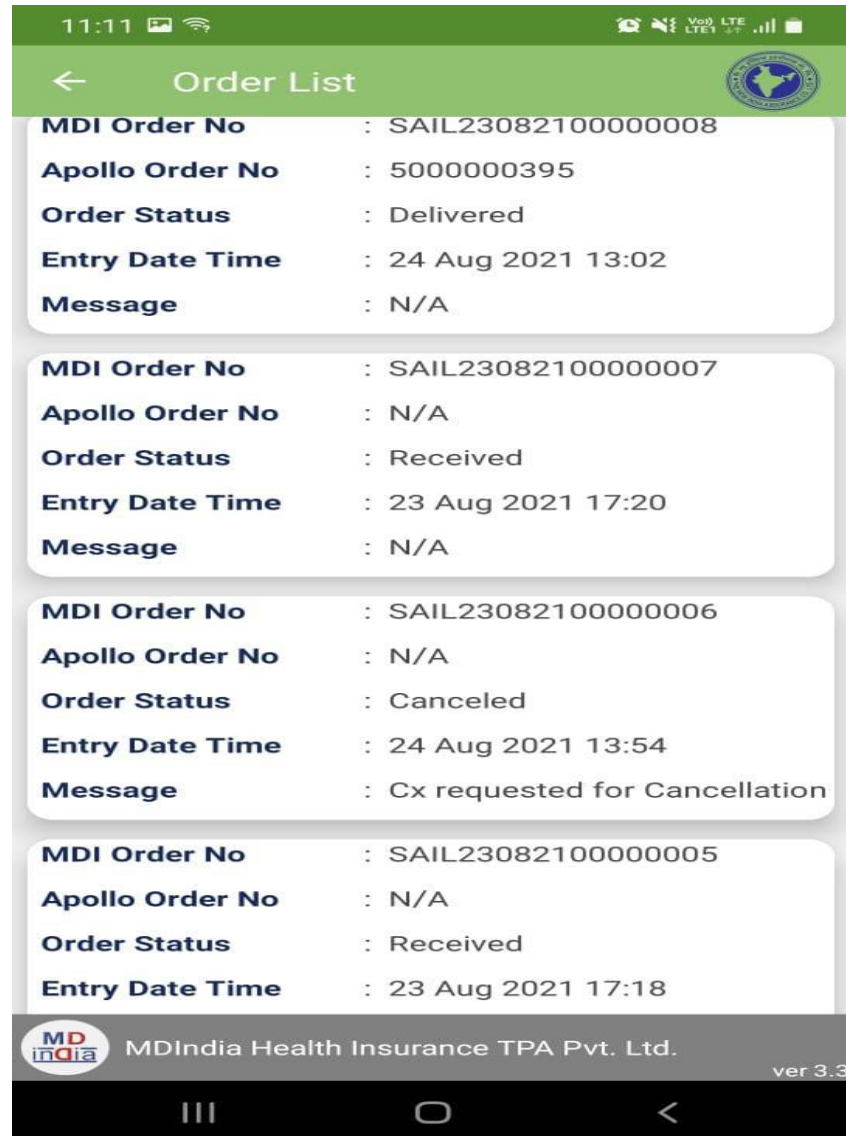
Select Store* SHOP NO:8, GERA ENCLAVE, GANAPAT... Select

Upload Prescription* No doc. selected... Browse

MD India Health Insurance TPA Pvt. Ltd. ver 3.3

Process Map – CARE-SAIL MOBILE APP

5. Once Prescription uploaded under CARE-SAIL App , Order Details can view Order Status





Thank You

Team – SAIL



1800-266-5599



sail@mdindia.com



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