

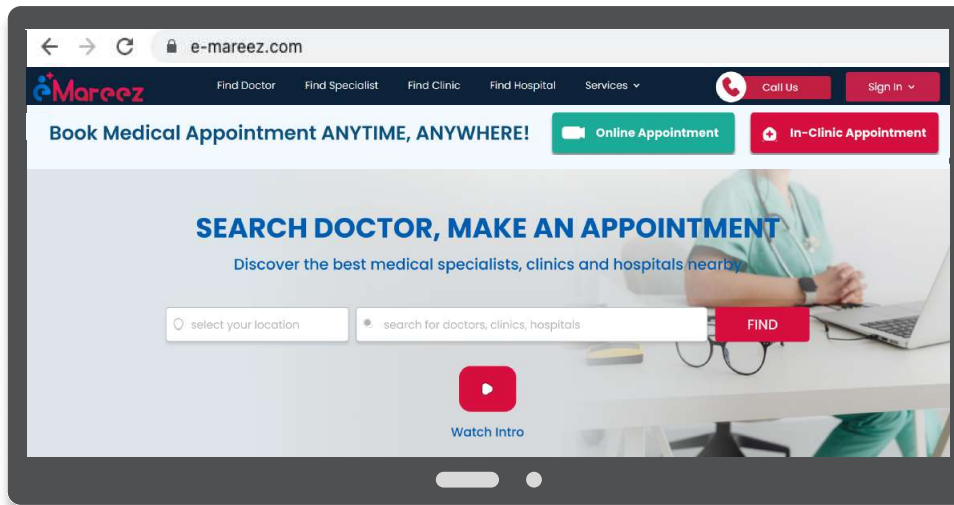
# E-MAREEZ CARE

Patient User Manual For Online Consultation



*Bringing **Healthcare**  
of the Future!*

# How To Create An Account?



1

## Visit E-Mareez Care Website

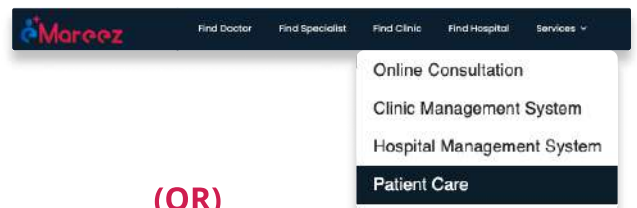
- Go to [www.e-mareez.com](http://www.e-mareez.com) and stay on "Home Page"



2

## Go to Patient Care

- Click on "services" on header and select patient care
- To Login, click on "Join Us"



(OR)

3

## Create an Account

### For new account

- Enter your name and mobile number
- Click "Next"
- You will get an OTP via SMS
- Enter the OTP
- Click "Next"

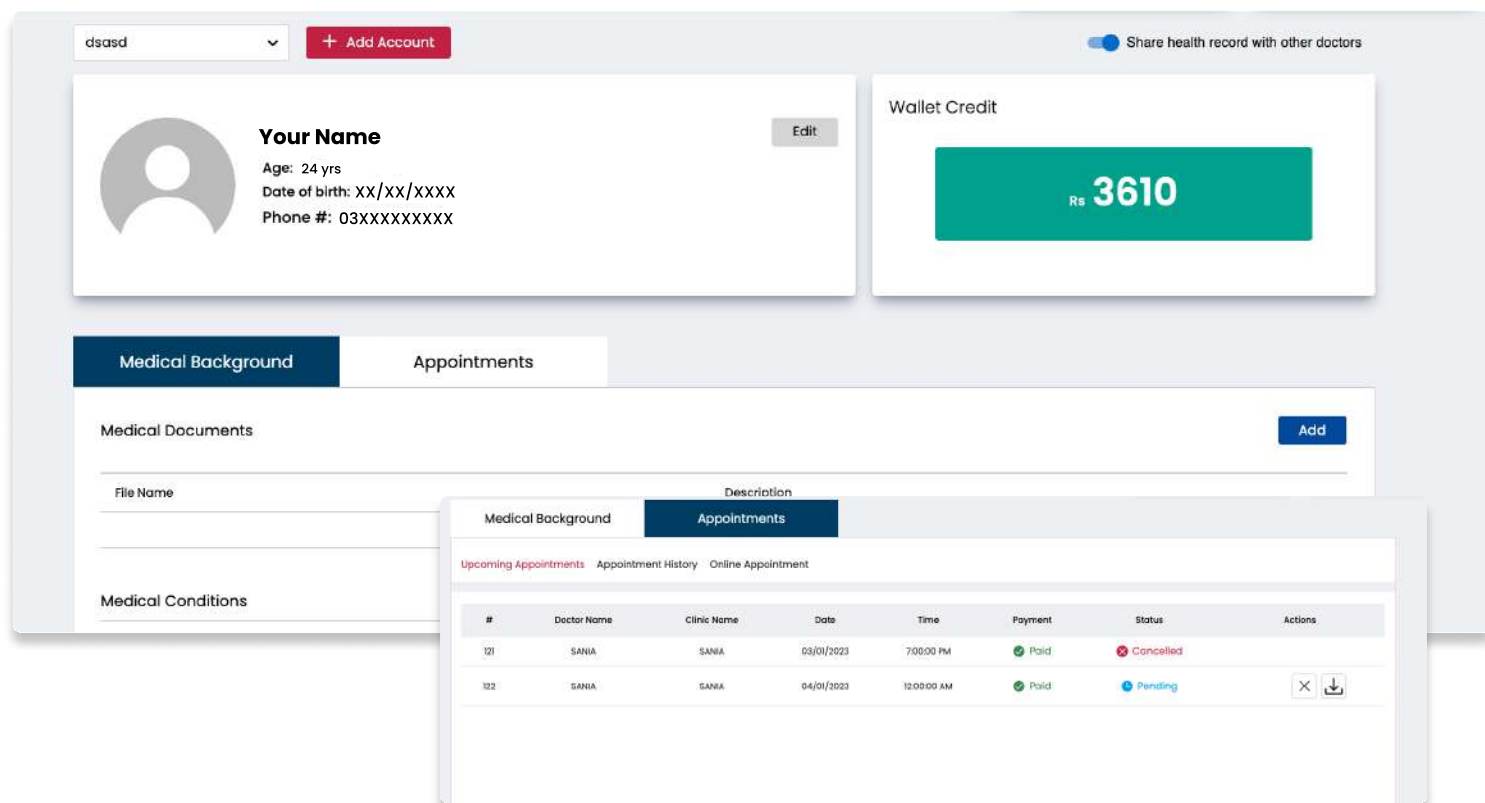
You will be directed to the patient profile

## Create Account as Patient

- Click on Top Right "Sign In" Bar. Select "For Doctor" to register as a patient

**Congratulations you are now Registered with E-Mareez Care!!**

# Welcome to E-Mareez Care Patient's Dashboard!



## 1 Setup your profile

- Click on Top Right Edit Button
- Set up your Age & Date of Birth
- Add a Profile Picture
- And press "Save Profile"

## 2 Set Medical Records (optional)

### Set Medical Record Sharing

- Right Below the Edit Button, move the sharing scroll to right if you want to share your health records with other doctors

### Add Documents

- Add any of your document past prescriptions, lab test report, etc by clicking on the "Add" Button at right to the documents
- Set Document Title/Description & click "Choose File" to upload it and press "Register" once uploaded

### Add Medical Conditions

- Mention your allergies or any other medical conditions and click the "Add" Button. You can add more than one

## 3 Wallet Credit

- Credit shows the amount in your wallet transferred by E-Mareez Care as promotional discount or refunded consultation fee
- This credit is automatically deducted from your wallet on your next appointment as consultation fee

## 4 Check your Appointments (optional)

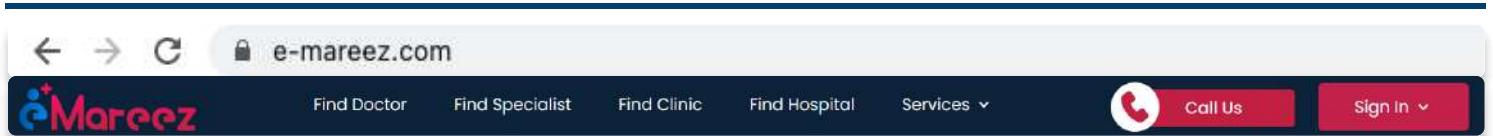
- You can view your following appointments by clicking on them:
  - a) Upcoming Appointment
  - b) Appointment History
  - c) Online Appointment
- You can cancel or download the appointment pdf by clicking the icons shown right next to the appointment

## 5 Add Another Account (optional)

- One patient can add up to 10 people via their registered number, to make their appointments
- Click on "Add Account" on top left and enter the details of the new patient and click "Add Profile"
- To select other patients click on the scroll, select their name and click
- Create the new patient's profile as did previously

Amazing, Now you are set to book as a patient!

# Ways to Search your Doctor

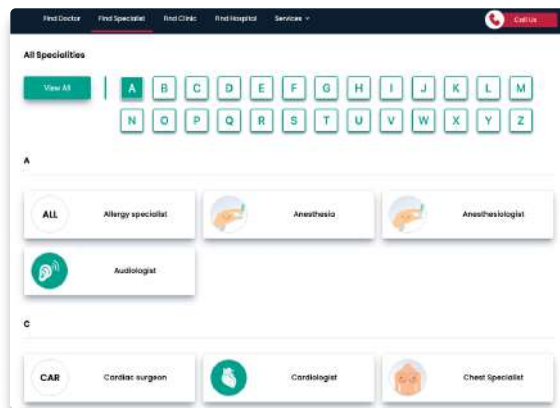
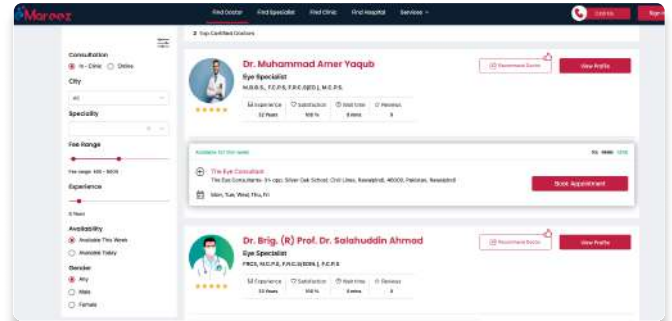


## Way 1: Find Doctor

- Click on the “Find Doctor” option given on the header
- After landing the Doctor page , search doctor by filtering according to your requirements
- The relevant doctors will appear
- Look at Doctor’s Profile and Book an Appointment by clicking “Book Appointment” have a consultation with them

You will be directed to the appointment page

- Select Date and Time for appointment and click the “Proceed to Pay” Button.
- Enter the OTP you receive on the given number
- Check your payment details and click “Proceed to Payment” Button “
- Select your payment method, Pay in advance via Jazz Cash or Debit/Credit Card. Appointment will be confirmed once paid
- You will get confirmation SMS on your Mobile Number



## Way 2: Find Specialist

- Click on the “Find Specialities” option given on the header
- After landing the Speciality page , search doctor by speciality name or city
- All relevant doctors will appear
- Look at Doctor’s Profile and Book an Appointment by clicking “Book Appointment” have a consultation with them

You will be directed to the appointment page

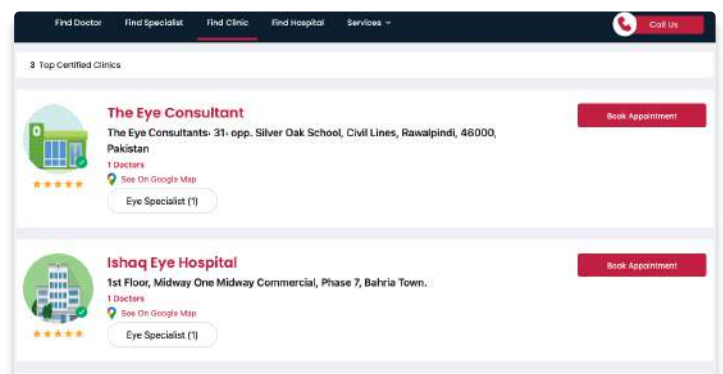
- Select Date and Time for appointment and click the “Proceed to Pay” Button
- Enter the OTP you receive on the given number
- Check your payment details and click “Proceed to Payment” Button “
- Select your payment method, Pay in advance via Jazz Cash or Debit/Credit Card. Appointment will be confirmed once paid
- You will get confirmation SMS on your Mobile Number

## Way 3: Find Clinics/Hospitals

- Click on the “Find Clinics” or “Find Hospitals” option given on the header
- After landing the clinic page , search clinic entering Name, City & Speciality
- All relevant clinics will appear
- Choose the clinic you want to an appointment for by clicking on “Book Appointment”
- Look at the Doctor's Profile in the clinic and Book an Appointment by clicking on profile and “Book Appointment” to have a consultation with them

You will be directed to the appointment page

- Select Date and Time for appointment and click the “Proceed to Pay” Button
- Enter the OTP you receive on the given number
- Check your payment details and click “Proceed to Payment” Button “
- Select your payment method, Pay in advance via Jazz Cash or Debit/ Credit Card. Appointment will be confirmed once paid.
- You will get confirmation SMS on your Mobile Number



# How to Book an Appointment?

← → ↻ e-mareez.com

**Mareez** Find Doctor Find Specialist Find Clinic Find Hospital Services **Call Us** Sign In

**Book Medical Appointment ANYTIME, ANYWHERE!** **Online Appointment** **In-Clinic Appointment**

1 Appointment 2 Payment 3 Confirmation

**Dr. Muhammad Faheem** Physiotherapist DPT | MS **Rs 2000 1800**

Experience: 3 Years Satisfaction: 100% Wait time: 0 mins Reviews: 0

Clinics: Online Consultation Date: 03/01/2023 Time: Select Time Slot

Time slots: 4:45 PM - 5:00 PM, 5:00 PM - 5:15 PM, 5:15 PM - 5:30 PM, 5:30 PM - 5:45 PM, 5:45 PM - 6:00 PM

Patient: Enter Name Mobile #: Enter Mobile Number

**Proceed to Pay**

Payment Method: Online Payment

Consultation Fee: RS 1350

Amount in Wallet: RS 3610

Payment due: Rs 0

**Proceed to Payment**

## For Online/Video Consultation

- Click on "Online Consultation", you will be directed to the doctors available for online consultation.
- Select the doctor you want to book an appointment for
- You will be directed to the appointment page, select the date and time you want to book an appointment for
- Click on "Proceed to Pay", check your payment details and then again click on "Proceed to Payment"
- "Confirm" your payment by selecting your payment method

## Fee Payment Methods

### a) Pay Via Jazz Cash

- Enter your Jazzcash Mobile Account Number and CNIC
- You will receive a 4 digit pin on your phone
- Verify Payment

### b) Pay Via Credit/Debit Card

- After clicking on "Pay Via Credit/Debit Card"; you will be directed to the Bank Alfalah page, enter your payment & bank details & Click "Pay"

### c) Pay Via Wallet

- This credit is automatically deducted from your wallet on your next appointment as consultation fee

## Online Session

- A reminder SMS will be sent to you prior to the scheduled appointment time
- The doctor will call you at the appointed time to start the session
- In case you do not receive any call, contact us at our helpline Number: 0309 5558055 or website ([www.e-mareez.com](http://www.e-mareez.com))
- The session will be complete once the the doctor ends the session

**Your Appointment has been Booked!**

# Payment Policy

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This payment policy is applicable on the users who avail services via any of our platforms (website and mobile app). You are advised to read the conditions carefully. If you make a payment for the services, it would be treated as your acceptance to these terms and conditions. E-Mareez Care (Private) Limited reserves all the rights to make amendments in these conditions according to the suitability of our circumstances with or without any prior notice to the users. Users are responsible to have read this policy before proceeding.

## Discount Policy

### E-Mareez Care Discount

E-Mareez Care Discount is the discount given to patients by E-Mareez Care, and company will solely bear the cost.

### Clinic Discount

Clinic Discount is the discount that the doctor or clinic can give to their patients, and doctor or clinic will bear the cost.

## Patient Payment Methods

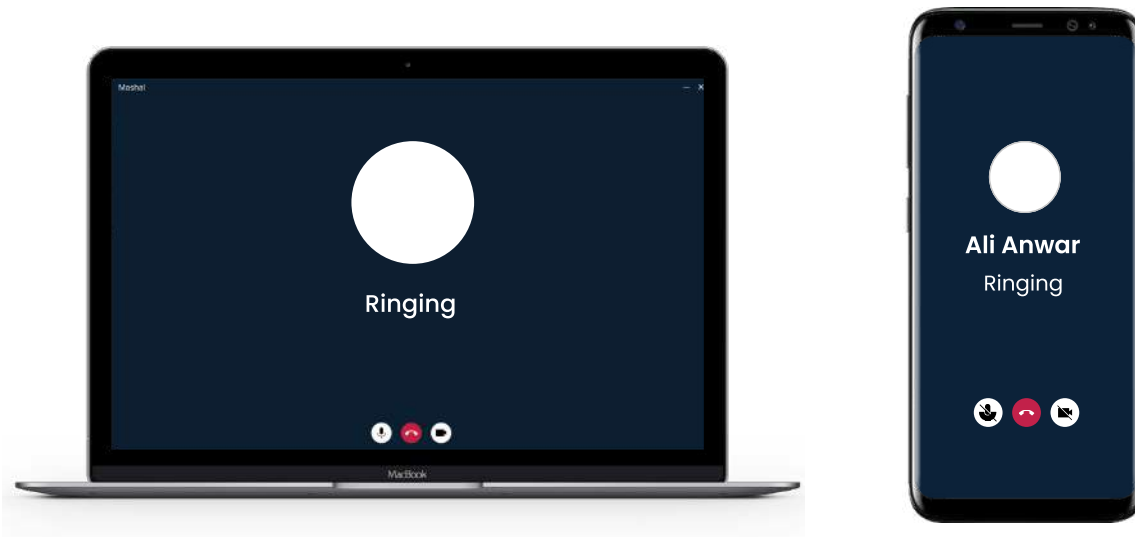
### For Online Consultations

Advance online payment is made via following methods by patients:

- 1- Payment Via Jazz Cash
- 2- Pay Via Credit/Debit Card
- 3- Account Wallet
- 4- Net Banking

## Refund Policy For Online Payment

1. For prepaid online appointments, patient(s) can cancel the scheduled appointment without any charges if the cancellation is done 12 hours before the appointment. In this case, we will refund the amount paid for the appointment subject to bank charges and other deductions by third parties.
2. In case of appointment cancellation, the concerned users (doctors and patients) would be notified via E-Mareez Care platform notifications.
3. In case of a scheduled appointment canceled by the related doctor, the patient will receive 100% payment refund within 24 hours of the payment.
4. No refunds or cancellation requests shall be entertained in case of payment against bills and services received.
5. E-Mareez Care (Private) Limited shall not be responsible for any delays in credit to the cardholder's credit card account or account holder's bank account due to any reasons cited by the payment gateway or cardholder's issuing bank.



# Contact Us

For more queries and information



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***Awaiting to connect with you!***