

## Help Manual

### Pre-Requisites

1. You need to register (Hospital Information System) your mobile number and date of birth at the Hospital's welcome desk to be able to successfully register yourself on the civil website.

### Registration

2. Click the 'Hamburger Icon' on the top left corner of your screen to open the menu. Click 'Registration'
3. Registration consists of two parts – Part one and Part two
4. Registration Part – 1.
  - a. Enter your mobile number and Date of birth (mm/dd/yyyy) format.
  - b. Click 'Get OTP'. You will now receive an OTP if the mobile number provided is correct.
  - c. In case your records don't match with our database, you are requested to update the same at the welcome desk of the hospital.
5. Registration Part – 2.
  - a. You are required to enter your username, password and OTP on this screen.
  - b. Username should not contain spaces or special characters. Avoid entering service number, ECHS number, E mail addresses on this field.
  - c. You are also required to verify the pre-filled mobile number and date of birth.
  - d. Once every field has been filled, click 'Register'.

### Login

6. Click the 'Hamburger Icon' on the top left corner of your screen to open the menu. Click 'Login'. The login screen can also be accessed by clicking 'Book Appointments' on the home page of the hospital.
7. Enter your username and password on the screen.

## **Booking Appointments**

8. Click Book Appointments and follow the on-screen procedure to enter the following fields in sequence namely, First Name, Last Name, Department slot, Date slot and Time slot. By default, dates and slots that are not available are disabled.
9. Click 'Book Appointments'
10. You will receive a **SMS** on your phone/**confirmation message** on your screen w.r.t your appointment. Please show this SMS at the reception on the day of your visit. Also note the **appointment ID** for your reference as this is used to cancel your appointment and also will be cross checked by the department.
11. It is mandatory to **carry your identity card** as appointments are subject to verification by the reception staff. It is also pertinent to note that the appointments booked by you are only tentative and are **subject to change at the discretion of the department** on the day of the actual visit.

## **Cancelling Appointments**

12. Click Cancel Appointment from the hamburger icon on the top left-hand corner of your screen or from the post login in screen.
13. Enter your appointment ID and click cancel.
14. Your appointment will be cancelled, and you will get an on-screen message confirming the same.

## **Viewing your Appointments**

15. Click 'View Appointment' from the hamburger icon on the top left-hand corner of your screen or from the post login in screen.
16. A list consisting of all the appointments will populate on the screen for your reference.

## Laboratory/Diagnostic Reports

17. Laboratory Reports are available for all the clientele of the hospital excluding inpatients who are admitted in the ward. **NO REGISTRATION/LOGIN** on the parent site is required to access this module.
18. Click 'Laboratory Report' from the hamburger icon on the top left-hand corner of your screen or from the post login in screen or from the home page of the web site.
19. Enter the following required fields in the following formats as mentioned below to download your reports

Order Number	Any of the following formats of order number is accepted.  (a) 12345/09/2019 (Complete Order No) (b) 12345 (First Segment of Order No) (c) Order number provided by the ECHS polyclinic (Ex : 1234/9990/4520 etc)
Report Type	Only <b>one type of report</b> can be downloaded at any given time. In case you have all the three reports, please download the reports in sequence.
Mobile Number	Enter your 10 digit mobile number without prefixing '+91'. The <b>number</b> should be the <b>same as the one registered on the Hospital Information System</b> . In case mobile number verification fails please <b><u>update your mobile number</u></b> at the welcome desk of the hospital.
OTP	Click Get OTP to activate this field. Enter the OTP received by you on your mobile number to begin your download in PDF format.

## Providing Feedback

20. Feedbacks are possible only for the dates when you have visited the hospital. Please select the exact date of your visit to the hospital before entering any feedback on the screen. Entering the wrong date will render your feedback invalid and will be rejected by the system automatically after submission. The **dates of your visit can be accessed from the 'View Appointments' module**

21. Select the ratings from the available options given.
22. Click 'Submit Feedback'. Feedback once submitted cannot be edited or resubmitted again.