

## FirstMed Operational escalation matrix

This is to introduce you to the incharge of different services account who will provide the required support round t

In case of any escalation, requesting you to follow the below matrix for getting quick response.

We have a team of expertise, who helps clients in arranging hassle free service

### 1. Consultation booking

Technical problem like defective audio or video – 9342488917 Vipul singh

Booking cancelation,refund, doctors not connected, delay etc - Honey – 9980937157

[honey@firstmednetwork.com](mailto:honey@firstmednetwork.com)

cancellation and refund - accounts@firstmednetwork.com

[cc - honey@firstmednetwork.com](mailto:cc-honey@firstmednetwork.com)

Hi,

This mail serves a notification that Mr. .... order no ----- cancelled consultation

booking with Dr. .... As per our cancellation policy, please initiate refund to the patient.

Regards,

Customer care

Firstmed Network

### 2.Lab booking - Thyrocare

Mail city wise for cancellation of booking/complaints

[Cc to honey@firstmednetwork.com](mailto:honey@firstmednetwork.com)

For Operational queries like orders status, appointment, assigning, collection, report, etc, ensure you follow the st:

SN	Cluster	Level 1	Level 2	Level 3
1	DELHI	<a href="mailto:del.orders@thyrocare.com">del.orders@thyrocare.com</a>	anuruddha.singh@thyrocare.com	
2	PUNJAB & CHANDIGARH	<a href="mailto:jk.orders@thyrocare.com">jk.orders@thyrocare.com</a>	anuruddha.singh@thyrocare.com	
3	J &K, MISC	<a href="mailto:pun.orders@thyrocare.com">pun.orders@thyrocare.com</a>	anuruddha.singh@thyrocare.com	
4	HARYANA	<a href="mailto:har.orders@thyrocare.com">har.orders@thyrocare.com</a>	anuruddha.singh@thyrocare.com	
5	UTTARAKHAND	<a href="mailto:uk.orders@thyrocare.com">uk.orders@thyrocare.com</a>	anuruddha.singh@thyrocare.com	
6	UTTAR PRADESH	<a href="mailto:up.orders@thyrocare.com">up.orders@thyrocare.com</a>	anuruddha.singh@thyrocare.com	
7	GUJARAT	<a href="mailto:guj.orders@thyrocare.com">guj.orders@thyrocare.com</a>	vishal.deshmukh@thyrocare.com	
8	RAJASTHAN	<a href="mailto:raj.ordres@thyrocare.com">raj.ordres@thyrocare.com</a>	vishal.deshmukh@thyrocare.com	
9	MUMBAI & MMR	<a href="mailto:mum.orders@thyrocare.com">mum.orders@thyrocare.com</a>	pranali.ramteke@thyrocare.com	

10	MADHYA PRADESH & CHATTIS GARH & GOA	<a href="mailto:mpcg.orders@thyrocare.com">mpcg.orders@thyrocare.com</a>	vishal.desh mukh@thyrocare.com	<a href="mailto:Navneet.singh@thyrocare.com">Navneet.singh@thyrocare.com</a>
11	MAHARA SHTRA	<a href="mailto:mah.orders@thyrocare.com">mah.orders@thyrocare.com</a>	vishal.desh mukh@thyrocare.com	
12	ANDHRA PRADESH	<a href="mailto:ap.orders@thyrocare.com">ap.orders@thyrocare.com</a>	sarika.mam idisetty@thyrocare.com	
13	REST TELANGANA	<a href="mailto:te.orders@thyrocare.com">te.orders@thyrocare.com</a>	sarika.mam idisetty@thyrocare.com	
14	HYDERABAD	<a href="mailto:hyd.orders@thyrocare.com">hyd.orders@thyrocare.com</a>	sarika.mam idisetty@thyrocare.com	
15	BANGLORE	<a href="mailto:ban.orders@thyrocare.com">ban.orders@thyrocare.com</a>	naresh.pawar@thyrocare.com	
16	REST KARNATAKA	<a href="mailto:kar.orders@thyrocare.com">kar.orders@thyrocare.com</a>	naresh.pawar@thyrocare.com	
17	KERALA	<a href="mailto:ker.orders@thyrocare.com">ker.orders@thyrocare.com</a>	deepa.arundhathiyar@thyrocare.com	
18	TAMIL NADU	<a href="mailto:tam.orders@thyrocare.com">tam.orders@thyrocare.com</a>	deepa.arundhathiyar@thyrocare.com	
19	TAMIL NADU (CHENNAI)	<a href="mailto:che.orders@thyrocare.com">che.orders@thyrocare.com</a>	deepa.arundhathiyar@thyrocare.com	
20	KOLKATA	<a href="mailto:kol.orders@thyrocare.com">kol.orders@thyrocare.com</a>	nikhil.tawate@thyrocare.com	
21	WEST BENGAL	<a href="mailto:wb.orders@thyrocare.com">wb.orders@thyrocare.com</a>	nikhil.tawate@thyrocare.com	
22	ASSAM & SSS	<a href="mailto:sss.orders@thyrocare.com">sss.orders@thyrocare.com</a>	nikhil.tawate@thyrocare.com	

23	ORISSA	<a href="mailto:ori.orders@thyrocare.com">ori.orders@thyrocare.com</a>	nikhil.tawat e@thyrocare.com
24	BIHAR	<a href="mailto:bih.orders@thyrocare.com">bih.orders@thyrocare.com</a>	nikhil.tawat e@thyrocare.com
25	JHARKHAND	<a href="mailto:jrd.orders@thyrocare.com">jrd.orders@thyrocare.com</a>	<a href="mailto:nikhil.tawat@thyrocare.com">nikhil.tawat@thyrocare.com</a>

Hi,

This mail serves a notification that Mr. .... order no ----- cancelled lab test

booking. As per our cancellation policy, this amount must be paid back to Altum technology.

We will be initiating refund to patient.

Regards,

Customer care

Firstmed network

**Flow of communication :**

1. 1st draft to level 1
2. If no revert within two hours then mark level 2 in CC
3. If no action is taken within two hours, then mark level 3/level4 in CC

All communication please CC to [honey@firstmednetwork.com](mailto:honey@firstmednetwork.com)

### 3.Speciality lab- Lifecell genetic lab

sample collection Mr.Balakrishnan - 7550053122

[email –balakrishnan.s@lifecell.in](mailto:email-balakrishnan.s@lifecell.in)

Reports Ms.Simran -9150298666

email- Simran.m@lifecell.in

[CC to honey@firstmednetwork.com](mailto:CC to honey@firstmednetwork.com)

Hi,

This mail serves a notification that Mr. .... order no ----- cancelled lab test

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We will be initiating refund to patient.

Regards

Customer care

Firstmed network

### 4.Scan – Aarathi scan

cancellation/complaints –[onlinebooking@aarthiscan.com](mailto:onlinebooking@aarthiscan.com)

[cc to honey@firstmednetwork.com](mailto:cc to honey@firstmednetwork.com)

Ms.honey - 9980937157

Ms.Poornima 6380707845

Hi,

This mail serves a notification that Mr. .... order no ----- cancelled scan test

booking. As per our cancellation policy, this amount must be paid back to Altum technology.

We will be initiating refund to patient.

Regards

Customer care

Firstmed network

Chennai

<b>PERAMBUR</b>	<b>TAMBARAM</b>
No 50, Paper Mills Road	No 116, Mudichur Road
Perambur	Tambaram
Chennai – 600 011.	Chennai – 600 045.
<b>PORUR</b>	<b>VELACHER Y</b>
No 4/10 Arcot Road,	No 3, 1st main Road
Near Lakshmi Nagar Bus Stop	Vijaya Nagar
Porur	Velachery
Chennai – 600 116.	Chennai – 600 042.
<b>ANNA NAGAR</b>	<b>CHROMEPE T</b>
“L” Block, 13th Main Road,	No 1, Rangasamy Street

Anna Nagar,	Near Adyar Ananda Bhavan)
Chennai – 600 040	Puthuvai Nagar, Chromepet
	Chennai
<b>MADIPAKKA M</b>	<b>AMBATTUR</b>
No-12, 1st Cross Street	NO.37, N Park St, Secretariat Colony,
3rd Main Rd, Madipakkam	Venkatapura m, Ambattur
Chennai, Tamil Nadu 600091	Chennai, Tamil Nadu 600053
<b><u>AARTHI SCANS &amp; LABS, BENGALURU</u></b>	
<b>JAYA NAGAR, BENGALUR U</b>	<b>INDIRA NAGAR, BENGALUR U</b>
No.156, 9th Main Road, 3rd Block,	No.499, CMH Road,
Jaya Nagar,	Indira Nagar, Near ICICI Bank,
Bengaluru - 560 011.	Bengaluru-- 560 038
<b>RAJAJI NAGAR, BENGALUR U</b>	<b>PADMANAB HA NAGAR, BENGALUR U</b>
141/1022, West of Chord	No. 17, Subramanya Pura Rd,
5th Block, Rajaji Nagar	Padmanabha nagar, Bengaluru - 560061.

Landmark: Opp. to Fire Station/Near Sidwin Hospital	Landmark: Near Kadhirvel Petrol Bunk
Bengaluru	
<b>KORAMANG ALA, BENGALUR U</b>	
24/1, 1st C'MAIN ROAD,	
Koramangala 8th Block,	
Koramangala , Bengaluru,	
Karnataka 560033	
<b><u>AARTHI SCANS &amp; LABS</u></b> <b><u>HYDERBAD</u></b>	
<b>PUNJAGUTT A</b>	<b>KUKKATPA LLY</b>
No.6-3- 347/12/A/10/ 1/7,Sai baba Temple Lane	MIG-148, Rd Number 1,
(Near Model House),Dwar akapuri Colony,	KPHB Phase 2,
Punjagutta, Hyderabad – 500 082	Kukatpally, Hyderabad,
	Telangana 500072
<b>DILSUKH NAGAR</b>	<b>SECUNDER ABAD</b>
16-11- 740/S, Maruti Complex,	Plot- 40,Vasavi Nagar, karkhana,
Gaddiannara m Rd,	Secunderaba d.
Dilsukh Nagar	Hyderabad - 500015



Hyderabad – 500 082	Opp: Narayana Medical Academy.
<b>AARTHI SCANS &amp; LABS - MUMBAI</b>	
<b><u>PAREL</u></b>	<b><u>ANDHERI</u></b>
Lower Ground Floor	ECO Heights Shop No.2
C.S. Nos. 202(Pt), 240, 416, 417 (Pt) and 423 (Pt)	Nityanand nagar, Sahar road
Acharya Dhonde Marg,	Near Flyover bridge, Andheri East,
(Near KEM Hospital Circle), Parel	Andheri
<b>Mumbai – 400 012</b>	Maharashtra 400069
<b>BORIVALLI</b>	<b>THANE</b>
Shop no 52,53,Satra Park Compound	Shop No. 11,Sivanta, Almeda Rd
Shimpoli road near reliance mall	Opp. Thane Municipal Corporation
Borivali West	Panch Pakhdi
Mumbai, Maharashtra 400092	Thane, Maharashtra 400601
<b>AARTHI SCANS &amp; LABS - NCR</b>	
<b>GURGAON</b>	<b>JANAKPURI</b>

Plot No.141, Sector 15, part-2,	C1/2, Lal Sai Mandir Marg
Near Alpine Hospital,	opposite Mata Chanan Devi Hospital
Gurugram, Haryana 122001	Block C1, Janakpuri, Delhi, 110058
<b>KARKADOO MA, DELHI</b>	
C-1, Anand Vihar, Vikas Marg Extension Next to RBL bank and, opp. Pushpanjali Medical Centre, Delhi 110092	
<b>KARKADOO MA, DELHI</b>	<b>KARKADOO MA, DELHI</b>
C-1, Anand Vihar, Vikas Marg Extension Next to RBL bank and, opp. Pushpanjali Medical Centre, Delhi 110092	C-1, Anand Vihar, Vikas Marg Extension Next to RBL bank and, opp. Pushpanjali Medical Centre, Delhi 110092
<b>AARTHI SCANS &amp; LABS – PONDICHERRY</b>	
# 160 ,Bussy street , Near HDFC ATM,	
Puducherry- 605001	

<b>AARTHI SCANS &amp; LABS</b> <b>- KOLKATA</b>	
<b>BHOWANIP ORE, KOLKATA</b>	
6, Sambhunath Pandit St,	
behind SSKM Hospital, opposite Gurudwara,	
Bhowanipore , Kolkata,	
West Bengal 700025	
<b>AARTHI SCANS &amp; LABS</b> <b>- KERALA</b>	
<b>THIRUVANA NTHAPURA M, KERALA</b>	
City Plaza, T.C No. 17/552	
near Thiruvananth apuram Medical College	
Thiruvananth apuram	
Kerala 695011	

Booking cancelation, delay, machine not working etc - Honey – 9980937157

[honey@firstmednetwork.com](mailto:honey@firstmednetwork.com)

5.International patients- Honey – 9980937157

[honey@firstmednetwork.com](mailto:honey@firstmednetwork.com)

6.Book surgery –Not operational till further orders

7. Ambulance ( Air/land ambulance)

Service availability in major cities

a. Land ambulance b) Air ambulance

Delhi

Mumbai Pan India

Amritsar International

Mohali

Kanpur

Lucknow

Guwahati

Himachal

Hyderabad

Bangalore

Chennai

[Info@emsos.in](mailto:Info@emsos.in)

Contact number -9899785455

7.51E+09

Hi,

This mail serves a notification that Mr. .... order no ----- cancelled ambulance

booking. As per our cancellation policy, this amount must be paid back to Altum technology.

We will be initiating refund to patient.

Regards

Customer care

Firstmed Network

Final escalation – Dr.Nagamalesh 9880135258

:he clock.

ate wise email matrix