

Dear Member,

Welcome to Afya Community Smart Care Portal!

We are delighted that you are now a part of Afya Smart Care Community. At Afya, we take pride in providing an exemplary experience to our members. Allow us to provide you a brief overview of Afya Arabia, the benefits of being in a smart care community, and a few interesting, important membership details.

With a social mission of 'care for all, wellness for all, healthy workforce, increased employability and healthy citizens', Afya Arabia has designed the portal services to suit the needs of every community member. The community ensures that each member utilizes the potential of the smart care network optimally. We encourage our members to fully integrate with, participate in and enjoy the benefits of Afya Arabia's community smart care ecosystem.

As health care provider, you can benefit from availing the following benefits from Afya Arabia's smart care portal and build your network with patients, other healthcare providers and healthcare payers. As a premium member you can start

• Using Afya's pre-programmed business automation services

• Rendering smart services such as online appointments and tele-consultation

• Referring patients within the community for complementary services

• Managing time share of free assets to patients

• Tracking and organizing reports online without depending on the patient

• Providing high-quality care and updating your core skills

• Enjoying faster revenue realization with insurance/TPA improving cash flow

• Working towards providing preventative care, reaching even remote locations

For convenience and as an anytime reckoner for our members, we have provided a list of click-through links that help connect with us, as well as steps that help you reap maximum benefits from Afya's smart care portal:

1. To view your membership profile [click here](https://www.afyaarabia.com/afya-portal/#/ProviderDashboard) https://www.afyaarabia.com/afya-portal/#/ProviderDashboard
2. List of Afya’s services you have subscribed can be viewed at [click here](https://www.afyaarabia.com/afya-portal/#/ProviderDashboard/Provider_account_Service_Subscribe) https://www.afyaarabia.com/afya-portal/#/ProviderDashboard/Provider\_account\_Service\_Subscribe

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1. Afya’s membership activation process
   1. To log into your member Account please click on [click here](https://www.afyaarabia.com/afya-portal/#/ProviderDashboard) https://www.afyaarabia.com/afya-portal/#/ProviderDashboard
   2. Afya creates an “Admin Account” and an auto email with the login credentials are sent to your registered email id.
   3. With the help of the Admin Account, you or your designated staff will be able to set up your organization-specific policies.
   4. The administrator will be able to set up details of the staff/users and their rights as per the subscription.
   5. The designated staff/users can get themselves self-trained with the help of Afya’s self-learning sessions [Click here](http://h3sys.wizdomcloud.com/lms/Default.aspx) http://h3sys.wizdomcloud.com/lms/Default.aspx
   6. Please log into Afya self-learning sessions – a separate email with username and password would be send across for accessing the Afya self-learning system.
   7. The trained staff can set up the policies with in their clinics and, if needed, take help from Afya Community Care.
   8. Based on the readiness of your staff, you can start availing Afya’s services.
2. Details about the loyalty/referral points.
3. Payment details: [Click here](https://www.afyaarabia.com/afya-portal/#/ProviderDashboard/Provider_account_Service_Subscribe) https://www.afyaarabia.com/afya-portal/#/ProviderDashboard/Provider\_account\_Service\_Subscribe
4. Afya Premium member Policies: [Click here](https://www.afyaarabia.com/afya-portal/#/ProviderDashboard/Provider_account_policies) https://www.afyaarabia.com/afya-portal/#/ProviderDashboard/Provider\_account\_policies

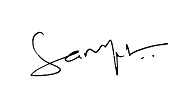
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1. Adaption methodology:
   1. The designated staff from the clinics will have to get themselves self-trained with the Afya’s proven self-learning sessions: [Click here](http://h3sys.wizdomcloud.com/lms/) http://h3sys.wizdomcloud.com/lms/
   2. Please log into Afya self-learning sessions with your user information.
   3. You can view the online self-learning modules available as subscription packages. Additional online/onsite training is also available as an add-on service package.
   4. You can view the status of their assessment and will receive a certification of completion at the end of the self-learning process.
2. Community Care / Support:
   1. For any queries, or help or support, you can connect with Afya’s support team on ‘member Support for Provider’ page [Click here](https://www.afyaarabia.com/afya-portal/#/AfyaServices/member-support) https://www.afyaarabia.com/afya-portal/#/AfyaServices/member-support
   2. If you need to interact directly with community care members, then please raise an incident ticket on the support page of the portal ([Click here](http://support.afyaarabia.com/new/) http://support.afyaarabia.com/new/)and Afya’s community team would respond to you. Alternatively Afya’s community team will be available to communicate via online chat or the phone as well.
3. Self-help links: For self-help, you can visit the member support page for providers: [Click here](http://support.afyaarabia.com/home/) http://support.afyaarabia.com/home/

We welcome you once again to be part of the smart care community. We look forward to your active participation in Afya’s smart care ecosystem.

Sincerely



Community Manager

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