

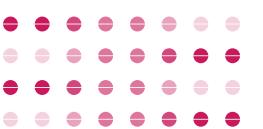


HealthSy

Partnered Home Healthcare Service Providers

Onboarding Document

healthsy.app





Greetings from HealthSy

.....

It gives us immense pleasure to welcome you to the HealthSy family. The very thought that our brand 'HealthSy' is being heard or welcomed by you at this very moment gives us immense joy. Firstly, we at HealthSy would like to congratulate you for your outstanding services to your neighbourhood and to the people of this society for all these years, especially during the uncertain times of the Covid-19 pandemic. As a professional and experienced nurse, physiotherapist, caretaker, speech therapist your services range from counselling your patients, helping patients in solving their one-time injury and chronic illness, providing care and support to elders, mothers, carrying out other important support services and so on. All these un-matched services are of great value and importance to the people of your society which ultimately saves hundreds of lives, keeps a family safe and happy and leads to a healthier workforce and society.

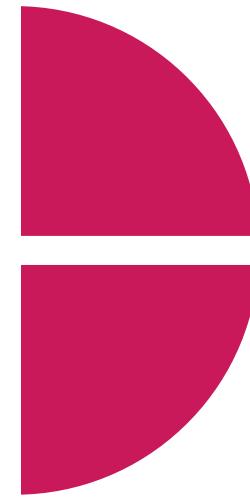
Brief About HealthSy

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HealthSy is an online healthcare platform that focuses on simplifying the healthcare ecosystem across India. We want to empower everyone in the country to get access to affordable and reliable healthcare products and services from the comfort of their homes. We call ourselves as the supermarket of healthcare sector as we provide the user / customer with all their needs right from buying prescribed medicines all the way to booking online consultations with doctors from the device of their choice as well as booking Home Healthcare Services with physiotherapists, nursing support staff, etc.

HealthSy is a start-up that is backed by promoters, directors and stakeholders that have several years of experience in the field of healthcare and technology. Our management has rich experience of running successful ventures and their vision is to take HealthSy to a top-level brand and make it a leading e-healthcare platform in India.





HealthSynergy – Partnered Home Healthcare Service Providers Network Programme

We at HealthSy believe that every relationship with our partners is one filled with mutual benefits. That is why we decided to name our partner registration and onboarding platform as 'HealthSynergy'. This platform is a list of programmes that helps us join hands with retail pharmacies, doctors, hospitals, Home-Healthcare Service Providers like yourself, etc. and helps us maintain a long lasting and healthy professional relationship.

Our platforms namely our user website, user android and iOS applications are visited by thousands of users and patients every single day to book quality Home-based Healthcare Services. Our mission is to connect all our visitors, potential customers and our existing customers / patients with our partners and be a bridge between the two ends.

Your services, experience and knowledge as a professional is needed to thousands more. For the very same reason if you want to expand your valuable services beyond your current patients, clients, visitors, and your geographical location, then partnering with HealthSy is the right path for you.



Benefits of joining HealthSy

Partnered Home Healthcare Service Providers Network Programme:



Thousands of patients / clients are looking for a professional like you. Reach out to them by starting your digital journey with us at no cost and simple manner.



Easy-to-use and dedicated mobile application provided to you for carrying out your services, management of patient records, tracking payments and progress of your bookings.



Patients / users can reach out to you via audio or chat after you confirm the booking for any clarifications. However, this is only for important communication purposes as your services are to be rendered only at the patient's /



100% privacy, safe and secured.



Sound technical support from our side.



Simple and hassle-free registration process.



Simple and hassle-free exit policy.



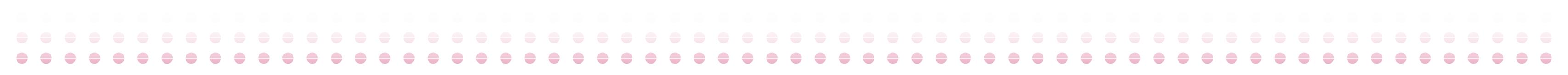
Collect your fees directly from the patient / client after providing your professional services at their house



Grow with us – Extend your services to thousands more, boost your profile and track your growth from time to time.

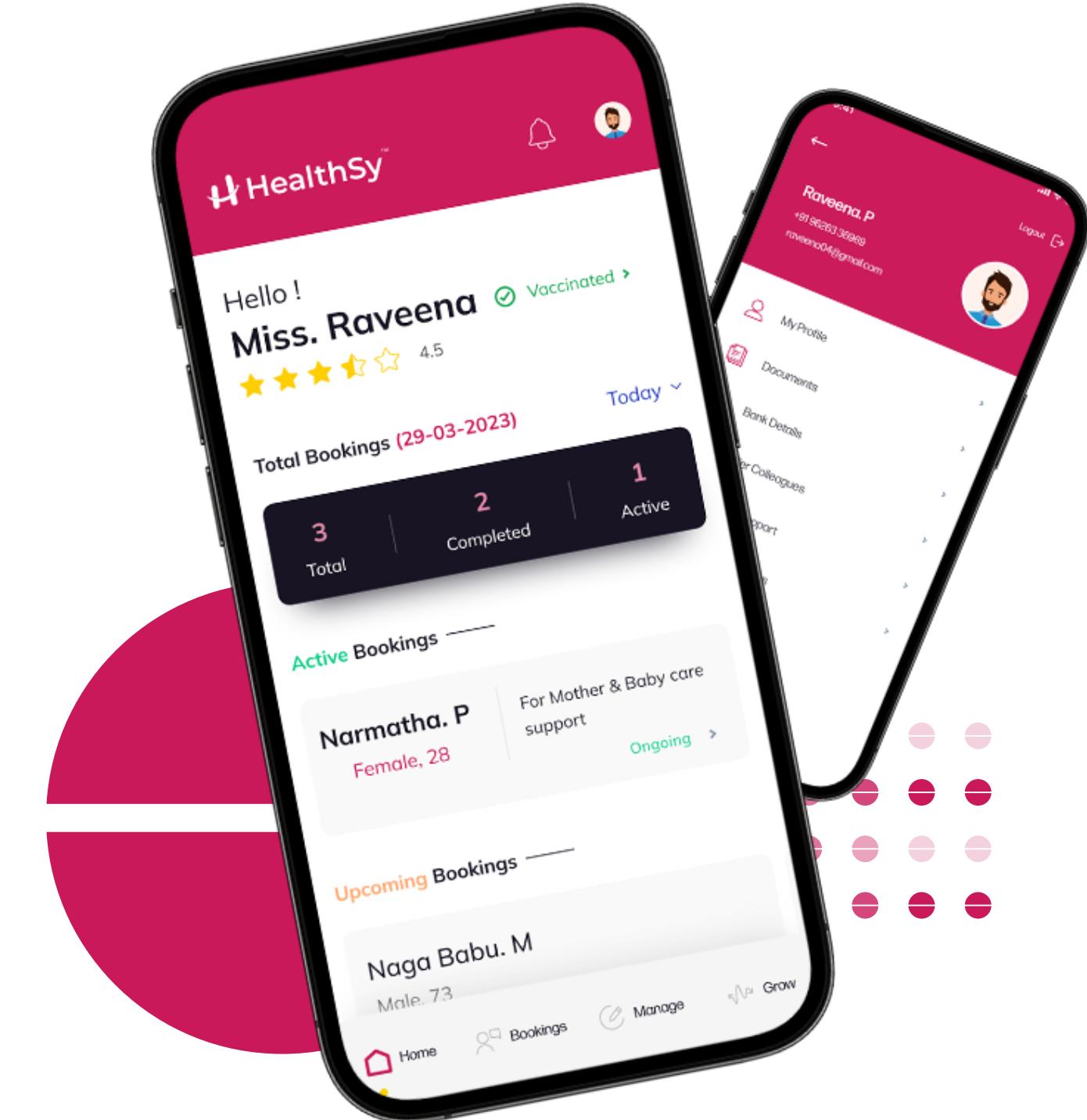


Registration and On-boarding is completely free of cost.





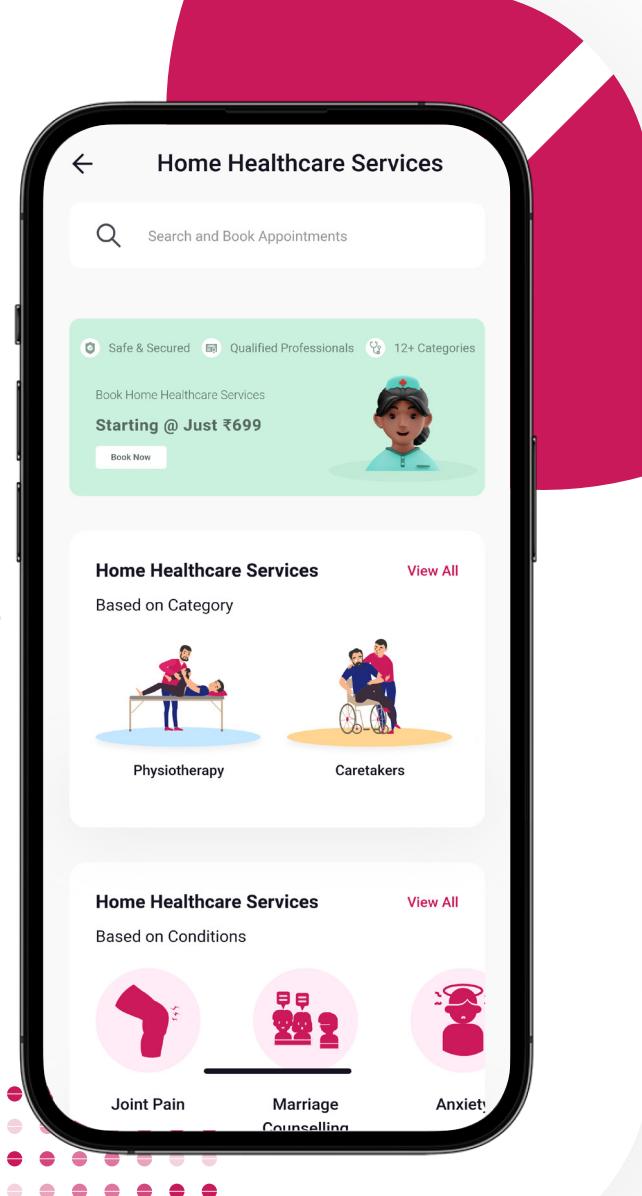
Process-Flow for Home Healthcare on HealthSy:





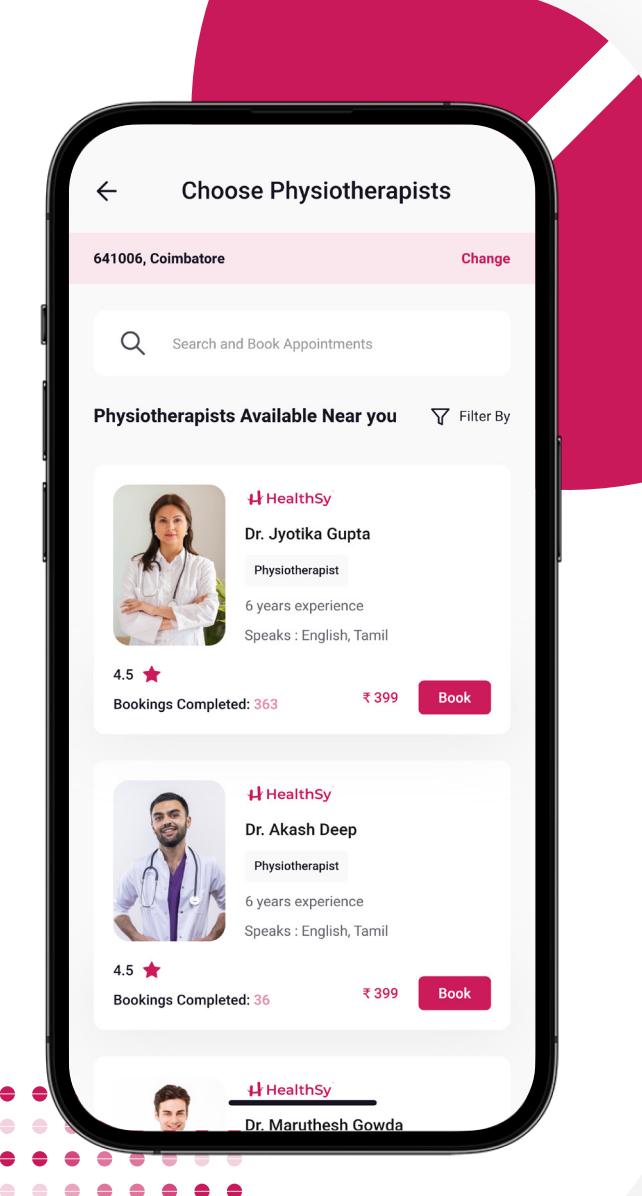
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Users / patients come onto our online platforms such as the user website, android and iOS mobile application looking to book for Home-based Healthcare Services such as physiotherapy, nursing support, elderly care support, mom and baby care support, speechtherapy, etc. We connect them with you directly and act as an aggregator.



2

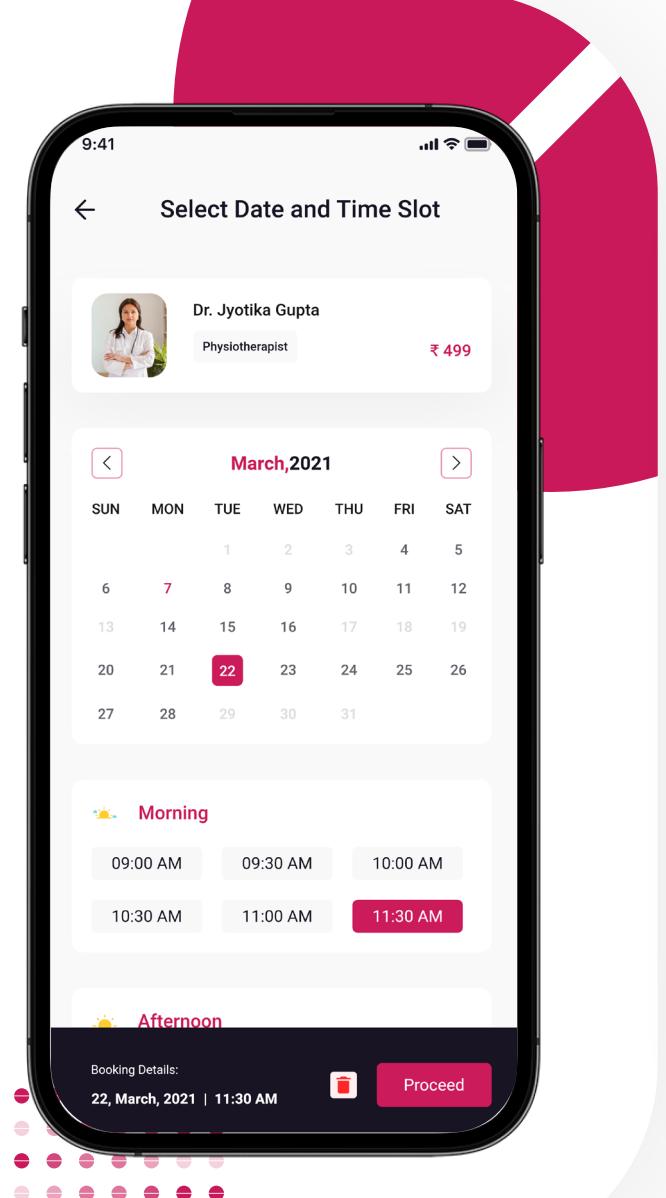
Once the on-boarding team completes your registration and verification process, you will be listed on our online platforms under the category as per your profession. Assume, you are a professional physiotherapist and you will be listed with us under physiotherapy category.





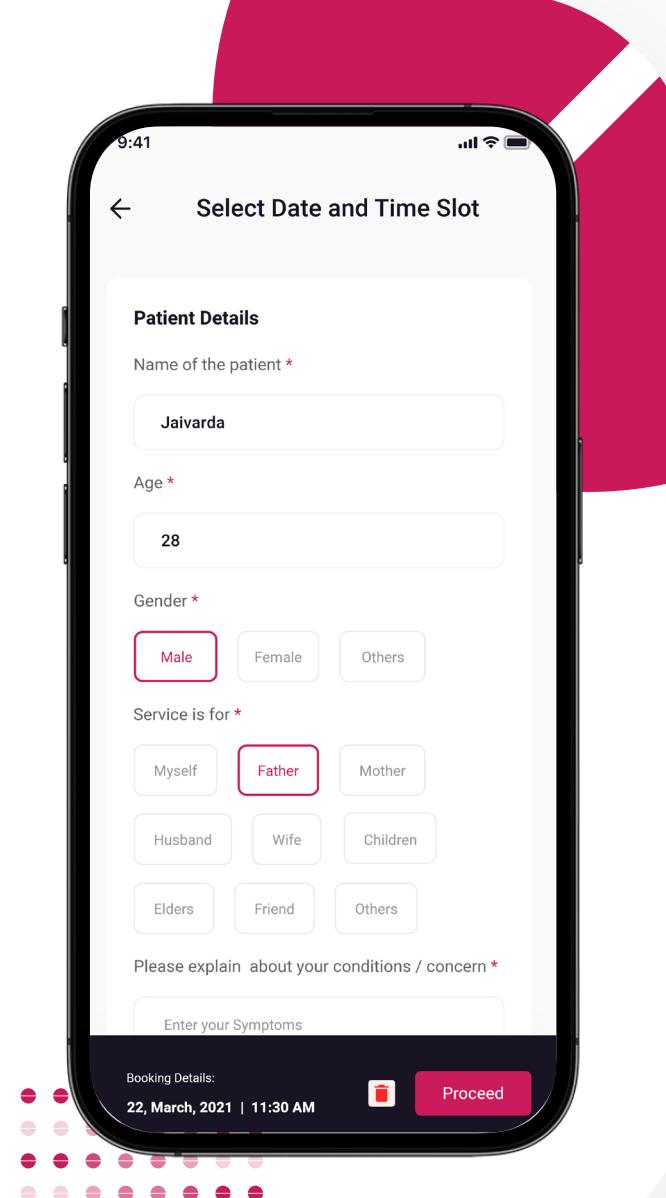
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The user will choose the date and time slot for his / her Home Healthcare booking with you based on your availability that you fix in your dedicated app.



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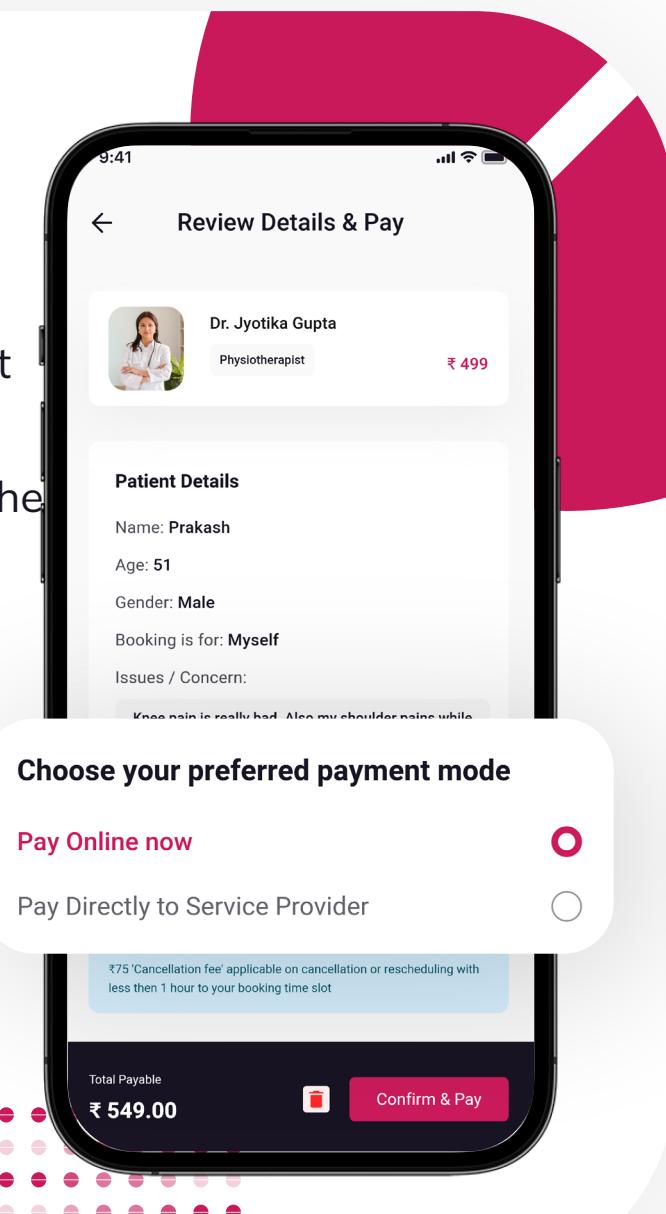
Post selection of the date and time slots, the user will fill in the necessary details along with the location where the service is needed.





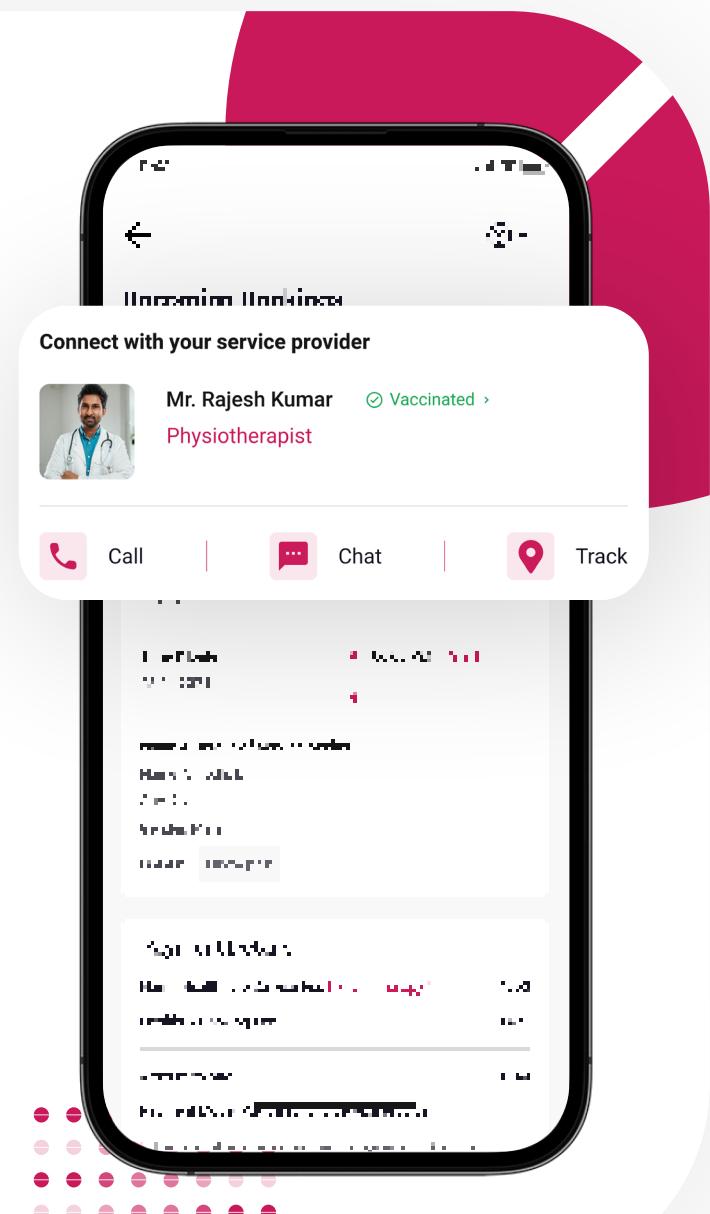
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At the time of making a payment for the booking, users have the option to either 'Pay Directly to the Service Provider' or 'Pay Online Now'.



6

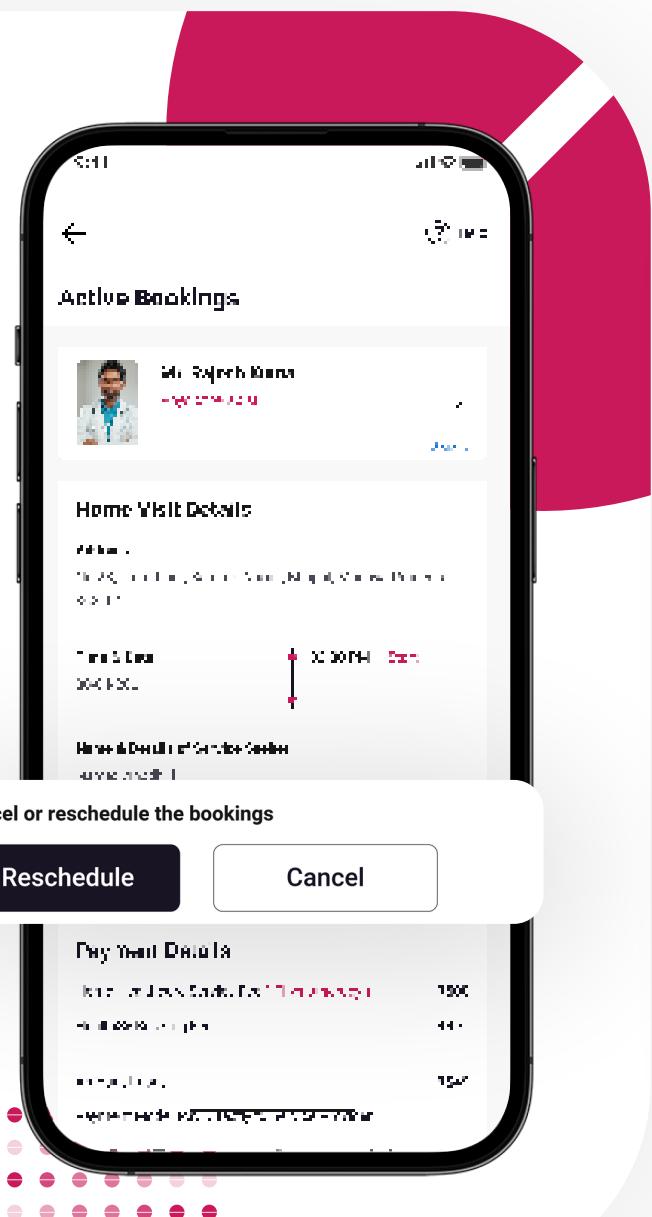
Once the booking is confirmed , you will receive the upcoming Home Healthcare booking details on your app. The user can reach out to you via in-app chat or call to help you with the location or to confirm your arrival.





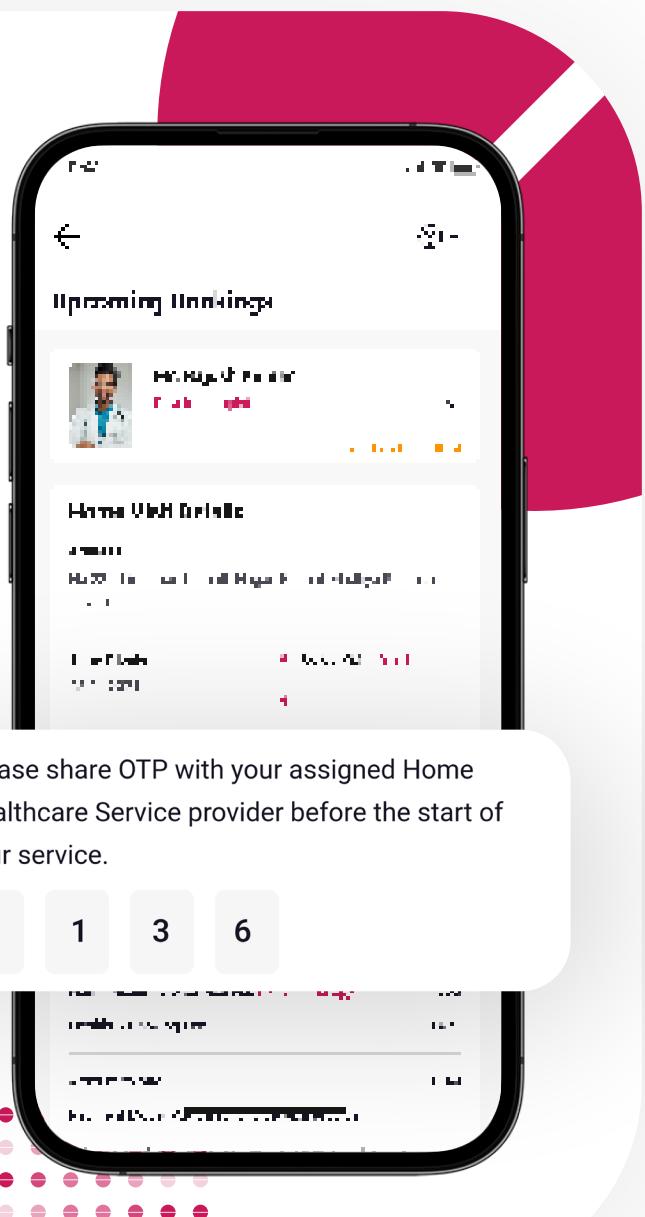
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He / she can also cancel or reschedule the booking with valid reasons as per the HealthSy “Home Healthcare Cancellation Policy”



8

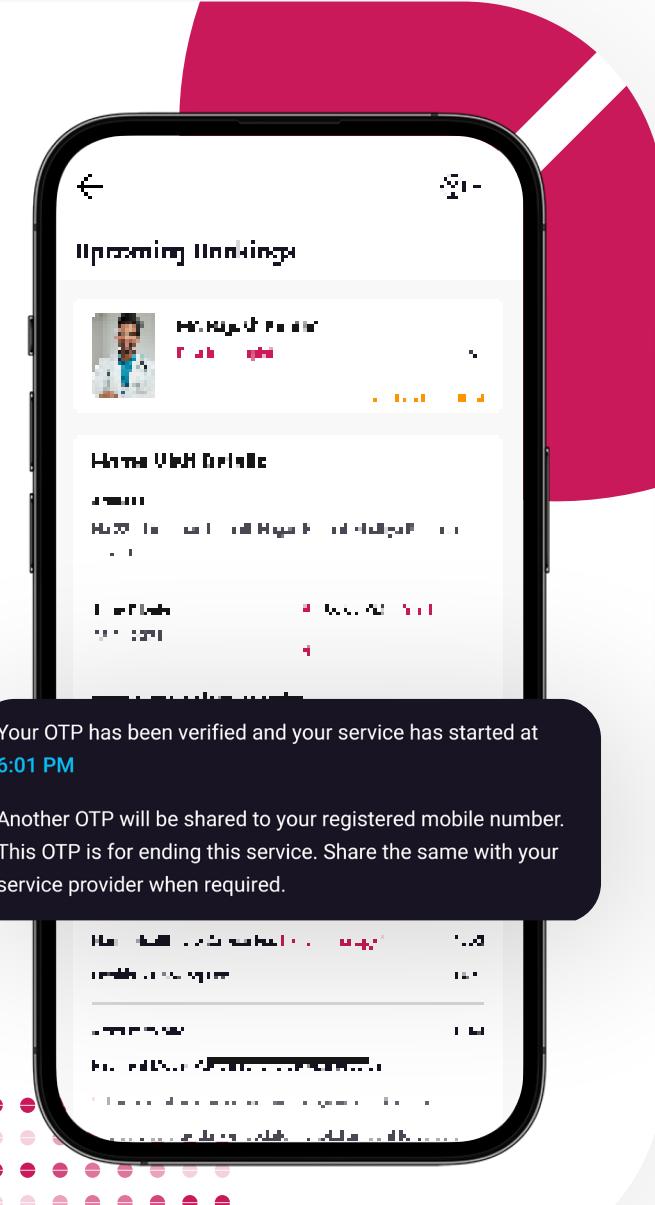
Once you arrive at the service destination as per your time slot, two-way OTP verification will take place between you and the patient.





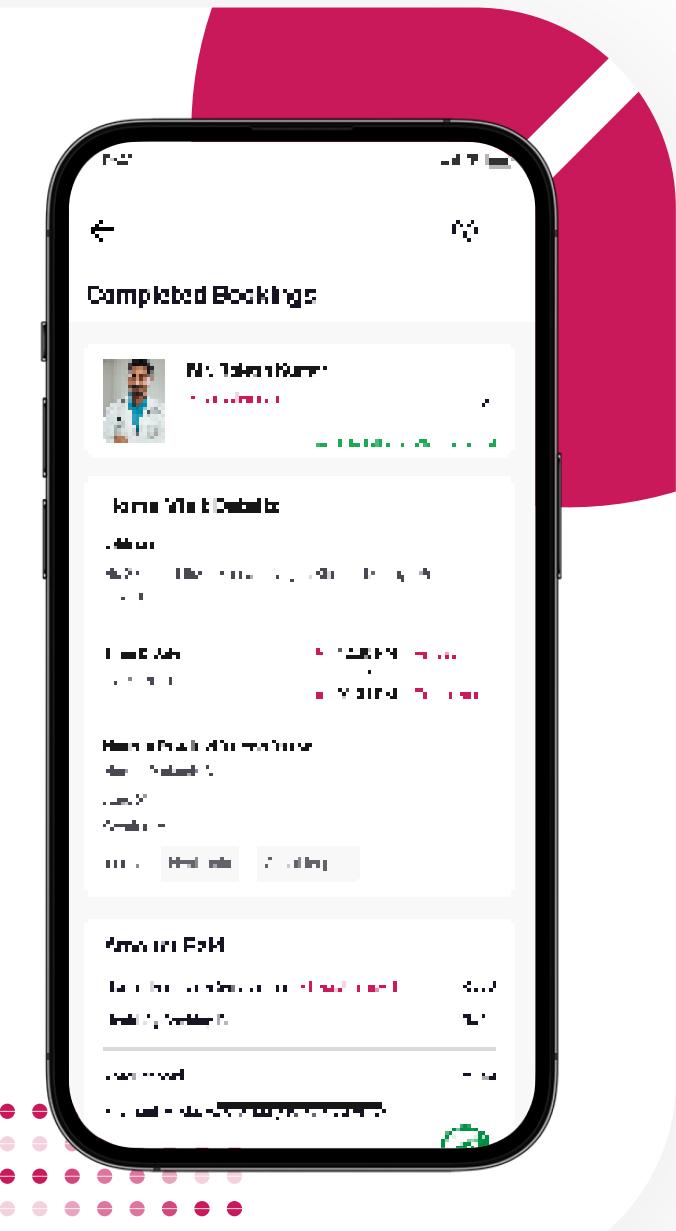
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Upcoming Booking will become Active Booking once OTP is verified by you.



10

After providing your services, update in the app that the payment has been collected (Not applicable for prepaid bookings) and the booking as completed. This is once again done through a two-way OTP verification process between you and the client.





Key Highlights:



14+ Home Healthcare Services offered on HealthSy such as physiotherapy, nursing support, caretakers, mom and baby care support, caregivers, elderly care, speech therapy, etc.

Visit the patient's home, provide your professional services at your discretion.

Currently providing our home healthcare services in 12 major cities of India such as Chennai, Coimbatore, Ahmedabad, Hyderabad, Mumbai, Kochi, Bengaluru, New Delhi, Noida, Gurugram, Vizag and Kolkata

We are available across all the platforms, namely User website, Android, and iOS

A dedicated mobile app (available in both android and iOS) is provided to you for carrying out your services



What we expect from our Partnered Home Healthcare Service Professionals:

Infrastructure



You need a smartphone and a stable internet connection.

Patient / Client satisfaction is the key



As an experienced professional, the sole aim is to give the best consultation / session for the patients / clients at the comfort of their home. This leads to word of mouth, goodwill, and repeated bookings with you from that patient / client. Ultimately, as a professional you will be able to boost your profile, credibility, build a positive online reputation and get a greater number of bookings.

Compliances



As our partnered Home Healthcare Services Provider we want you to be proper with all the council / pharma / legal / medical compliances such the licenses, memberships, practices, guidelines, etc.

Technical knowledge



You need to have the basic technical knowledge on how to use and carry out your bookings through the mobile application.

Following the SOP



As a Partnered Home Healthcare Service Provider of HealthSy you will be given a set of do's and dont's which is basically a standard operating procedure which you must follow.

Hygiene and Safety



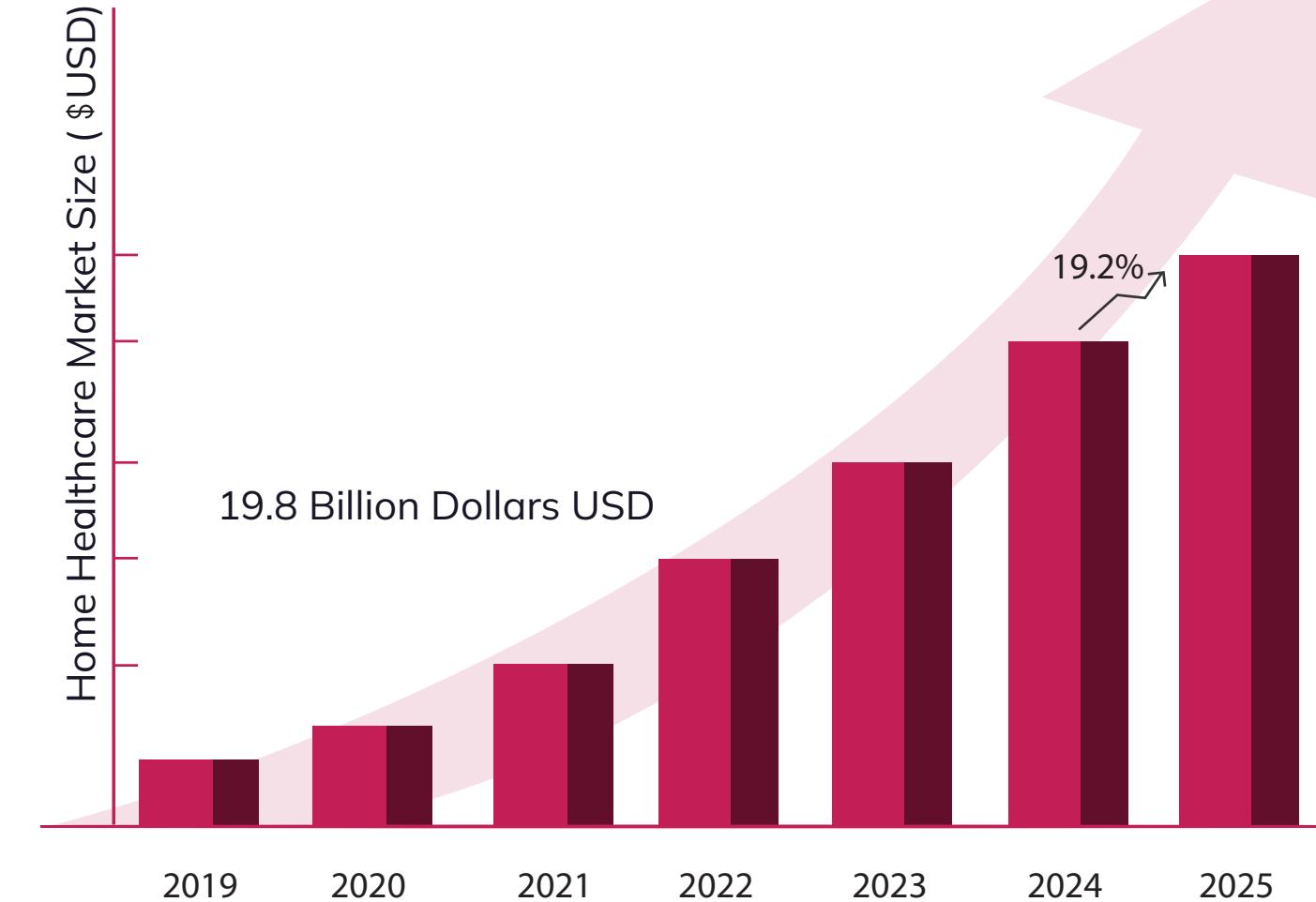
This is the most important part of what we expect. Hygiene, regular health-checkups on your path is much appreciated since patients expect the same as the services is taking place at the patient's home.



Grow with us

We want you to grow with us and benefit mutually in the digital era.

"Indian Home Healthcare market is in its early growth stage and has increased at a positive double-digit CAGR during the period 2013-2018 majorly due to the increasing elderly population, growing prevalence of chronic diseases / strokes among the younger population and shifting demand trends from unorganized to organized segment. It has been observed that the trend towards Home Healthcare witnessed a rise in line with an improvement in the level of technology, growing awareness and the increasing shift towards professional medical, at home chemotherapy sessions for cancer patients combined with physiotherapy sessions at home.





Future Market Outlook

"The Indian Home Healthcare Market is expected to grow at a positive CAGR of 19.2% from FY'2019 to FY'2025. The growth is expected to be driven by factors such as the rise in the geriatric population and the increasing prevalence of stroke in the age group of 18-45 years combined with a rise in overall post-trauma care patients. In addition, the expected onset of regulations and the measures to bring Home Healthcare Services under the purview of insurance are also expected to help the market grow further."

Importance of HealthSy

Thousands of patients / visitors come onto our online platforms every day looking for home-based medical and healthcare services. With an increased growth in the number of internet and mobile application users, visitors directly look for a professional like you in the online space. On the other hand, we list you onto our online platforms under your respective service category, connect you with our visitors and clients to whom you can render your professional services at the comfort of their homes.

How are payments made to you?

- Firstly, after on-boarding and verification process is over, we list your profile in the respective Home Healthcare Service category on our online platform. If you are a physiotherapist, mental wellness therapist or a speech therapist you can determine what you want your per consultation session to be. However, if you are a nurse, nursing support staff or a caretaker we will share the price list / fee list for your service based on your city. Nursing, nursing support and caretakers will be working on hourly basis due to the nature of their job. Therefore, your fee will be determined on an hourly basis. This fee will be based on an hourly rate. This fee varies from one city to another. If you are a physiotherapist and you have chosen your per session fee to be INR 499, then HealthSy will add 15% listing fees over and above that and show the same as your fees to the users on our platform. Your fee will now be INR 573.85 or rounded off to the nearest tens value. INR 74.85 will be our "Listing Fees".



- Once a patient / client confirms a booking, we will immediately send a notification of the booking with the required details to you via SMS and email. You can also view this in the “Upcoming Bookings” on the app. You must reach the patient’s location on time and render the services based on your discretion and with patient satisfaction in mind.
- The patient has two payment modes from which he / she can choose from. This is ‘**Pay Online Now**’ or ‘**Pay directly to the Service Provider**’.
- When the user pays the amount through online payment modes for availing your professional services, this amount paid by the user will first be received by HealthSy and then be settled to you within 3 working days into your bank account post deducting our ‘Listing Fees’.
- If the user has opted for ‘**Pay directly to the Service Provider**’ then you can collect the amount payable directly from the client / patient after successful completion of your booking either as cash or via other payment methods that is acceptable to you and the client.
- We will verify the amount and the transaction mode type paid by the patient / client to you and update the same in our system.
- We will raise an invoice every 3 days on a cycle and whatever total number of successful home bookings you have performed on our platform, a total of 15% “Listing Fees” for each booking will be collected from you.
- The Listing fees is the amount charged by HealthSy for providing the technology platform for facilitating the Home Healthcare bookings between you and the patient. The 15% listing fees will be added on top of your professional fees. This total will be determined as your professional fees to the patient. This amount should be paid to the company to its bank account within 3 working days from the date of you receiving the invoice from us.



Why wait?

Become a Partnered Home Healthcare Service Provider now.

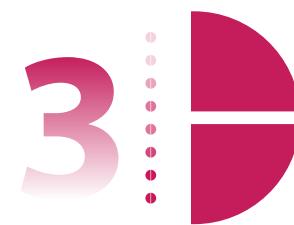
HealthSy has a simple and hassle-free registration / on-boarding process for you:



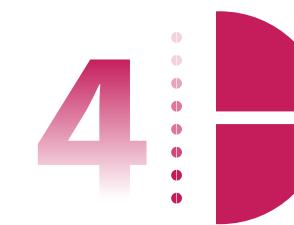
Request for the partner registration / onboarding link to
registrations@healthsy.in



Fill up the details and upload required documents.



Verification and on-boarding process



Start providing your services to thousands more.

Simple, Isn't it?



We have a simple and hassle-free exit policy as well:

If you feel you no longer want to be associated with HealthSy and the 'Partnered Home Healthcare Service Providers Network Programme', you can exit from it at ease.

1

You can simply send a letter to the registered office address of HealthSy or simply send us an email to partners@healthsy.in with your intention to withdraw your association from us 15 days prior to your exit.

2

We will approve your exit within 24-48 hours after receiving your letter / mail / notice.

Simple, Isn't it?



Highlights of the ‘HealthSy Partnered Home Healthcare Service Providers’ mobile app

1

Manage your Home Healthcare bookings at ease on the app (active, upcoming, completed, cancelled)

2

Manage your availability and time slots

3

Manage your patients

5

Help and Support

4

Manage your payments and settlements





FAQs

1. What is the HealthSy Partnered Home Healthcare Service Providers Network Programme?

The HealthSy Partnered Home Healthcare Service Providers Network Programme is one of the partner registrations and on-boarding programme that comes under 'HealthSynergy'. Basically, as an online platform for home based medical and healthcare services, we are looking for experienced professionals across India to become our partners to connect you with the clients for providing quality home based medical and healthcare services.

2. How can I become associated with HealthSy Partnered Home Healthcare Service Providers Network Programme?

You can send us a mail showing your interest to like your name, Home Healthcare Service category, location , mobile number to registrations@healthsy.in or you can easily find the registration / on-boarding link in our user website, android, and iOS applications.

3. How and when can I exit the association with HealthSy and the Partnered Home Healthcare Service Providers Network Programme?

As explained earlier, you can either send a letter to our registered office address or simply send us a mail to partnersupport@healthsy.in with your intention to withdraw your association from us 15 days prior to your exit. We will approve your exit within the next 24-48 hours after receiving your letter / mail / notice.

4. How many bookings can I expect in a day?

You can expect a fair number of bookings in a particular day. However, with increasing demand for home based medical and healthcare services you can expect a greater number of patients availing these services in the coming months.

5. Could I be able to accept or reject a particular booking from my side?

No, you cannot be able to cancel bookings from your side. You must reach out to the HealthSy support team via the 'Help and Support' section on your mobile app and convey the same stating your valid reasons. This should be done with at least one hour prior to the commencement of the booking so that we can inform the respective patient and find an alternative service provider.



6. I have a primary as well as a secondary service category. Can I get bookings for both?

Yes, if you have a primary and secondary service category, you will be listed under both the categories. Therefore, you will get bookings for both. For example, if you are a nurse, you can be listed under two Home Healthcare Service categories such as 'nursing support' and 'elderly care support'.

7. What is the minimum and the maximum time duration that we get for each session / visit with the patient / client at their home?

Well, it depends on your Home Healthcare Service category. If you are a nurse, then you will get bookings that will be on hourly basis since nobody will have the requirement for a nurse for just 30 odd minutes. So based on your time and availability that you set on your app, patients can book nursing services for a minimum of 1 hour to a maximum of 9 hours on HealthSy. If you are a physiotherapist, speech therapist or a mental wellness therapist then your booking is purely based on consultation session that should last for a minimum of 30 minutes to a maximum of 60 minutes for the patients' homes. However, a single session cannot exceed for more than 60 minutes. It is also purely your discretion as to how to treat and how long to treat the patient / client. The sole aim here is their complete satisfaction.

8. What happens if I have not completed my diagnosis or consultation within 60 minutes?

Well, under such circumstances you can simply inform your patient that you must extend the timelines since you are yet to complete the diagnosis or consultation.

9. How can I extend my timings for my bookings if the need arises?

First, see if you can complete your diagnosis or consultation within the time frame. If the session has to be extended purely for consultation, then you can click "Update Fees" on the "Active Booking" page → Type in the additional minutes, check the new updated price and make sure to inform the patient about the price for the extra time for your session to the patient and if the patient has confirmed the same you can proceed to "Update" the fees on the app. The patient will receive this information on his / her app and give their consent post which the new fee amount will be reflected on your app. This extra fee can be collected either via payment link or you can also collect cash directly from the patient after the successful completion of the respective booking. HealthSy will raise invoice for this extra fee that you earned on the booking.



10. Can the patient request for other associated services because as a physiotherapist / mental wellness therapist / speech therapist I will only be providing consultation / advisory services to the patient for the fee that is paid.

Yes, imagine you are physiotherapist and have gone for a consultation session, and the patient is requesting for therapy related services which is not part of the fees. Under such circumstances you must update the fees for such additional or associated services from your app in the “Active Booking” page. There will be a button called “Add Services”. If you are a physiotherapist all the additional and associated services under your service category will already be listed under this section along with its respective prices by HealthSy. You must add the additional service, its duration and then inform the patient regarding the same and submit. Once you submit the patient will receive a notification in which he / she will have to accept or decline the new price for the additional service which the patient requested. This is applicable for other service categories such as nurses, speech therapist, caretakers, and mental wellness therapist as well.

11. How can I contact the patient to inform any details before the start of my booking?

When the booking is in the “Upcoming Bookings” stage you will have the feature to call or chat with your respective patient via in-app chat or call him / her via in-app call. You can convey any details such your time of arrival, or you can request for exact location.

12. Will you be giving discounts / offers / promotions on my service to the user/patient?

Yes, HealthSy will apply discounts / offers / promotions on your services from time to time. As home based medical and healthcare services are still not familiar with all and with heavy competition among many platforms, we need to give the best in terms of quality, application user experience and the price (fees). We provide these discounts / offers / promotions with a maximum of 50% at times. This discount will be mentioned / highlighted at the time of you receiving the booking from us. However, discounts will not be always provided to the patients.



13. How does these discounts / offers / promotions work?

Assume, you have fixed your Home Healthcare booking fees at INR 499 per session. A maximum of 50% OFF can be given on this fee as a discount / offer / promotion by us. What we would do is to reduce up to 50% on your fees during offers. This discount can also be 10%, 15%, 25% and need not be always 50%. By this, we mean that the maximum discount that we can provide to the patients is capped at 50% and not more than that.

14. What happens if the patient / client is not available at the given address?

We understand that these issues occur. In the event of such incidents, we suggest you connect with the patient / client through a call. If you are unable to connect and reach him/her, we request you to reach out to our support team. We will do the needful for this untoward incident.

15. The patient / client was not cooperating or was rude with me during the rendering of my services.

In the event of such behavior from the patient / client side, you are requested to kindly raise a complaint with us from the help section of your app or send a mail to partnersupport@healthsy.in stating the incident and the booking ID.

16. The patient / client refused to pay for what I have requested?

In the event of such an incident, you can call our support team immediately. We will try and do our best by either convincing the patient / client or through other mutually benefitting ways.

17. How can I keep track of my payments?

HealthSy will send you with BTS (Bookings, Transactions and Settlement Ledger) report bimonthly if there is a need for it. Alternatively, you can track all your payments from the 'Grow' section in your mobile app.



18. Will this programme be a short term or a long term?

As discussed before, this programme comes under ‘HealthSynergy’ which relates to building a long lasting mutually benefitted relationship with the partners. The sole aim of this initiative is to have a long-term partnership.

19. How can I access and keep track of my patient / client records?

You can access the patients records at your convenience. You can view and track all details of patients from ‘Manage’ → ‘My Patients’ section on your mobile app.

20. How can I keep track of my bookings?

You can keep track of all your completed, active, upcoming, and cancelled bookings at ease from your booking’s history in the app.

21. Will I or my staff members be given adequate training and instructions as to how to use the application or the web-app?

Yes, our onboarding team will give adequate training, instructions, and a demo as to how to use the application.

22. How and when will you collect your 15% listing fees?

Every 3 working days we will raise an invoice for the amount that is to be collected by us for bookings where the user has opted for ‘Pay to Service Provider Directly’.

For bookings where the user has opted for any online payment method, we will deduct our listing fees at the time of settlement to you.





List of details required for profile creation and activation for Home Healthcare Services:

Details:

1. Name * (For Profile creation and listing)
2. Primary Service Category *
3. Secondary Service Category (if any)
4. Date of Birth (DOB)*
5. Preferred home healthcare booking fees (INR)*
6. Experience* (In years)
7. Educational Qualifications* (UG and PG, etc)
8. Memberships
9. Languages Known*
10. Mobile Number*
11. Email*
12. State*
13. District*
14. City / Town*
15. Pin-code*
16. Profile Picture*
17. Concerned Council Registration / License Number*

(Ex: Nursing council of Tamilnadu, Physiotherapists council of Karnataka)

List of documents required:

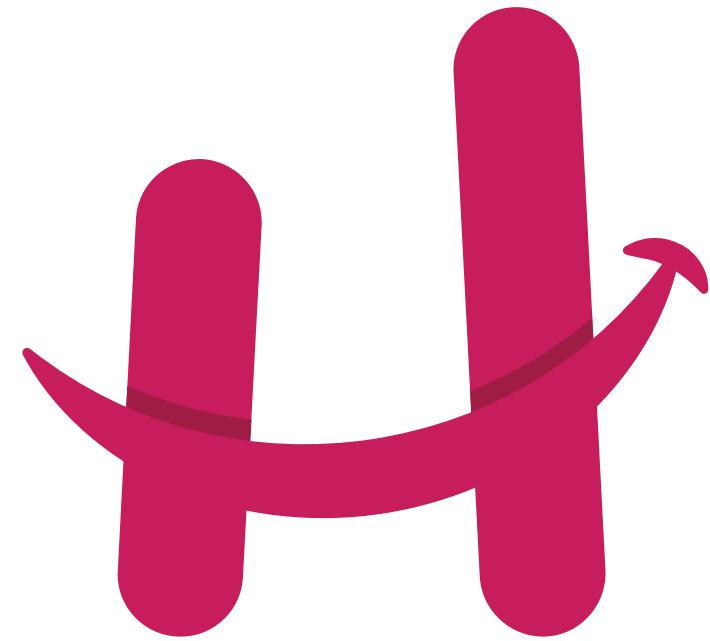
1. Aadhar Card*
2. Concerned Council Registration / License Number Certificate*
3. Valid Driving License / Passport / Voter ID / PAN* (Copy; Any one)
4. Cancelled Cheque* (Scanned image or PDF)
5. Bank Account* (Current or Savings account)
6. UPI ID*

*Mandatory Detail / Document



**Come on-board HealthSy
and provide your valuable services
to thousands more.**

Find the registration / onboarding form on our website healthsy.app or simply find it on our user mobile applications or write to us showing your interest at registrations@healthsy.in





Contact Us

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📞 **080-468-09777**

✉️ registrations@healthsy.in | partners@healthsy.in

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