A Contribution from Volunteers

STEP BY STEP PROCEDURE – HOW TO USE ECHS MOBILE APP

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(For Queries or Feedback WhatsApp to Cdr Santhanam @ 9740072879)

A) *Activation of the 64 kB ECHS Card in Polyclinic Kiosk*

1. Once you receive the 64 kB ECHS Smart Card, it can be used at the Kiosk fitted in the Polyclinic (PC), in an interactive manner.

2. *In order to use the ECHS Mobile App, you MUST first register the 64kB card at the Kiosk fitted in the PC. This is a One Time Activity Only*
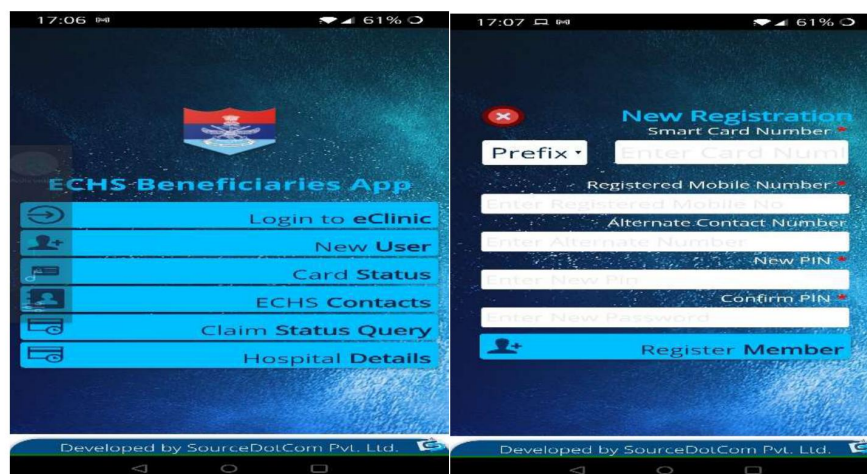
   (Refer STEP BY STEP PROCEDURE– HOW TO USE 64 kB ECHS SMART CARD AT POLYCLINIC KIOSK, published on 12 Dec2020 in Helping Hands for ECHS WhatsApp group)

B) *Using ECHS Mobile App*

I) *STEP 1 - Register in Mobile App (One time action)*

   i. ECHS Mobile App is available for mobile phones using Android or iOS mobile Operating System.

   ii. For Android, the App is "ECHS Beneficiaries App". Download this App from Playstore

   iii. For iOS, the App is "ECHS Beneficiary App". Download this App from App Store

   iv. Launch the respective App

   v. Complete your Registration in the Mobile as a "New User".

   (Screen shots are shown for Android mobile phone. iOS will be almost similar)

   Launch ECHS Beneficiaries App → New User → Complete the details displayed → Register Member (Password is a 4 digit Number called PIN. Remember this for future)
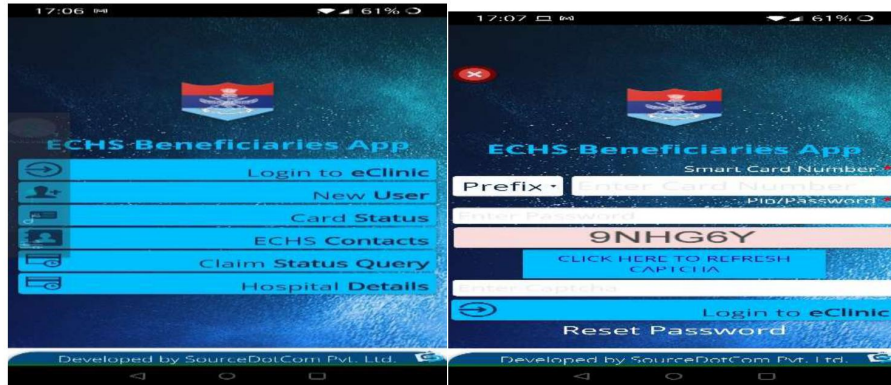
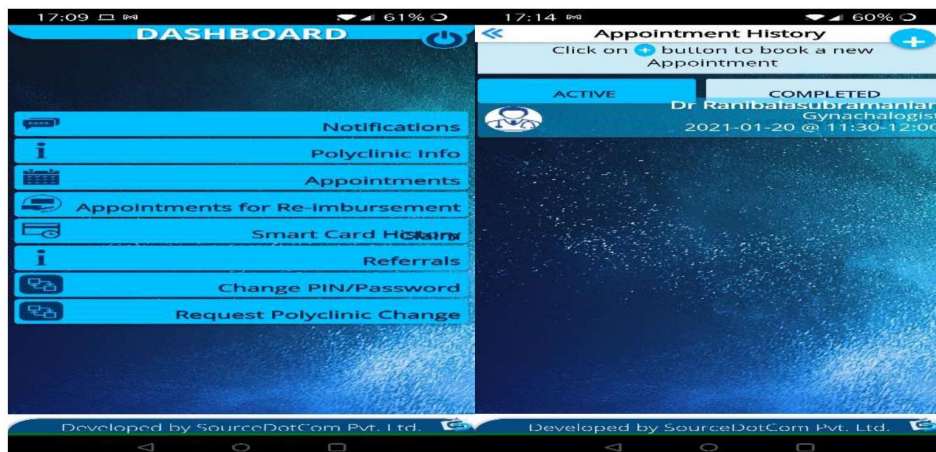# *A Contribution from Volunteers*

II)   STEP 2 - How to Login

**Click Login to eClinic → enter card number with prefix → PIN →
enter captcha exactly as shown → click Login to eClinic**

(example Captcha shown below is – 9NHG6Y)

**III)   STEP 3 - "How to Book Appointments" to meet Polyclinic (PC)
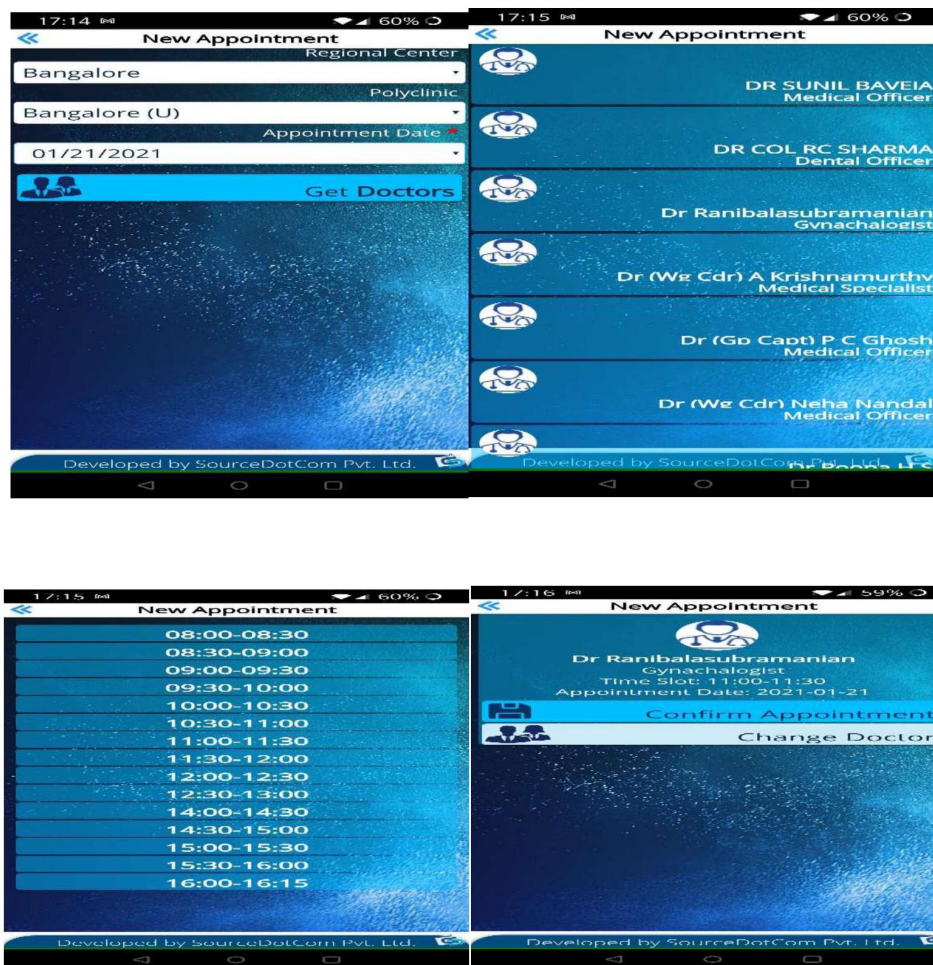Doctor for OPD**

**Login → Click on Appointments → Click on "+" sign on top right
→ select appointment date → Get Doctors → select the doctor you
wish to meet at PC → select appointment time → click Confirm
Appointment** (3 screen shots below for easy reference)

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<p style="text-align:center; color:red;">A confirmation message will flash</p>

IV) **STEP 4 - At the Polyclinic after Appointment confirmation using Mobile App**

On the designated date of appointment, go to your PC and at Kiosk you can get a Priority token printed. At Kiosk Do

Select Language → 64KB card → Enter PIN→ Select Online Appointment

Click OPD Token → Select Doctor → Collect Printed token → Go to Waiting Area

NOTES:-

1. You can cancel the confirmed appointment using Cancel Appointments option in the Mobile App.

2. Appointments using Mobile App for OPD can be fixed SEVEN (7) days before the date of consultation

V) _How to reset your Login PIN of Mobile App_

In case you forget the Mobile App PIN, you can set a new PIN

Launch ECHS App → Login to eClinic → enter card details → Reset password → Smart Card Number → Registered Mobile Number → Reset PIN / Password → follow information displayed to set a New PIN

VI) _Referrals_

Once you Login to eClinic, the Option Referrals when clicked, will indicate the details of Referrals you have taken from PC for treatment at Empanelled Hospitals

VII) Smart Card History

Once you Login to eClinic, this option will indicate your usage of the 64kB card at PC, such as token # , Date & Time and PC where used

VIII) _Other Features that can be used using Mobile App_
(Login is NOT required)

a. **Card Status** - You can check 64 kB Card Application Status. (of your own card or any ECHS Beneficiary applied for).

   Launch ECHS App → Card Status → Enter Registered Mobile # or Application # → Show Status

b. **ECHS Contacts** - You can use ECHS Contacts option get contact details of ECHS Offices across India (example Stn Hq, Regional Center, Polyclinic, email ID, Tel # , Address , etc)
   Launch ECHS App → ECHS Contacts→ Select City from the List→ Details will be displayed

c. **Claim Status** - You can check Claim Status

Launch ECHS App → Claim Status Query → Enter Claim ID → Service Number → Show Status

d. **Notifications – This is a One - Way global Message from OIC Polyclinic to Beneficiaries,** who are attached to a Polyclinic. The messages will be displayed in your Mobile. For example, OIC PC can send a message about a Stock Taking Day, Timings changes, or any message that will help Beneficiaries.

Launch ECHS App → Login → Notifications

Note: - With this Procedure, Helping Hands for ECHS hopes that any Beneficiary will be able to use Mobile App without Help from anyone.

Few Options are observed as 'For Future' in the Mobile App??