

CareSetu Application - Procedures and Workflows

1. Registration Process

- Download and install the CareSetu App.
- Register as a Primary User (adult, 18+).
- Add Secondary Users if needed.
- HSP Registered Users are assigned a UHID/UMR.

2. Booking Appointments

- Log in using your credentials.
- Choose service: consultation, diagnostics, medicine delivery, etc.
- Select a Healthcare Service Provider (HSP).
- Confirm appointment and make payment if necessary.

3. Uploading Prescriptions

- Upload a clear, valid prescription.
- Wait for verification by HSP.
- HSP will confirm or cancel based on compliance.

4. Online Consultation Process

- Choose your preferred consultation mode (video/call/chat).
- Provide medical history or take the self-assessment.
- Complete session and receive prescription or diagnostic advice.

5. Data Access and Security

- All medical data stored on secure cloud services.
- View and manage your health data through the app dashboard.
- ASPL may review anonymized records for quality purposes.

6. Complaints and Feedback

- Submit concerns through the in-app form or email (sales@akhilsystems.com).
- ASPL may access your data to resolve issues.