



konsultaMDTM

Customer Journey



konsultaMD™

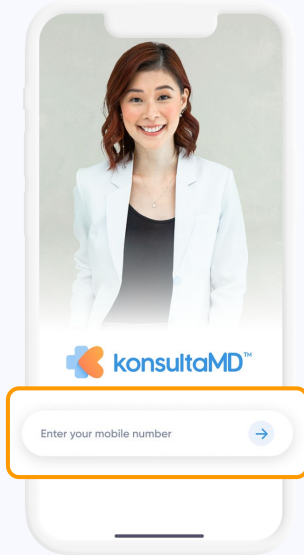
CUSTOMER JOURNEY

DOWNLOAD & REGISTER ON THE KONSULTAMD SUPERAPP

Download on the Google Play

Download on the App Store

Download on the AppGallery

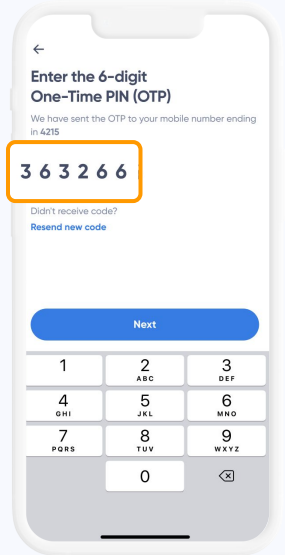


STEP 1
Download the **KonsultaMD app** from Google Play, App Store, or Huawei App Gallery

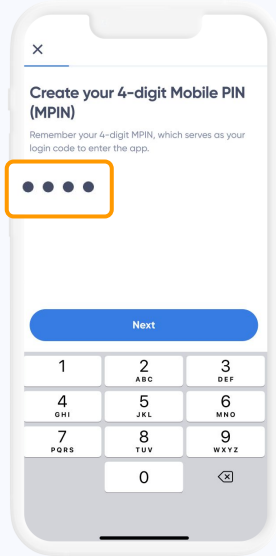
STEP 2
Click **Enter your mobile number**



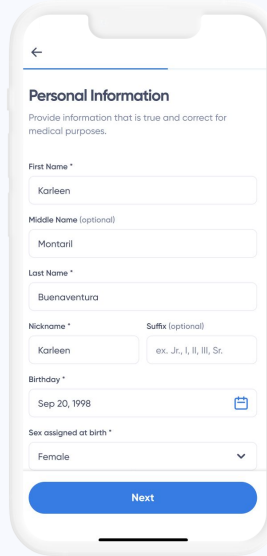
STEP 3
Enter your mobile number



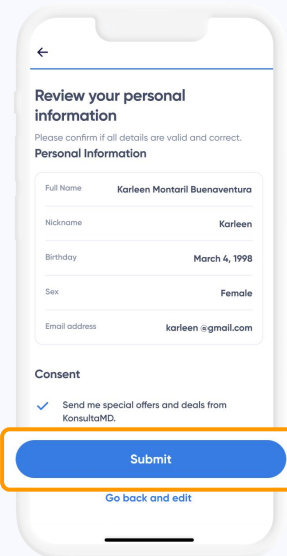
STEP 4
Enter the **One-Time Pin (OTP)** that will be sent to your mobile number via SMS



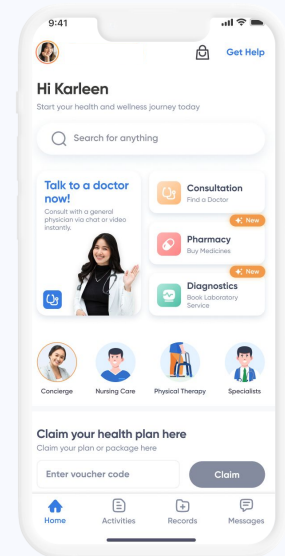
STEP 5
Create your Mobile Pin (MPIN)



STEP 6
Enter your required personal information

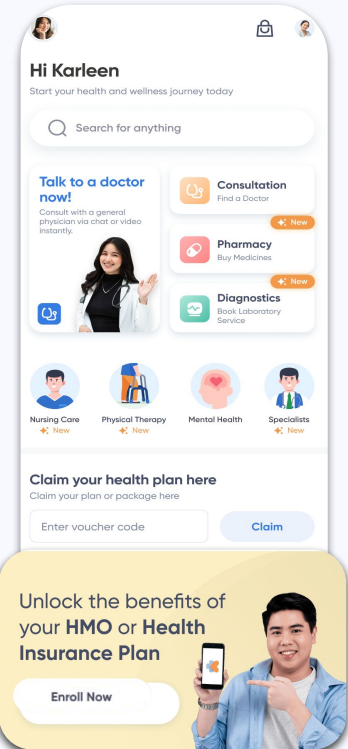


STEP 7
Review your info, and click **Submit**

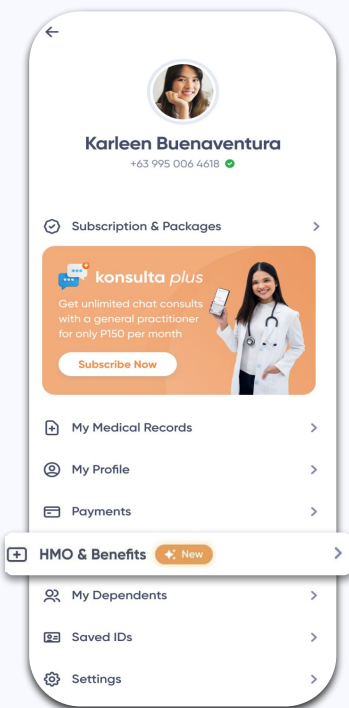


STEP 8
The homepage will appear, and you may now start using the KonsultaMD app

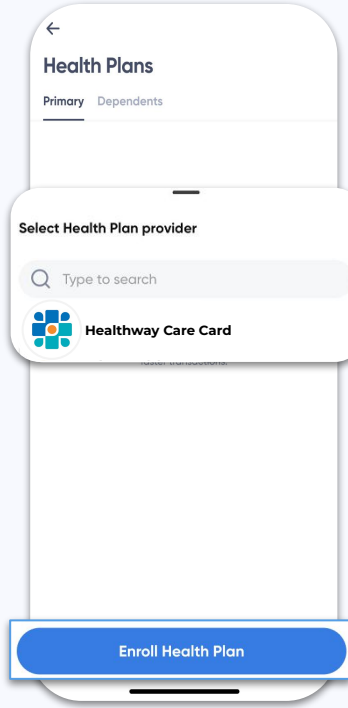
Entry point A:
Enroll Now banner on homepage



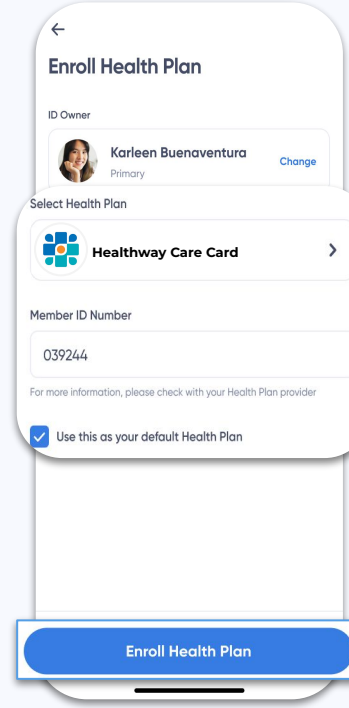
Entry point B:
Health Plans on account



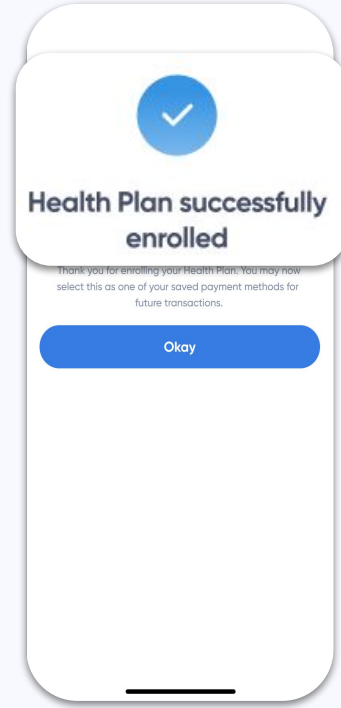
Tap Enroll Health Plan and select health plan provider.



Enter necessary details.



Health Plan successfully enrolled!





STEP
1

Call the KonsultaMD Hotline by dialing (02) 7798 8000

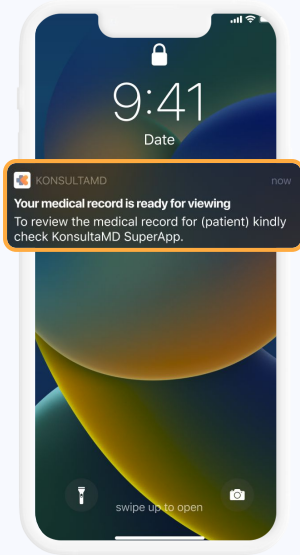
STEP
2

State your Care Card number and mobile number

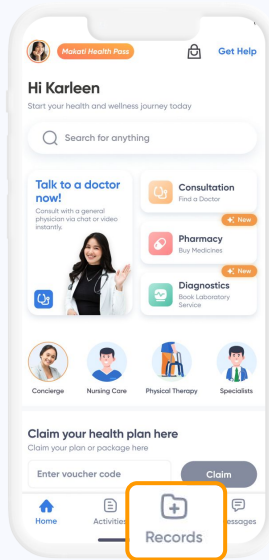
STEP
3

Proceed with the consultation. Your prescription / lab request will be sent to your KonsultaMD App. Documents can also be received by sms/email

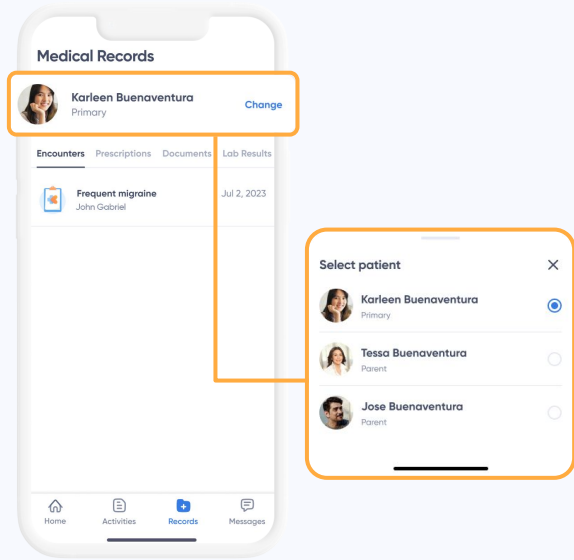
**patient must have KonsultaMD app activated prior to consult to be able to view E-Medical Records
register on the KonsultaMD app using the same mobile number registered on your Healthway Care Card



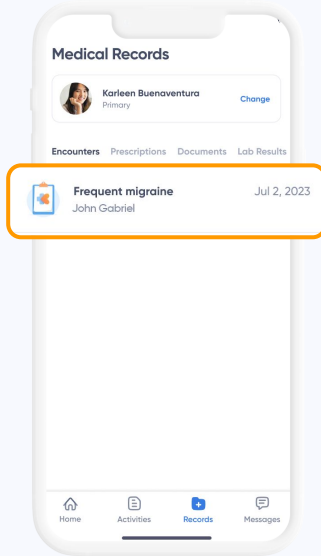
STEP 1
You will receive a notification after your consultation



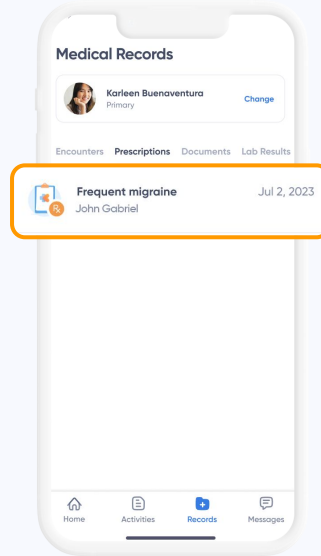
STEP 2
Open the app, and click **Records** on the lower part of the homepage



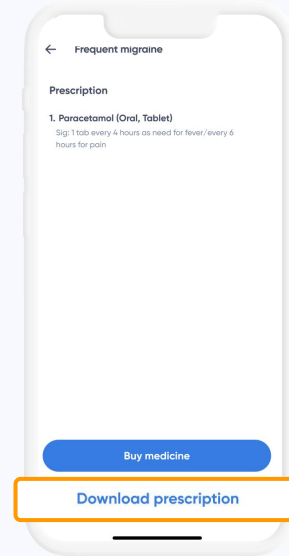
STEP 3
Click **Change** to choose whose records you want to view



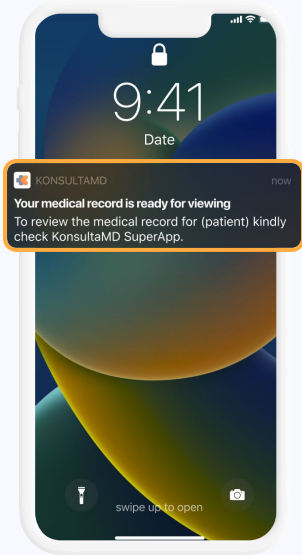
STEP 4
Under Encounters,
you will see the
consultation
records



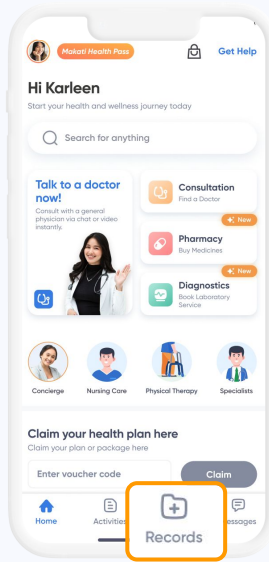
STEP 5
Under
Prescriptions, you
will see the given
prescription/s



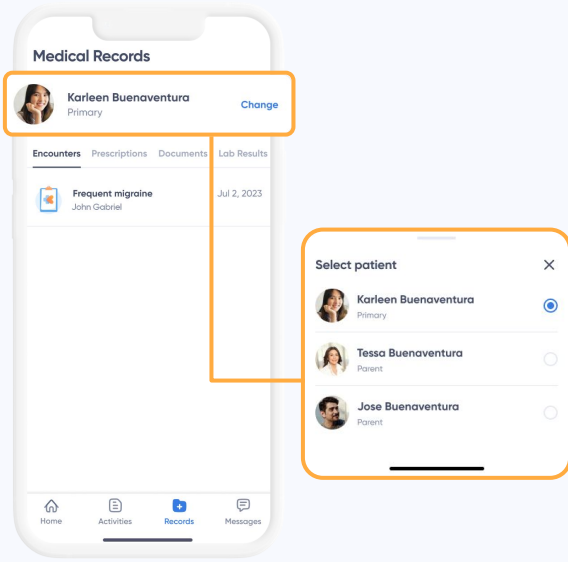
STEP 6
Click **Download
prescription** to save
the file on your
phone



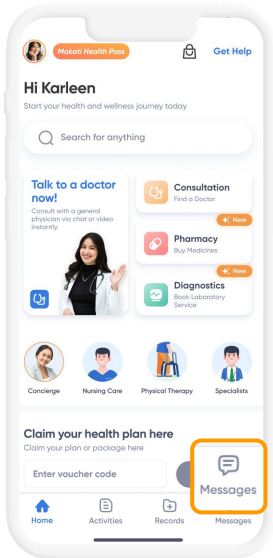
STEP 1
You will receive a notification after your consultation



STEP 2
Open the app, and click **Records** on the lower part of the homepage



STEP 3
Click **Change** to choose whose records you want to view



OPTION 1
Open the KonsultaMD app,
click **Messages** on the lower part of
the homepage, and select
Help Support
to talk to a Wellness Representative



OPTION 2
Call the KonsultaMD Hotline at
(02) 7798 8000



OPTION 3
Send an email to
wellness@konsulta.md