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FAQs: Indus Health Mitra

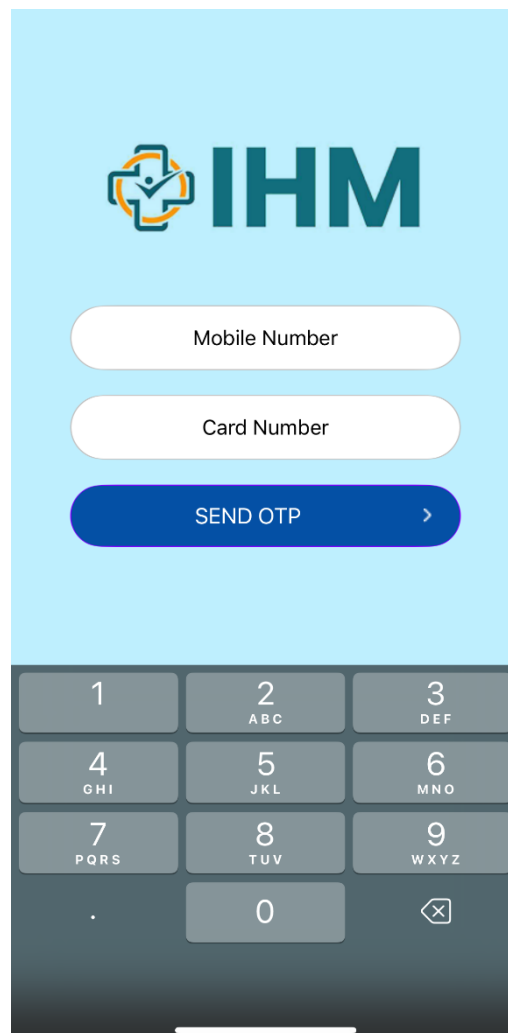**Q1. How to log in to IHM?**

Step 1: The Golden Card policyholder can download the app from the Play Store or App Store.
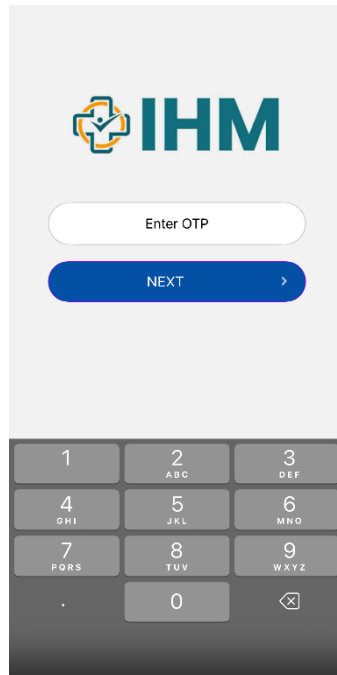
https://play.google.com/store/apps/details?id=com.ihm.ihmassist – For Android

https://apps.apple.com/in/app/indus-health-mitra/id6753679535 - For iOS

Step 2: Once the app is downloaded, the user can log in using the registered mobile number and Golden Card number.
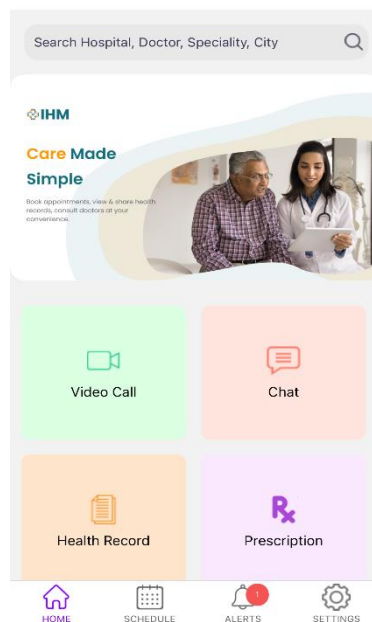
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Step 3: After entering the details, select the **'Send OTP'** button. The user will receive an OTP on the registered mobile number.
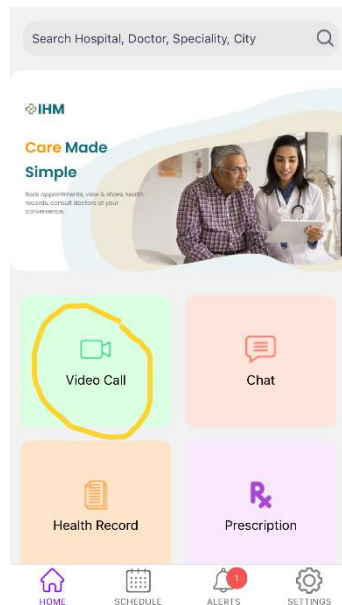

Step 4: Once the user enters the received OTP, they will be redirected to the home page, where they can search for doctors, book appointments, and add health records
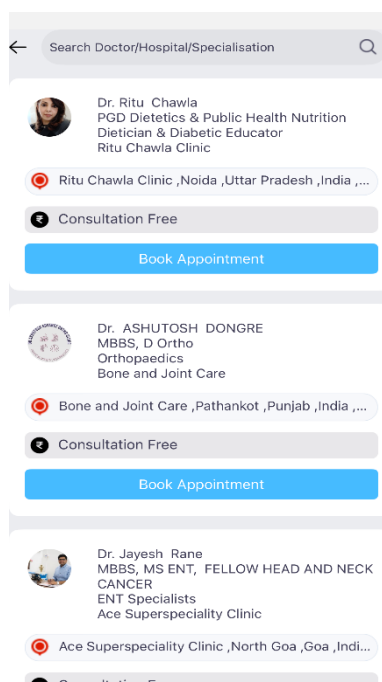
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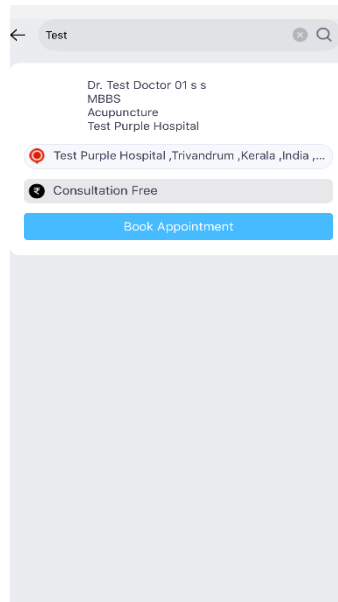**Q2. How to book an appointment for a video call?**

Step 1: Once logged into the app, the user can select the **'Video'** option to book an appointment for a video consultation.
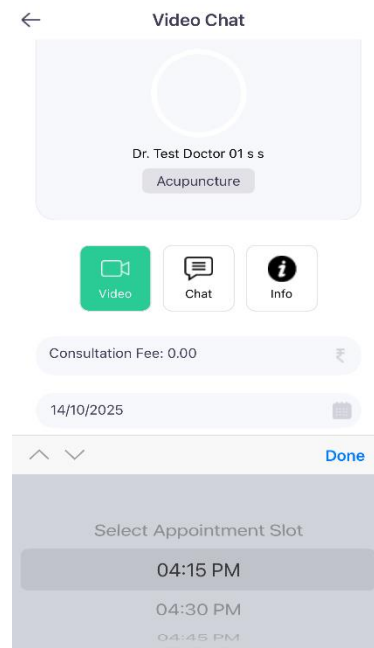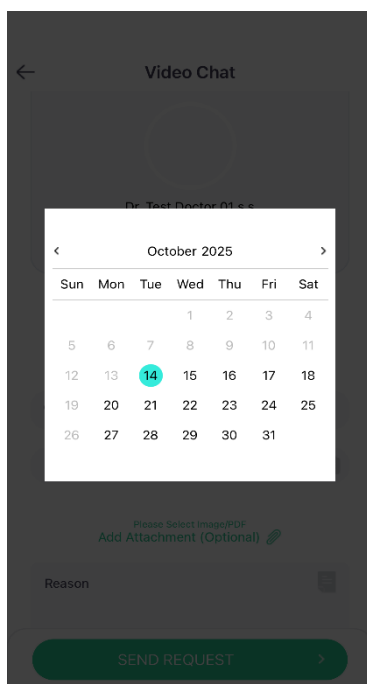

Step 2: On the video consultation page, the user can select a doctor based on the required specialty.

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Step 3: After selecting the doctor, tap on the **'Book Appointment'** button to schedule the appointment.

Step 4: The user can then choose the preferred **date and time**, add the **reason for the appointment**, and, if required, attach any **medical records**.
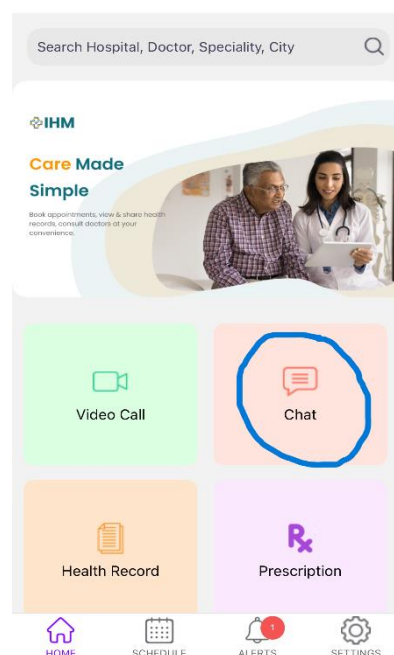
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Step 5: Once all details are filled in, click on the **'Send Request'** button. The doctor will receive a notification about the appointment request.

Q3. How to Book an Appointment for a Text Chat?

Step 1: Once logged into the app, select the **'Chat'** option to book an appointment for a Text Chat.

Step 2: On the Text Chat page, select a doctor based on the required specialty.

Step 3: After selecting the doctor, tap on the **'Chat'** button.
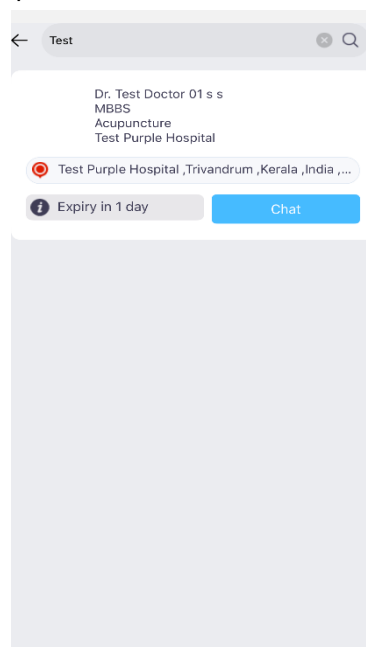
Step 4: The user can then directly chat with the doctor. They can also attach any medical records if needed — for example, an X-ray image — so the doctor can review it and respond to the patient's queries accordingly.
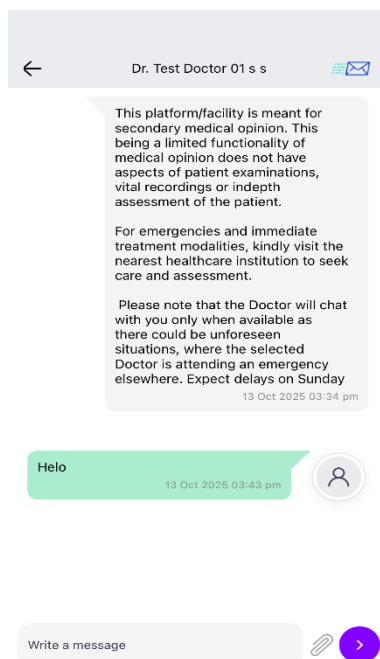
Q4. How to Add a Health Record?

Step 1: From the Home Page, tap on **'Health Record'** to open the Health Record page.

Step 2: On the top-right corner of the page, tap the **'+'** button.

Step 3: Select '+' and upload the desired file to add it to your Health Records.

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Q5. How to Check for a Prescription?
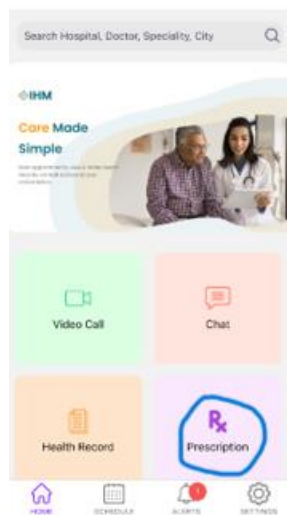
Step 1: From the Home Page, tap on **'Prescription'** to open the Prescription page.

Step 2: The user can view the prescriptions provided by the doctor.

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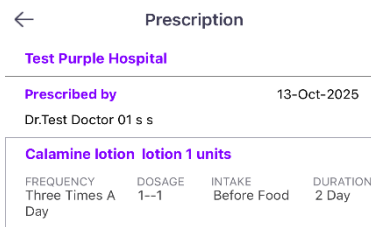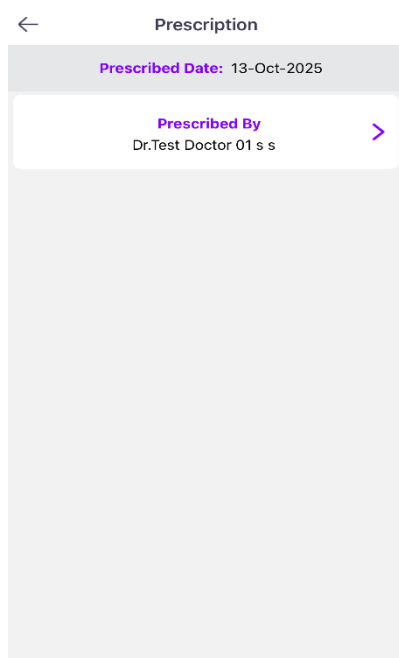
Q6. How can the user check the status of an appointment?

Step 1: Tap on the **'Schedule'** icon from the footer.

Step 2: On the Schedule page, users can view:

- **Open Appointments:** Appointments that are yet to be confirmed by the doctor.
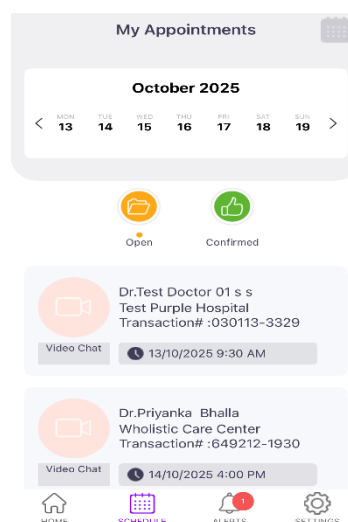
- **Confirmed Appointments:** Appointments that have been confirmed by the doctor

Q7. How will the user know if the doctor has rescheduled the appointment?

Step 1: Tap on the **'Alert'** icon from the footer.

Step 2: Under the Alerts section, the user can view notifications if the doctor has **rescheduled** or **confirmed** the appointment.

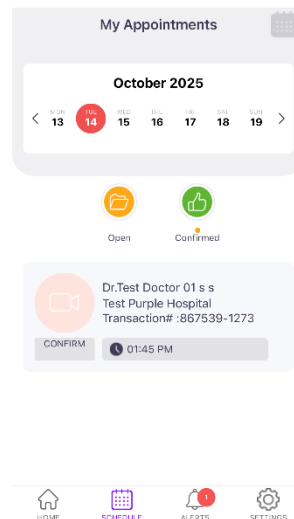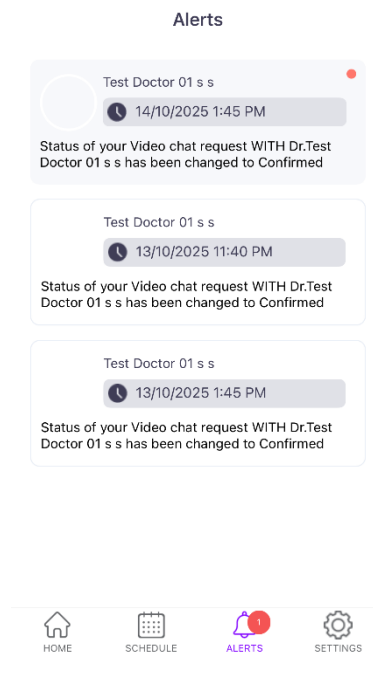**Q8. What are the Product and Technology Requirements from the User's Side?**

The requirements include:

- We expect that PC and Mobile systems are up to date with the latest versions of software and operating systems.

- Web Browser restrictions for Telehealth

    o On desktop browsers, only the latest version of Chrome is supported for telehealth technologies. Other browsers may or may not work. IHM only supports Chrome.
    o On mobile browsers there is no guarantee of success using mobile web browsers due to limitations of hardware though some do work on certain phones. We do not guarantee success on mobile browsers at all.

- Firewall & Network Availability
    o Certain offices and corporate networks restrict web access and block ports which will block telehealth services. They must be unblocked to allow access

- Internet Speed
  - For telehealth to work properly, minimum 10 MBPS upload and download speed on both sides should be available otherwise video and sound quality can be impacted.

- Computer, Phone, Camera and Microphone quality
- Malfunctioning or non-functioning hardware such as cameras and microphones will impact telehealth sessions and general functioning of all applications.

- For Support

  - E-mail id – support@purplehealth.com
  - Mobile Number: 9037432011
  - For TaT response- 2 workdays.