

# RAJIV GANDHI CANCER INSTITUTE & RESEARCH CENTER



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# **Patient Mobile App**

# **RGCI CARE**

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Contents	
Download Process steps:	
Download Mobile App from play store/App store.	
For Video and Audio calls, download another app 'Jitsi Meet'.	4
If you are already a registered Patient:	5
Create User ID	5
How to log-in?	6
Selection of Patient	6
Mobile App Functionality/Features:	7
Available features in RGCI Care app	7
Telemedicine Appointment Booking	7
Booking a telemedicine session	7
PAYMENT	
Steps for Payment	
Upload Documents	
Telemedicine Consultation (Video Conferencing)	
During the Call:	
After the Call:	
Other Important Features in the Mobile App – 'RGCI Care'	
Previous Visit Details	
Lab Reports	
Radiology Reports	20
Prescriptions	21
Discharge Summary	22
My Bills	24
Menu Options:	25
Appointment History	25
Registration Receipt	25
Change Password	25
External Documents Download	26
Change Patient	27
Logout	27
If you are a new patient - you need to register through 'RGCI Care'	28

Registration process for New User .....





# **Download Process steps:**

• Download Mobile App from Play store/ App Store (Application is available on both Android & IOS).



• For Video and Audio calls, download another app 'Jitsi Meet'.





- Create User ID
  - Click on mobile App. The following screen will be displayed.

📞 Call Us				
Click here for RGCI CARE user Manual				
Rajiv Gandhi Cancer Institute and Research Centre				
Login				
Enter Your Registered Mobile Number				
Entered Login Password				
If you are new Patient <u>Click Here</u>				
Existing patient-Generate/ForgotPassword Click Here				
Sign in				
Click Here for RGCIRC ROHINI				
Click Here for RGCIRC NITIBAGH				

• Click next to 'Existing patient –Generate/ Forget password'. You will the following screen:



- $\circ$   $\;$  Enter mobile number (given at the time of registration) to create new password. Click on 'Click Me'.
- $\circ$   $\;$  You will receive the SMS on your registered mobile number for login details.

## • How to log-in?

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- Open the App
- Login page appears.

📞 Call Us				
Click here for RGCI CARE user Manual				
Rajiv Gandhi Cancer Institute and Research Centre				
Login				
Enter Your Registered Mobile Number				
Entered Login Password				
If you are new Patient Click Here				
Existing patient-Generate/ForgotPassword Click Here				
Sign in				
Click Here for RGCIRC ROHINI				
Click Here for RGCIRC NITIBAGH				

• Enter mobile number and password as received on your registered mobile number.

#### • Selection of Patient

There is a possibility to have one contact number registered against multiple family persons. App will list all registered patients against the login contact number wherein user has to select the patient for whom services are required.

9:06 AM		0.0KB/s 🗑 🔀 .ttl .ttl 🎅 🚱 91%
÷	Multiple	
Г	MR. VIVEK KUMAR	
	1111111	
	MR. RAHUL KUMAR	

# Mobile App Functionality/Features:

- Available features in RGCI Care app
  - o Telemedicine Appointment Booking
  - o My Appointments
  - Lab Reports
  - o Radiology Reports
  - Prescriptions
  - o Upload Documents
  - Previous Visit Details
  - Discharge Summary
  - o My Bills



# **Telemedicine Appointment Booking**

- Booking a telemedicine session
- Click on 'Telemedicine Appointment Booking'. Select a location (Rohini or Niti Bagh) and accordingly App will show the list of Doctors.





• Patient id and name will appear on the screen.

← Appointment Booking				
Patient ID	COV40			
Patient Name	MR. ISSAN KUMAR SUBUDHI			
Select Doctor Na	me SELECT 👻			
Appointment Tim	ing 2020-11-22 🚞			
Remarks				
Audio/Video appointment 🛛 🗹				
Consent is mandatory, Please click this link and to record your consent.				
Submit				

- $\circ$  Select the doctor from the list of doctors, choose a date when you want to consult our Doctor
- Any Remarks/Notes can be written in remark box.
- Check Consent check box for Audio/Video appointment (it is mandatory to receive your consent).





• Post that click Consent your record for & Click on 'Submit' Button.

Appointment request has been created sucessfully with ref: 2854,RGCI telemedicine team will get back to you shortly.			
Telemedicine Appointment Booking	My Appointments		
Lab Reports	ि चि Radiology Reports		
Prescriptions	Upload Documents		
Previous Visit Details	Discharge Summary		

• Appointment Request confirmation message will be displayed on your mobile screen:



- Now check your SMS. Appointment request receipt message will be sent to patient on registered Mobile number via SMS.
- Our telemedicine coordinators will check the availability of concerned doctor and block a slot for your scheduled call with the doctor in our system. Post this confirmation, Patient will receive confirmation via SMS requesting for Payment of the consultation fee.



Hello DEEPAK, Your appt is confirmed on 01/06/2020, time b/w 14:50 -14:59 with Dr. Ullas Batra /Parveen Jain / Mansi Sharma . Please make the consultation payment from RGCI Care App. Go to my appointment to proceed further.

# PAYMENT

- Steps for Payment
- You need to go back to App at this stage. Open 'RGCI Care' App and login. You will see following menu:



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• Click on 'My appointments'. You will see the following screen:

← My Appoint	ments	
AppRefld :	2476548	
App Status :	Confirmed	
Date/Time : 2	020/05/15 09:53:37 +0530	
Patient Name :	ASHA SHARMA	
Mobile No :	XXXXXXXXXXX	
Doctor Name : Dr. Ullas Batra /Par	veen Jain / Mansi Sharma .	
Payment Status :	Pending	
Amount :	1000.00	
Pay Now		

• Click on 'Pay Now'.

÷	- Registration Fee	
Ģ	eazypay	
Me RES	rchant : INDRAPRASTHA CANCER SOC A SEARCH CENTRE 26/0	ND 05/2020 14:05:898
	Payment Mode	
	Net Banking	Ð
	Debit Card	Ð
	Credit Card	Ð
	UPI	Ð
-		

 $\circ$  ~ Select Payment Mode. The following screen will appear:

Fransaction	ID		20052667	386112
Amount			Rs. 1000.0	00
Convenienc	e Fe	e	Rs. 0.00	
GST			Rs. 0.00	
Total Bill An	nour	ıt	Rs. 100	0.00
Mobile No	:	Opt	tional	
Email ID	:	Opt	ional	
Payer Nam	e :	Opt	ional	
VPA	:	Ma	ndatory	*
*Please pro communica	ovide ation	e the n & vie Now	nobile number wing transactio	for transaction on history.

o Details like Mobile no, Email Id & Payer's name are optional. Click on 'Proceed Now' for making paymen



← Registr	ration Fee
Cardholder Name Card Number Expiration Month Expiration Year Card Code	<ul> <li>M RAJ</li> <li>O1 V</li> <li>2021 V</li> <li>Interference</li> <li>(last three digits on the back of your card)</li> </ul>
	* Mandatory fields
Cancel Contin	nue

• Enter card details or other required details based on payment mode selected. Click on 'continue' to receive OTP.

←	Registration	n Fee			
ŋ	SBI	RuPay»			
Carc	no. ending with:	: 6074xxxx xxxx xx01			
Auth Please send t	Authenticate Payment Please enter your One Time Password (OTP) send to your registered mobile no ending with 94xx0xxx65 Enter One Time Password (OTP)				
Rese	Resend OTP				
	Make Payment				
Your 1 conner your IF have b	Click here to abort transaction and go back to merchant site Your transaction is processed through a secure 128 bit https internet connection based on secure socket layer technology. For security purposes, your IP address 182.48.234.54 and access time May 29 15:38:40 IST 2020 have been logged.				
		CI DSS Certified			

- Patient will receive OTP on the registered mobile number.
- Enter the OTP and click on 'Make Payment' button.
- Video Call link will get activated post payment. On the date and time of appointment, login on the App and go to 'My Appointments'. See how the video call link appears below:





# **Upload Documents**

Before having a call with doctor, you may be required to provide necessary details (e.g. any previous test reports, diagnosis, any previous prescriptions etc.). You can upload and share any of these documents through the App. Our doctor will study these documents before or during the call to have complete details related to your health and problems.





o Click on upload document

÷	Upload Documents	
Da	amont Tura	
Do	степт туре	
SE	ELECT	<b>~</b>
ιSi	gned & Scanned Consent Form	
ر In	surance letter	٠
La	ab Report	
Ra	adiology Report	
н	ealth Education	
Co	ounselling	

 $\circ$  Select the document type.

←	Upload Documents	
Do	cment Type	
La	b Report	-
CBC	report	
1.527	9893 I_kjzqm5d2pucj42iahqbj	Ţ
	Submit	
_		

- Write the document name i.e. CBC report.
- $\circ$   $\;$  Browse and select the document to upload (JPEG or PDF file).
- $\circ$   $\,$  Click on Submit.
- $\circ$   $\;$  Now you are ready for the telemedicine consultation.

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# Telemedicine Consultation (Video Conferencing)

• On the scheduled date, at scheduled time, go to 'my appointment'.

11:21 AM	m m 🔤 🗅 🖻	0.0KB/s ⓒ ເຫຼ ∯anti anti ◯ 21%	
÷	My Appointn	nents	
Apr	oRefld :	2488422	
Арр	o Status :	Confirmed	
Dat	e/Time :2020/05	/19 11:20:00 +0530	
Pat	ient Name :	Raj Kumar	
Мо	bile No :	XXXXXXXXXX	
Doo Dr. Sha	ctor Name : Ullas Batra /Parvo arma .	een Jain / Mansi	
Pay	ment Status :	Paid	
0	Click here to co	onnect with doctor	

• Click on Video call link 'Click here to connect with doctor'. You will see the following screen (this is videoconferencing App).

2:05 PM		18.11	(B/s 🗇 🕅 📲	att att 🗩 77%
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		PARAS		
You nee	d the Jitsi Me o Do Cor	eet mobile app n your phone wnload the ap ntinue to the a	p to join this	s meeting
<		$\bigcirc$	Ŷ	1

- o If not already downloaded, click on 'Download the app', otherwise go to 'Continue to the app'
- If you have clicked on 'Download the app', it will redirect you to 'play store' to download the 'Jitsi Meet' app.





- After installation, it will automatically start the video call.
- If already installed, please click on 'Continue to the app' to connect to video call.



#### • During the Call:

- You will see your doctor face-to-face on the video
- Answer the questions as clearly as possible. It is good to be ready with your list of questions so that you can make best use of your face-time with doctor. The doctor will write the prescription either online on the computer system or will write off-line on the file.

## • After the Call:

o Go to the main menu of the App





• Click on 'Prescriptions'. You will find current and any previous prescriptions here. You can download and print this prescription for further use. If the doctor has written the prescription on the paper file, you will receive a scanned copy on your registered e-mail.

# Other Important Features in the Mobile App – 'RGCI Care'

- Previous Visit Details
  - Patient can view the previous visit details (this list will include in-person visits and telemedicine sessions).



Corporate Name	RGCI PRIVATE
Doc Name	
ULLAS BATRA /PARVEEN J	IAIN / MANSI SHARMA .
Batiant Tuna	Out patient
Visit Date	2020-05-15
Corporate Name	RGCI PRIVATE
Doc Name	
ULLAS BATRA /PARVEEN	IAIN / MANSI SHARMA .
Location	RGC
Patient Type	Out patient
VISIT Date	2020-05-15
Corporate Name	RGCI PRIVATE
Doc Name	
A K CHATURVEDI / S.A. RA	0.
Location	RGC
Patient Type	Out patient
Visit Date	2020-05-14
Corporate Name	RGCI PRIVATE
Doc Name	
ULLAS BATRA /PARVEEN	AIN / MANSI SHARMA .
Location	RGC

## • Lab Reports

 $\circ$   $\;$  View the date wise Lab reports.



• Click on 'Lab Reports'.



÷	My Lab Reports
25	Lab Report on 16/12/2019
255	Lab Report on 10/12/2019
PDF	Lab Report on 10/12/2019
PDF	Lab Report on 10/12/2019
PDE	Lab Report on 10/12/2019

- It will list all your previous Lab reports.
- Click on report you wish to view or download.

Rajiv and F	Gandhi Cance lesearch Centr	r Institute re			Acousting by:
Rigisteri D-18, S	d under "Societies Regil	thation Act 1880"	1-4702 2222 (35	TIN 07444TIO40C17D I	mai D info@morine can Website www.rocin
Name	: xxxxxxxxxx		CR No	: XXXXXXXX	Age/Sex :
Refered Doctor			OPD/IPD		Corporate :
IP. NO.			Ward		Bed :
Order	:17-11-2020 10:	58 am	Collected	:17-11-2020 10:58 an	Received :17-11-2020 11:54 am
Approval Level 2	:17-11-2020 04:	28 pm			
		DEPARTME	NT OF LABOR	ATORY SERVICES	
D DIMER QUANT	ITATIVE		HAEMATOL	001	
TEST	RESULT	NORMAL R	ANGE	UNIT	
D-DIMER	1270	<500	nç	vimi	
Clinical Interpreta	tion if any :				
					Signature
					XXXXXXXXX
					17-11-2020 04:28 pm
		Marked Service are	e not covered U	nder NABL Accreditati	on
This is an el Histopathology si subsequent to a	ectronically gener ide/blocks for sec written request se	rated report and new cond opinion: The sl ubmitted 24 hours p	eds no signature lides and blocks rior. Time of col	a, Any alterations will n for second opinion will lection of the same wo	nake the report void.Request for If be issued on the next working day, uld be between 3pm and 5pm only.
			East of Day	and a second	

 $\circ$   $\;$  View the report or download the report by clicking 'DOWNLOAD HERE'.



### • Radiology Reports

• View the date wise Radiology reports.



• Click on 'Radiology Reports'.



- It will list all your previous Radiology reports.
- o Click on report you want to view or download.

← View
• RGCIRC
Material and a set of the se
XRAY CHEST PA VIEW
Clinical indication: Complains of fever
Findings: Mild Haziness is seen in bilateral parahilar region predominantly in upper zones.
Rest lung fields and both CP angles are normal.
Cardiac size and configuration are within normal limits.
Visualized bones appear normal.
IMPRESSION: Mild haziness in bilateral parahilar region as described. Suggest: clinical correlation
Validated by U-Jahin Goyal 160-Jan-2020 3:53PM This is an Electronically Generated Report and Needer No Signature. Any Alternations will make the Report Valid
Entered By : Printed By :
DOWNLOAD HERE



 $\circ$   $\;$  View the report or download the report by clicking 'DOWNLOAD HERE'.

#### • Prescriptions

• View the date wise previous prescription.



• Click on 'Prescriptions'.



- o It will list all your previous Prescriptions.
- Click on prescription you desire to view.



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and Research Cen	tre		(Q) (D) (D)	
D-18, Sector - 5, Rohm, D	999 - 110005, 3pt :+91-11-	4702 2222, GSTIN 0744476	N40012D. Email ID: Hollingon: org. 1	Vobala: www
	0	PD CARD		
Dr. Ullas Batra /Parv MEDICAI CONSULTANT &	een Jain / Mansi L ONCOLOGY CHIEF OF THO	Sharma . RACIC		
MR. XXXXXXX X	xxx		Date: 28-M	ay-2020
Clinical Diagnosis: Allengy:				
Medicine	Dosage	Frequency	Route	Days
1) Tab DOLO Instructions / After Breaktar Composition :	650 mg 1 # P.O.	1 - 1 (thrice a day)	Oral	7 days
2) Cream DOLOGE CT Instructions : Composition : Challine sale	L cylate&ignocaine	one daily	Topical Application	7 cays
Remarks:		testing for demo		
Tests Prescribed: Labora Imagin	itory: CBC , ig: X:RAY ABCIONE	IN SUPPLE AND EPECT (1	LIVER FUNCTION 7 eff.Left.test).	657.
C Mote: Please take the appointment from	CONSULTANT	Dr. ULLAS I & CHIEF OF THOF	BATRA . RACIC(MEDICAL ONC	OLOGY)

- View the prescription or download the prescription by clicking 'DOWNLOAD HERE'.
- Discharge Summary



• Click on Discharge Summary to view the previous discharge summary report.





- It will list all your previous discharge summary reports.
- $\circ$   $\;$  Click on report you wish to view or download.

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Rajiv G and Re Subject of the Subject of the	andhi Cancer Institute search Centre mothe Cancer (screen ner Screen Augustan for 1987) ner Screen Augustan for 1987 ar - 6, Parke, Dairy - 110086, 361–491–11–40	oz 222. sistin: ovanitikasi: kizi bira	Noodlad II)
DISCHARGE SU	INMARY is is an important document.P	lease bring it for future refer	ence / tollow-up.
CR Name, : Address : DR. ULLAS BATRA MD. DM. PAGE, ECC	MHIS TEST D DJ DELHI Phone No:	CR No.: IP No: Age & Sex : Admitted On : Discharged On :	117718 1949352850 867554150, Male 26-11-2019 12:28
MEDICAL ONCOLO Present of messory Biel Burringy Presenting Company treatmenters, alto in nase et one-speed	GH – LINET V 16. – To report i mmediately to casually fore tud pairs, or any untravail dyreportus p. The senergiency Contact number is 478	( is case of lever, Lower motions, bleed and do CBC and intervise duty docts). A 20400	ing from any eller, cough, is prior appe interent is required to visit.
Outputs Investigation     Outputs Investigation	o TARE RECE APPOINTMENT BEFORE APPOINTMENTS PLEASE CONTACT IP To report intractuality to casually in any activated symplement and the California	DECHARGE AND AUSO TARE APPON REPER BETWEEN DAM TO 5 201% Case of lover. Loose metors, blocking Appn biological Social Social Applications	THENT PHON COMMONDED OND
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PLEASE ENSURE TO VISIT • FOR PRICE OPD	CTAKE NEXT APPOINTMENT REPORE O	ISCHARGE AND ALSO TAKE APPOIN IEFER DETWEEN SAM TO 5.30PM	INENT PRICE COMINS FOR CPG
Details of the motives	gy ut hoci		
	DOWN	LOAD HERE	

 $\circ$   $\;$  View the report or download the report by clicking 'DOWNLOAD HERE'.



## • My Bills

• Click on Generate to generate the bill and wait for 3-4 minutes till the pdf generates.

		<		Final Bil	
Prescriptions	Upload Documents		Admission Date		22-08-2020 20:10
Previous Visit Details	Discharge Summary		Discharge Date CR NO P NO /isit ID	: : :	26-08-2020 17:24 505507 20/IP381679 2395325
HIII My Bills			Generat	e	

Screen will direct to home page displaying a message and after 3-4 minutes again visit My Bills to Access
 Provisional bill (Not Finalized Bill).

Requested successful 3-4 minutes for downl	ly, bill generation take oad	Final Bill
Telemedicine Appointment Booking	My Appointments	Admission Date         :         22-08-2020 20:10           Discharge Date         :         26-08-2020 17:24           CR NO         :         505507           IP NO         :         20/IP381679           Visit ID         :         2395325           Pdf Generated on :         21-11-2020 14:42           Status         :         Generated
Lab Reports	Radiology Reports	Click Here for Summary Bill Click Here for Detailed Bill
		Regenerate

o Patients can view their last bill (Summary & Detailed both).



# Menu Options:

Following are the other mobile App Features

- Appointment History
- Registration Receipt
- Report Uploaded Document (Registration)
- Change Password
- External Documents Download
- Change patient
- Logout
- Hospital Location
- Terms of services
- Privacy policy
- Contact us

Call Us l Research Cer Home Appointments History ents Registration Receipt  $\mathbf{\psi}_{\mathsf{J}}$  Report Uploaded Document (Registration Change Password  $\mathbf{b}_{\mathbf{a}}$ , External documents download ports र्तु 🕂 Change Patient (1) MS. SIMRAN JOSHI ⊖ Logout 🥂 Hospital Location nents Terms of Service Privacy Policy 🕓 Contact Us mary Powered by 🛞

#### • Appointment History

o Patient can view the previous appointment list and download the payment receipts.

#### • Registration Receipt

- Patient can view & download their registration receipt.
- Change Password
  - Click on change password menu option to change the password.
  - User should change the default password on first login.





 $\circ$   $\;$  Enter new password and re-type the password then click on submit button.

#### • External Documents Download

 $\circ$  Patient can view & download the documents that they had uploaded for doctor's reference.



#### • Change Patient



• There is possibility to have one contact number registered against multiple family persons. App whist all registered patients against the login contact number wherein user has to select the patient for whom services are required.

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l Research Cer	← Multiple	
Home		
Appointments History		
Registration Receipt		
Report Uploaded Document (Registration		
Change Password		
External documents download		
िंग् Change Patient		1
MS. SIMRAN JOSHI	MR. VIVEK KUMA	R
⊖ Logout	1111111	
Hospital Location ments		
Terms of Service	MR. RAHUL KUMA	AR
Privacy Policy	22222222	
Contact Us		
Powered by 🥑		

#### • Logout

• Click on logout menu option to logout the application.



# If you are a new patient - you need to register through 'RGCI Care'



- Registration process for New User
  - Open the 'RGCI Care' app





- In login page click on 'If you are new user' link to proceed.
- Click on continue to proceed ahead.

15:45 '辩티 \$3% 삶은 💌 🕓 …		(D) 😻 🖅
← Registration		
Title	SELECT	~
Gender	SELECT	-
First Name		
Last Name		
Father Name/Spouse Name		
Mother Name		
Mobile Number		
Date of Birth	2020-09	-28
Email Address		
Next		

- Fill all the preliminary details.
- $\circ$   $\;$  Click on 'NEXT' to provide the further details



15:46 - 罚日 紹紹 路 🙆 🕓 …		n) o i
← Registration		
Montal Status	SELECT	-
Religion	SELECT	
	SELECT	-
Nationality	SELECT	-
Address		
Country	SELECT	-
State	SELECT	-
District	SELECT	-
City	SELECT	~
Registration Fee		150
Upload Document in PDF for	mal	Ť
(Its mandatory to scan you identity proof and Pan car	ur Aadhaar card(Iror d upload here in PD	11 & back] as + format).
(I confirm that all the inform & authentic to the best of	nation provided abc my knowledge.).	we are correct
Submit	& Pay No	~ )

- Fill all the details and upload the required documents for registration purpose (Scan and create **single PDF** in case of multiple documents).
- Click on Submit & Pay Now.

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6	eazypay		
Me RE	r <b>chant : IN</b> DRAPRAS SEARCH CENTRE	THA CANCER SOC AND 26/05/2020 14:05	:898
Γ	Payment Mo	de	
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		Brought to you by <b>FICICI B</b>	ank



• Select Payment Mode. The following screen will appear:

Transaction ID		2005266	7386112	
Amount		Rs. 1000	.00	
Convenience F	ee	Rs. 0.00		
GST		Rs. 0.00		
Total Bill Amou	unt	Rs. 10	00.00	
Mobile No :	Opt	tional		
Email ID :	Opt	ional		
Payer Name :	Opt	ional		
VPA :	Ma	ndatory	*	
*Please provid communication	de the n on & vie Now	nobile numbe wing transact / Canc	r for transact ion history.	ion

o Details like Mobile no, Email Id & Payer's name are optional. Click on 'Proceed Now' for making payment

← Registr	ration Fee
	your paymi
Cardholder Name	* M RAJ
Card Number	*
Expiration Month	* 01 🔻
Expiration Year	* 2021 🔻
Card Code	*
	(last three digits on the back of your card)
	* Mandatory fields
Cancel Contin	nue
> Thanks	I We 🌵
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★ Z X	CVBNM
?123 , 🙂	. 🔿

• Enter card details or other required details based on payment mode selected. Click on continue to receive OTP.



3:38 🌣	
← Registratio	on Fee
<b>SBI</b>	RuPay»
Card no. ending with:	: 6074xxxx xxxx xx01
Authenticate Payme	nt me Password (OTP)
Enter One Time Passwo	ord (OTP)
Enter One Time Passwo	ord (OTP)
Enter One Time Passwo	ord (OTP) Aake Payment

- Patient will receive OTP on the registered mobile number.
- $\circ$   $\;$  Enter the OTP and click on 'Make Payment' button.
- $\circ$   $\;$  You will receive the SMS with Registration request id.
- RGCI team will confirm the registration and you will receive the SMS with registration number and login details of Mobile app.

