



# RAJIV GANDHI CANCER INSTITUTE & RESEARCH CENTER



Patient Mobile App

**RGCI CARE**



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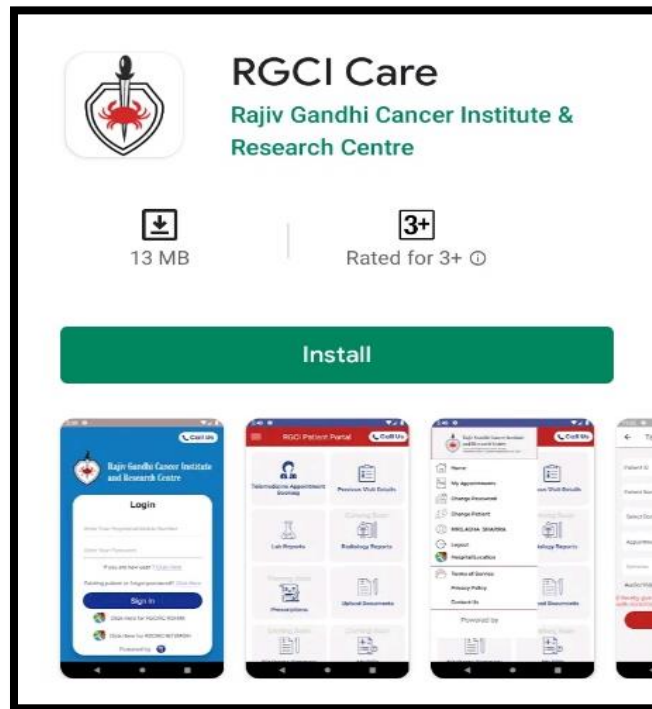
- Registration process for New User ..... 28



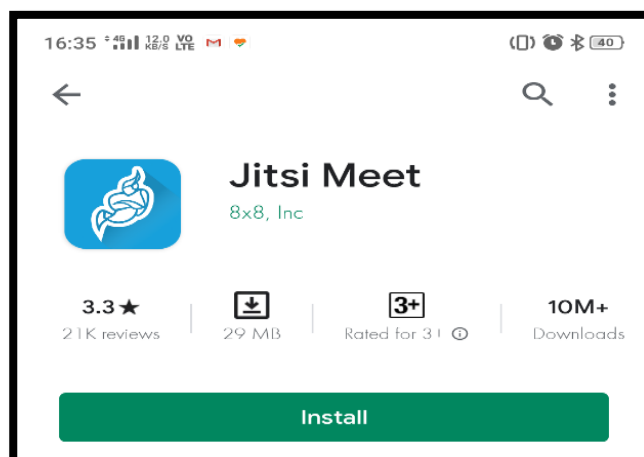
# Patient Mobile App (RGCI Care)

## 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'.






## If you are already a registered Patient:

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

Call Us

Click here for RGC 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](#)

Powered by 

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

12:22 PM 0.0KB/s

← **Forgot Password**

 **Rajiv Gandhi Cancer Institute and Research Centre**  
A Unit of Indraprastha Cancer Society  
Registered under "Societies Registration Act 1860"

Enter Your Registered Mobile Number

**Click Me**

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



- How to log-in?
  - Open the App
  - Login page appears.

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

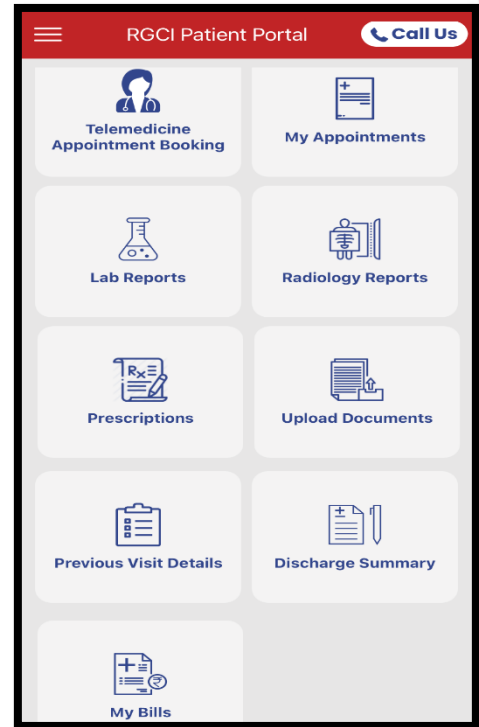
- Selection of Patient

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.



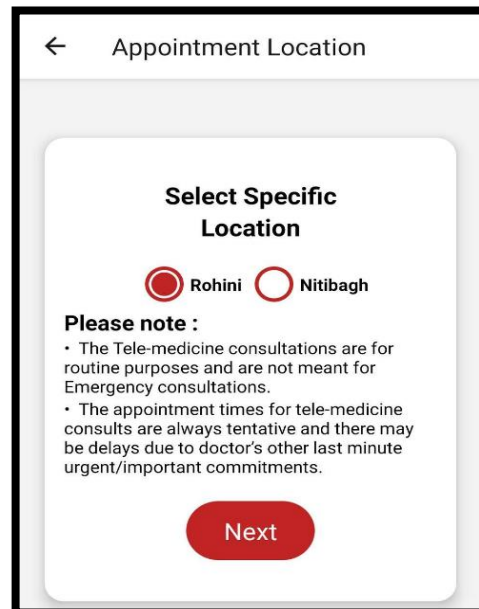
## Mobile App Functionality/Features:

- Available features in RGC Care app
  - Telemedicine Appointment Booking
  - My Appointments
  - Lab Reports
  - Radiology Reports
  - Prescriptions
  - Upload Documents
  - Previous Visit Details
  - Discharge Summary
  - 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 Name: SELECT

Appointment Timing: 2020-11-22

Remarks:

Audio/Video appointment

**Consent is mandatory, Please click this link and to record your consent.**

Submit

- 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).

Appointment Booking

method and using the details provided by DOCTOR. If I default on the payment, it is proof of my intention to defraud the DOCTOR and I will be liable to its consequences. I understand that there is no guarantee in the telemedicine consultation, explicit or implied. The failure of intended benefit or the occurrence of side effects cannot be predicted and is an act of God, for which the DOCTOR is not liable. If I want another follow up telemedicine consultation for any reason, I understand that I have to make additional payments of fees on a pro rata basis. I also understand that once the telemedicine consultation has commenced, under no circumstances can I request or demand a refund of fees.

**19) Discussions:**  
I understand that it is my responsibility to ensure that I have asked the DOCTOR all my queries, questions and doubts within the duration of the telemedicine consultation appointment slot. It is also my responsibility that I use the necessary technology and equipment at my end to I hear and understand completely all the discussions and advise provided by the DOCTOR. In case I need clarification, it is my responsibility to ask specific questions to resolve them. At the end of the telemedicine consultation, it will be assumed that all my queries and doubts have been resolved, I have understood the advise and instructions given by the DOCTOR and that I will abide by the same.

**20) Limitation:**  
I understand and accept the risk of the limitation telemedicine consultation. I further confirm that DOCTOR has not given any warranty or guarantee of any nature, explicit or implied, regarding my medical condition, diagnosis, outcome and recommended management.

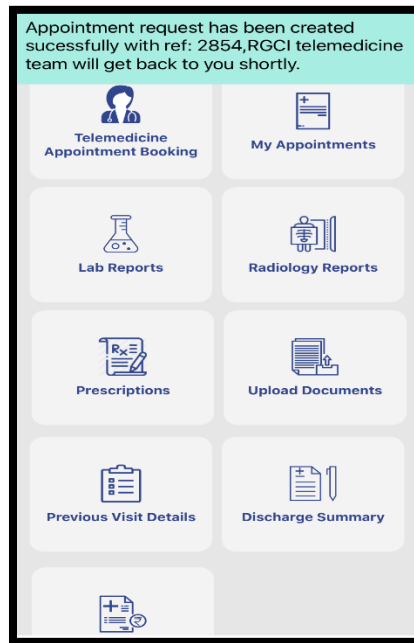
**21) Informed consent:**  
I have read and understood the information provided above, accept all terms and limitations and give my consent for the telemedicine consultation.

Submit

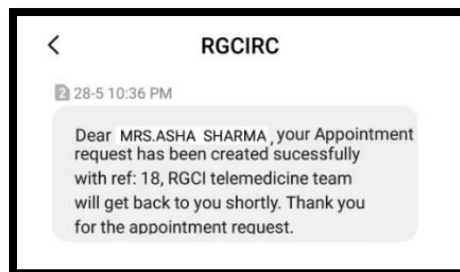




- Post that click Consent your record for & Click on 'Submit' Button.



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



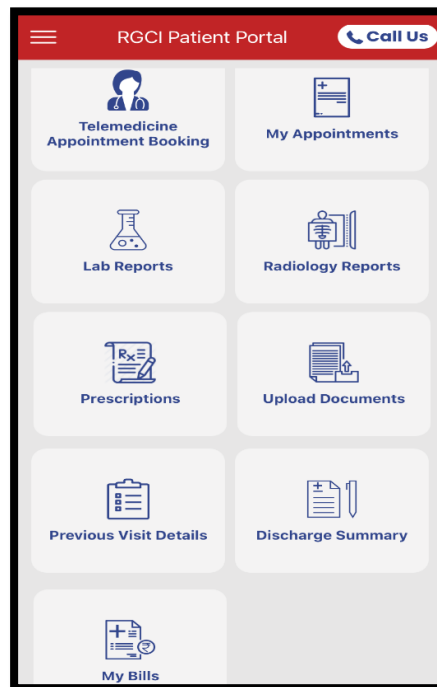
- Now check your SMS. Appointment request receipt message will be sent to patient on registered Mobile number via SMS.
- Our telemedicine coordinators will check the availability of concerned doctor and block a slot for your scheduled call with the doctor in our system. Post this confirmation, Patient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





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

← My Appointments

AppRefId : 2476548  
App Status : Confirmed  
Date/Time : 2020/05/15 09:53:37 +0530  
Patient Name : ASHA SHARMA  
Mobile No : XXXXXXXXXX  
Doctor Name :  
Dr. Ullas Batra /Parveen Jain / Mansi Sharma .  
Payment Status : Pending  
Amount : 1000.00

**Pay Now**

- Click on 'Pay Now'.

← Registration Fee

**eazypay**

Merchant : INDRAPRASTHA CANCER SOC AND RESEARCH CENTRE  
26/05/2020 14:05:898

**Payment Mode**

- Net Banking ⊕
- Debit Card ⊕
- Credit Card ⊕
- UPI ⊕

- Select Payment Mode. The following screen will appear:

← Registration Fee

|                          |                      |
|--------------------------|----------------------|
| Transaction ID           | 20052667386112       |
| Amount                   | Rs. 1000.00          |
| Convenience Fee          | Rs. 0.00             |
| GST                      | Rs. 0.00             |
| <b>Total Bill Amount</b> | <b>Rs. 1000 . 00</b> |

Mobile No : Optional

Email ID : Optional

Payer Name : Optional

VPA : Mandatory  \*

\*Please provide the mobile number for transaction communication & viewing transaction history.

**Proceed Now** **Cancel**



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

← Registration Fee

your payment

Cardholder Name \* M RAJ

Card Number \* [masked]

Expiration Month \* 01

Expiration Year \* 2021

Card Code \* [masked]

(last three digits on the back of your card)

\* Mandatory fields

Cancel Continue

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

← Registration Fee

SBI RuPay

Card no. ending with: : 6074xxxx xxxx xx01

**Authenticate Payment**

Please enter your One Time Password (OTP)  
sent to your registered mobile no ending with 94xx0xxx65

**Enter One Time Password (OTP)**

[Input field]

Resend OTP

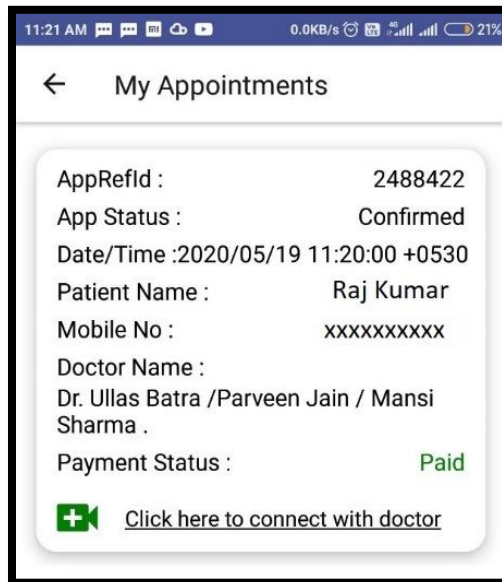
Make Payment

[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.

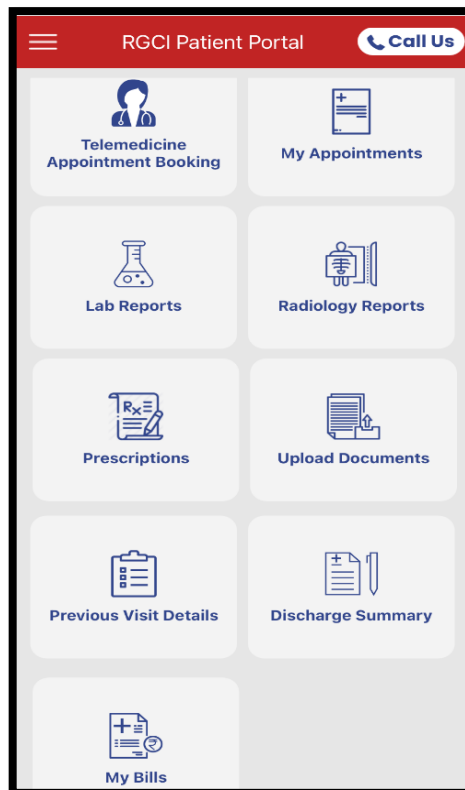
PCI DSS Certified

- 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.





- Click on upload document

The screenshot shows a mobile application interface titled "Upload Documents". A dropdown menu is open, displaying the following options: "SELECT", "Signed & Scanned Consent Form", "Insurance letter", "Lab Report", "Radiology Report", "Health Education", and "Counselling". The "Lab Report" option is highlighted with a red background. To the right of the dropdown, there is an upload icon (a square with an upward arrow) and a red button.

- Select the document type.

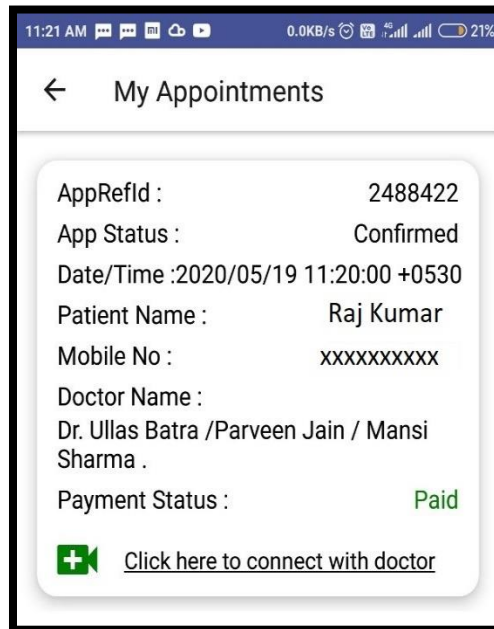
The screenshot shows the same "Upload Documents" screen. The "Document Type" dropdown is now closed, and "Lab Report" is selected. Below the dropdown, the text "CBC report" is visible. Underneath that, there is a text input field containing the alphanumeric string "152/98931\_kjzqn5d2picj42ichqbj". To the right of the input field is an upload icon. At the bottom of the form, there is a prominent red button labeled "Submit".

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

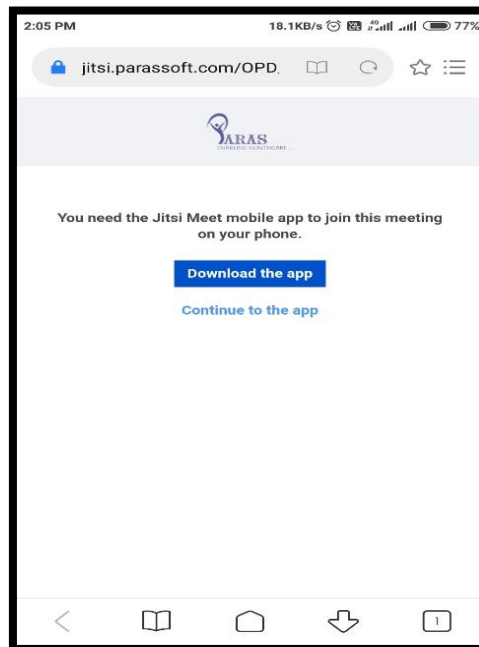


## Telemedicine Consultation (Video Conferencing)

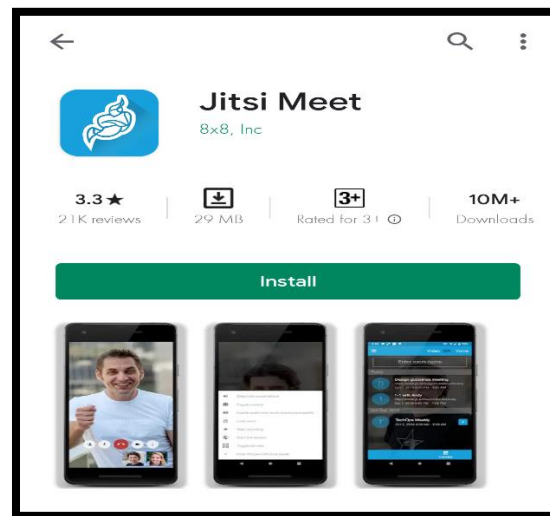
- On the scheduled date, at scheduled time, go to 'my appointment'.



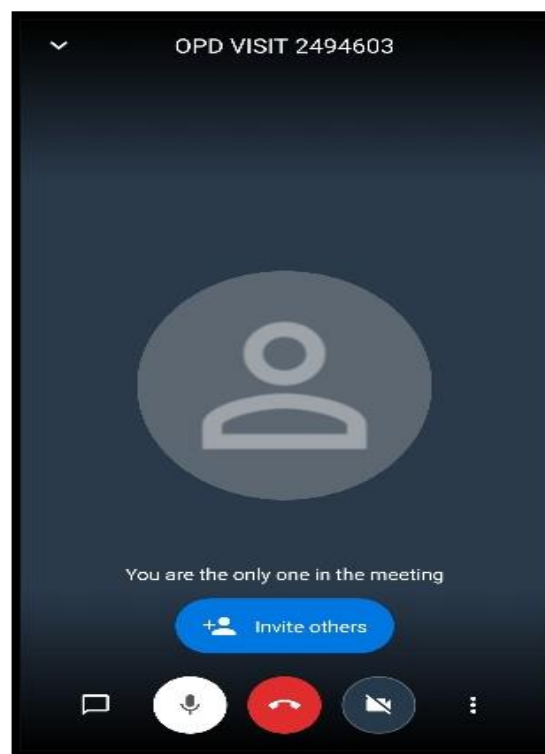
- Click on Video call link 'Click here to connect with doctor'. You will see the following screen (this is videoconferencing App).



- 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.

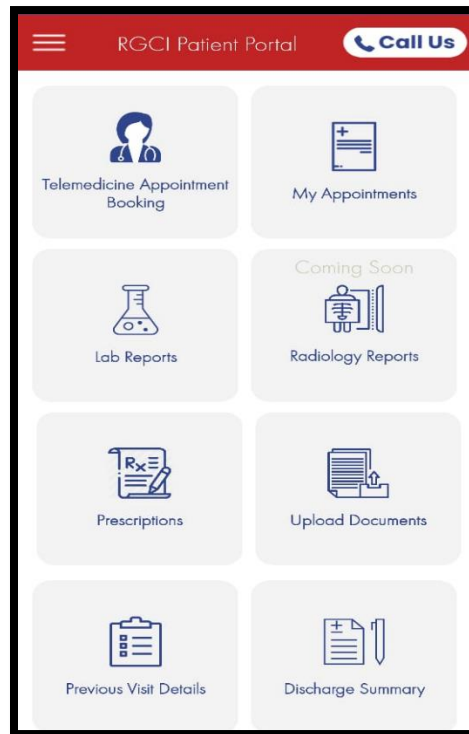


- **During the Call:**
  - You will see your doctor face-to-face on the video
  - Answer the questions as clearly as possible. It is good to be ready with your list of questions so that you can make best use of your face-time with doctor. The doctor will write the prescription either online on the computer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





- After the Call:
  - 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.

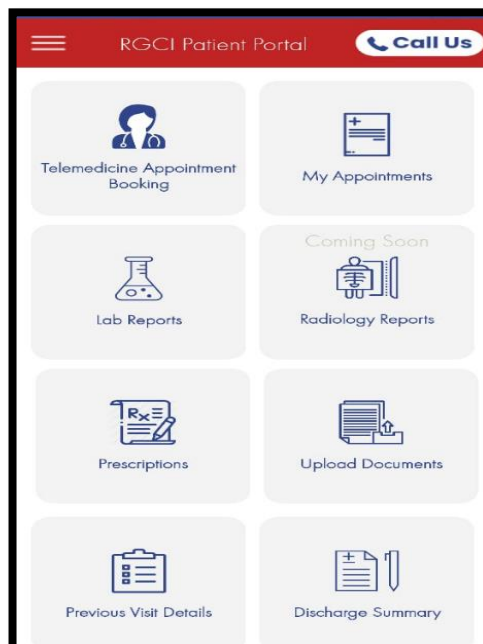
## Other Important Features in the Mobile App – 'RGCI Care'

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

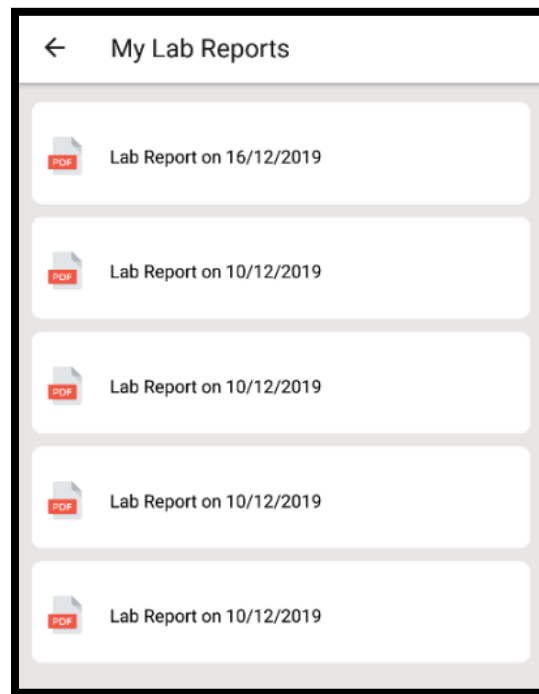


- **Lab Reports**

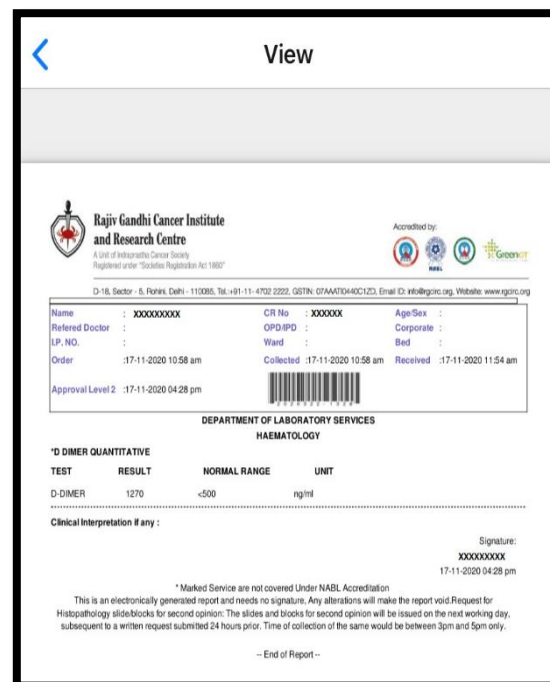
- View the date wise Lab reports.



- Click on 'Lab Reports'.



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

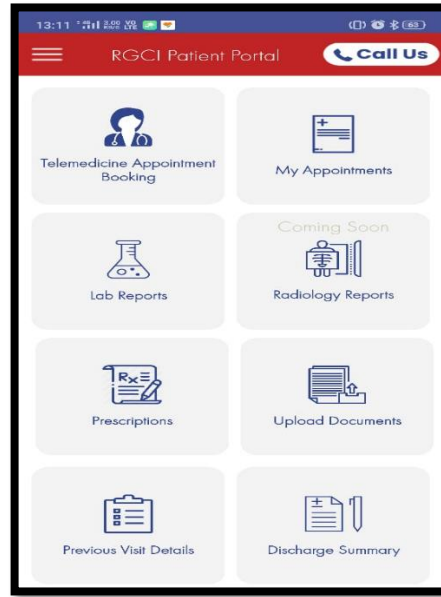


- View the report or download the report by clicking 'DOWNLOAD HERE'.



- Radiology Reports

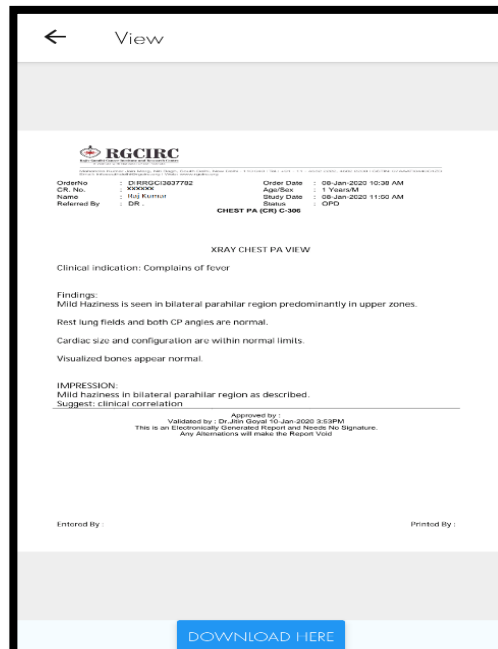
- View the date wise Radiology reports.



- Click on 'Radiology Reports'.



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

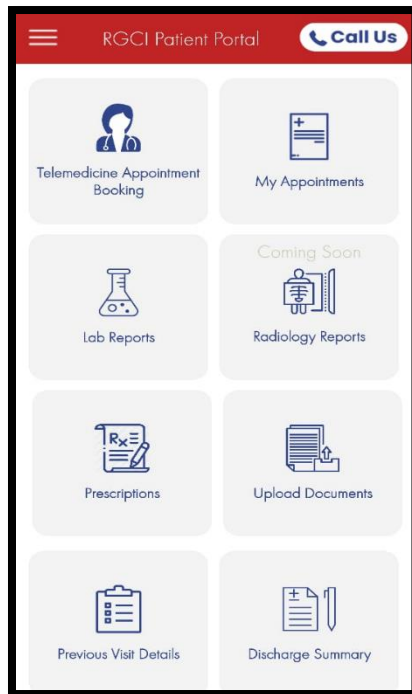




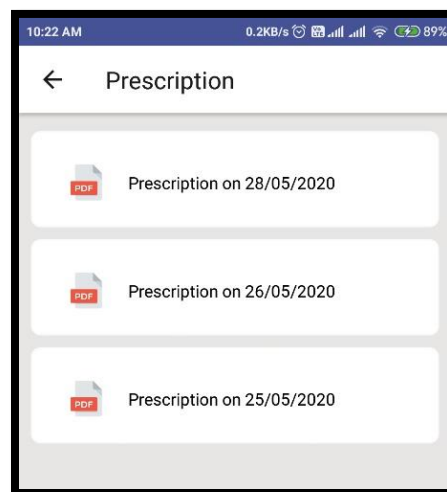
- View the report or download the report by clicking 'DOWNLOAD HERE'.

- **Prescriptions**

- View the date wise previous prescription.



- Click on 'Prescriptions'.



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



← View

**Rajiv Gandhi Cancer Institute and Research Centre**  
Accredited by: NABL, ISO 9001:2015, ISO 14001:2015, ISO 45001:2018, Green

OPD CARD

Dr. Ullas Batra / Parveen Jain / Mansi Sharma .  
MEDICAL ONCOLOGY  
CONSULTANT & CHIEF OF THORACIC

MR. XXXXXXXX XXXX Date: 28-May-2020

Complaints:  
Clinical Diagnosis:  
Allergy:

Rx

| Medicine   | Dosage | Frequency                | Route               | Days   |
|--|--------|--------------------------|---------------------|--------|
| 1) Tab DOLO  | 650 mg | 1 - 1 - 1 (thrice a day) | Oral                | 7 days |
| Instructions : After Breakfast P.O.<br>Composition :                 |        |                          |                     |        |
| 2) Cream DOLOGEL   |        | one daily                | Topical Application | 7 days |
| CT<br>Instructions :<br>Composition : Chlorine salicylate/glycerine. |        |                          |                     |        |

Remarks: Testing for demo  
Tests Prescribed: Laboratory: CBC, LIVER FUNCTION TEST,  
Imaging: X RAY ABDOMEN SUPINE AND ERECT (w/Lat.ME).

Dr. ULLAS BATRA .  
CONSULTANT & CHIEF OF THORACIC(MEDICAL ONCOLOGY)

Note: Please take the appointment from Front Office or visit website www.rgci.org.

DOWNLOAD HERE

○ View the prescription or download the prescription by clicking 'DOWNLOAD HERE'.

- Discharge Summary

RGCI Patient Portal Call Us

Telemedicine Appointment Booking

My Appointments

Lab Reports

Coming Soon  
Radiology Reports

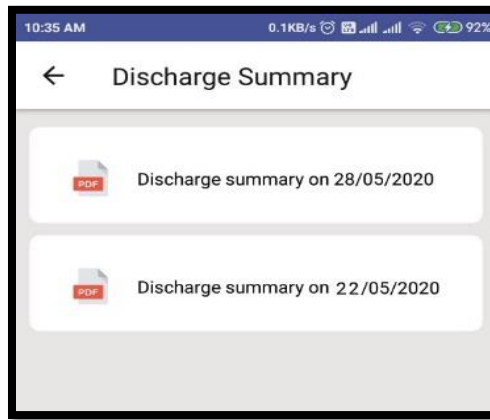
Prescriptions

Upload Documents

Previous Visit Details

Discharge Summary

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



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

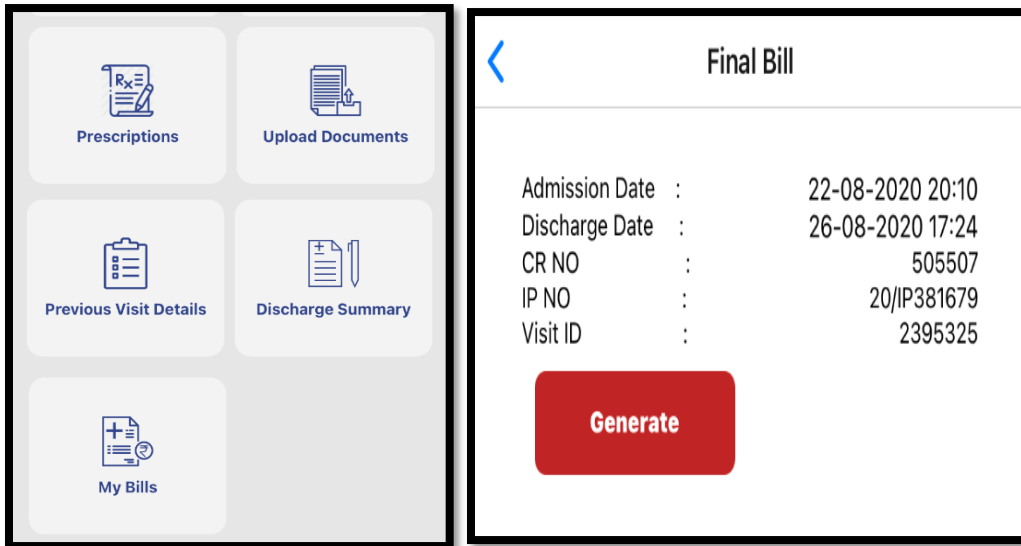


- View the report or download the report by clicking 'DOWNLOAD HERE'.

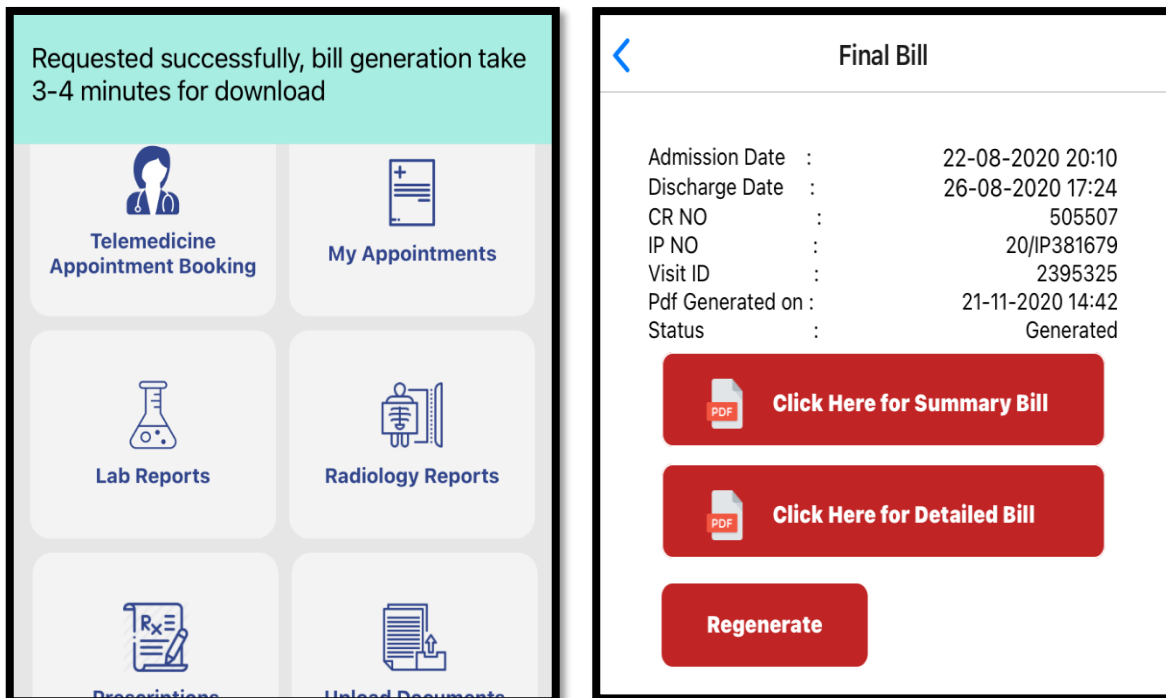


- **My Bills**

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



- 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).



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

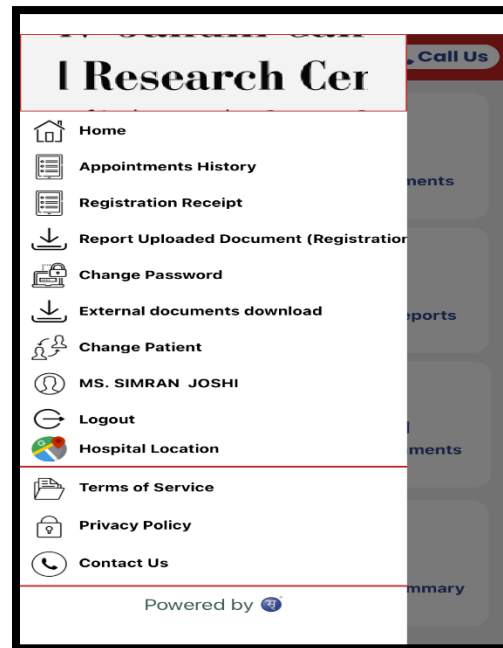




## Menu Options:

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




- **Appointment History**
  - 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.



10:12

← Change Password

 **Rajiv Gandhi Cancer Institute  
and Research Centre**  
A Unit of Indraprastha Cancer Society  
Registered under "Societies Registration Act 1860"


Enter Your New Password


Re-type Your New Password


Submit


- Enter new password and re-type the password then click on submit button.
- **External Documents Download**
  - Patient can view & download the documents that they had uploaded for doctor's reference.

External Documents

 **External documents on 13/11/2020**

 **External documents on 13/11/2020**

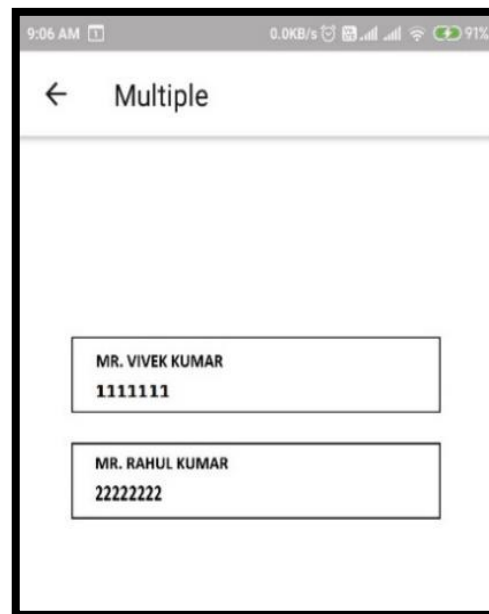
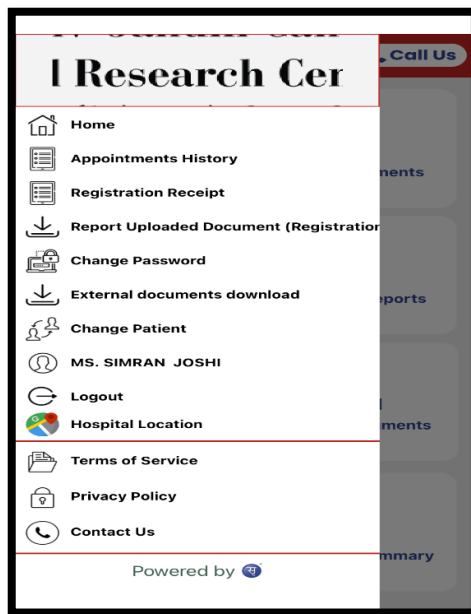
 **External documents on 13/11/2020**

 **External documents on 13/11/2020**



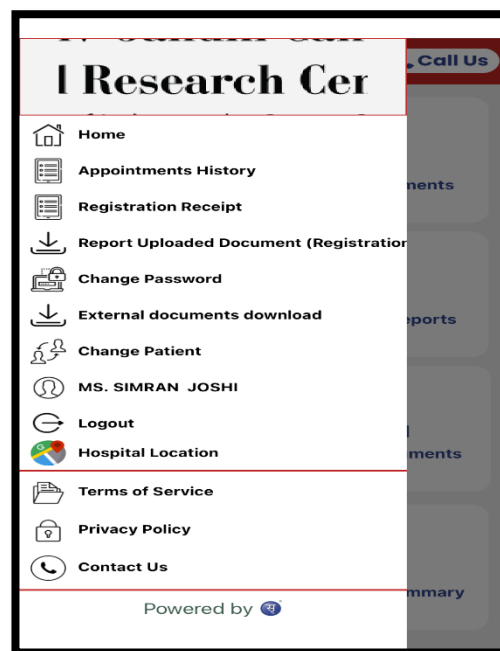
- **Change Patient**

- There is 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.



- **Logout**

- Click on logout menu option to logout the application.

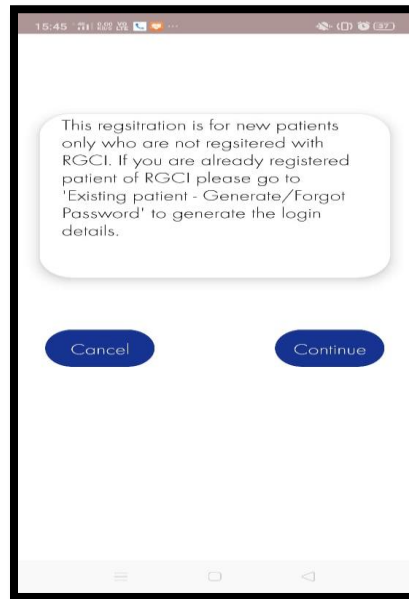
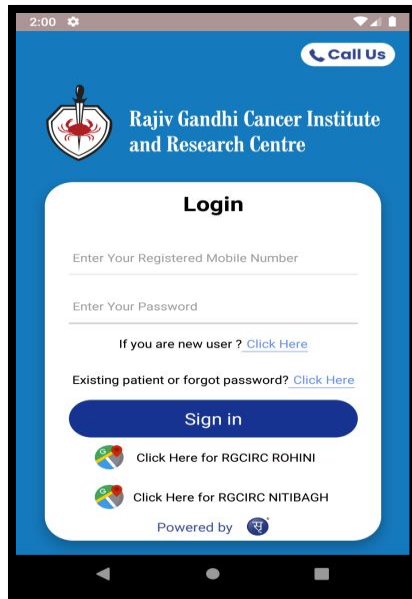




## If you are a new patient - you need to register through 'RGCI Care'

- 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.

- Fill all the preliminary details.
- Click on 'NEXT' to provide the further details



15:46 2G 4G

← Registration

Marital Status SELECT

Religion SELECT

Occupation SELECT

Nationality SELECT

Address

Country SELECT

State SELECT

District SELECT

City SELECT

Registration Fee 1.50

Upload Document in PDF format

(It's mandatory to scan your Aadhaar card(front & back) as identity proof and Pan card upload here in PDF format)

(I confirm that all the information provided above are correct & authentic to the best of my knowledge.)

Submit & Pay Now

- 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.

← Registration Fee

eazypay

Merchant : INDRAPRATHA CANCER SOC AND RESEARCH CENTRE

26/05/2020 14:05:898

Payment Mode

Net Banking ⊕

Debit Card ⊕

Credit Card ⊕

UPI ⊕

Brought to you by ICICI Bank



- Select Payment Mode. The following screen will appear:

← Registration Fee

|                   |                    |
|-------------------|--------------------|
| Transaction ID    | 20052667386112     |
| Amount            | Rs. 1000.00        |
| Convenience Fee   | Rs. 0.00           |
| GST               | Rs. 0.00           |
| Total Bill Amount | <b>Rs. 1000.00</b> |

Mobile No : Optional

Email ID : Optional

Payer Name : Optional

VPA : Mandatory  \*

**\*Please provide the mobile number for transaction communication & viewing transaction history.**

Brought to you by ICICI Bank

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

← Registration Fee

your paym

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

> Thanks | I | We

Q W E R T Y U I O P

A S D F G H J K L

↑ Z X C V B N M

?123 , ☺  . →

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



3:38

← Registration Fee

**SBI** **RuPay**

Card no. ending with: : 6074xxxx xxxx xx01

**Authenticate Payment**  
Please enter your One Time Password (OTP)  
send to your registered mobile no ending with 94xx0xxx65

**Enter One Time Password (OTP)**

**Resend OTP**

**Make Payment**

[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.

- Patient will receive OTP on the registered mobile number.
- Enter the OTP and click on 'Make Payment' button.
- 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.

