Using Online Patient Portal
Connecting with Patients in Convenient Digital Manner

Synergy Visitech Eye Centre
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https://www.visitech.org/patient-portal.html
Using Online Patient Portal

Click on **Online Patient Portal** to open **Login Page**

- **New Patient**
  - Fill Pt. Personal Particulars
  - Enter OTP

- **Existing Patient**
  - Enter Mobile No
  - Enter Email and OTP

**Main Home Screen of Patient Portal**

**Book Appointment at Hospital**
- Select Doctor
- Select Date and Time
- Confirm Booking and Pay Online

**Feedback**
- Fill and Submit Feedback and Comments

**Book Tele-Consultation**
- Select Doctor
- Select Date and Time
- Give Consent
- Confirm Booking and Pay Online
- Upload Documents
- Start Tele-Consultation at Scheduled Time
Using Online Patient Portal

Welcome to this special digital interface to connect with us better. Please click on the Online Patient Portal button. A new window would open as Login page.

If you are an Existing Patient already registered with our system, please press the corresponding button. You would be asked to fill in your mobile number with which you have registered earlier at our centre. Then you press the Send OTP button. Once you receive the OTP on your registered mobile, please enter the OTP in the next screen. You would also be asked to enter your valid e-mail ID. This is very important step and you must enter your e-mail correctly, as your receipts, instructions and prescriptions shall be sent to you on this e-mail address.

In case there are more than one patients (from your family) registered on the same mobile number, you would be asked to pick the name of the patient from the list of patients registered on the same mobile number. Then you would be taken to the Main Home Screen of the Patient Portal.

For New Patients, you would need to Register by filling up the Patient Personal Information form. Fill all the details accurately and make sure your Mobile number and E-mail address are correct. Then press the Send OTP button to validate your mobile number. Fill in the OTP received as SMS on your mobile and then proceed to the Main Home Screen of the Patient Portal.
1. **Book Appointment at Hospital:**

You may use this option to book appointment with your selected doctor at the date and time of your choice, based on real time availability of appointment. First **select your doctor** from the drop down menu. Then **select the date and time slot**. The system shows the available appointment slots for your selected doctor. After this you may proceed to **confirm booking** of the appointment and pay either later at the hospital or **pay online with special discount** options using our payment gateway (the new window would open for payment gateway).

Once you reach the hospital, you won’t need to fill up the registration form, thus saving you time. The form filled by you online shall be available with the hospital and you would just need to sign on the printout of this form.
2. **Book Tele-Consultation:**

You may use this option to book a Tele-Consultation with our doctors. This added convenience of having our doctor’s consultation without having to leave your home, especially during the time of the current Pandemic is especially suitable for Vulnerable patients.

**Select the doctor** and the available **date and time slot** for your tele-consultation. After this click to read the **terms and conditions for Tele-Consultation** and give your consent for the same. Then you may proceed to make the **online payment** for your consultation using the payment gateway (a new window shall open). After payment, your appointment shall be confirmed and you would receive a confirmation message on the website and also through SMS.

**Note:** In case your doctor is not available for tele-consultation at the time of your choosing, you may decide to try booking by selecting ‘**URGENT ONLINE CONSULTANCY**’. Since this is a non regular schedule service, it depends upon the availability of doctors. Before going ahead with payment and finalising your booking for ‘URGENT ONLINE CONSULTANCY,’ **please make sure that some doctor would be available for you by calling the phone number** given on this page and confirming from the staff.

3. **My Appointments:**

You may click on this button to see all your scheduled appointments: both at the hospital and for Tele-Consultation

4. **Upload Documents:**

This module is useful for uploading your documents like Identification proof, Previous medical records, Photos of eyes etc. These are especially useful for Tele-consultation as it helps your doctor to go through these images and reports before or during your tele-consultation and improves the quality of care. **It is mandatory to upload your government approved Photo ID Proof** like
Aadhar card, Driving licence, Passport etc. for Tele-Consultations. Even for hospital visits, it is a good idea to upload your previous medical records, so that these documents shall be in our system for better medical care.

For Tele-Consultations, it is very useful to click good quality photographs of your eyes beforehand and upload these images using this module. We have also given some tips on how to photograph your eyes using your mobile camera. You may refer to this pdf guide by clicking on ‘How to take a proper Eye Photograph’ link on this page.

To upload documents, first select the kind of document from DOC NAME (the default selection is ID PROOF). After this Select file from your computer (if using a PC) or if you are using a mobile, you may select file from your photo gallery or else can use your mobile camera to click a photo of the documents. After this click on Upload button. Similarly, select other document from DOC NAME menu and Select file and Upload them. At the end, press the Save button to save these uploaded files to your records.

**Note:** If using from mobile, try to keep the mobile in landscape (horizontal) mode for better experience.
5. **Start Tele-Consultation:**

Click on this button to go to the Tele-Consultation page. You can see your scheduled tele-consultations with appointment time and name of the doctor. **Do try to login 15 minutes before your scheduled time and be punctual.** Next to the name of the doctor is a blinking dot, which denotes whether your doctor is online or offline.

![Patient Self Care Portal](image)

In above example, the status is shown by a **Red blinking dot**, which means that the **doctor is offline** and hence you can-not join the consultation.

![Scheduled Tele Consultations](image)

Once the **doctor is online**, the status changes to **Green blinking dot**. The patient can not still join the online consultation room till the doctor has joined the room.

![Scheduled Tele Consultations](image)

Once the doctor has joined the room, the App Status changes to **‘READY TO JOIN’** and now the **patient can click on Join button**. This would start the
video of the patient’s computer or phone (you may be asked to allow access to camera and microphone by the program). Then the patient has to **click the Join button on the video image** and the video call with the doctor would be initiated.

At the end of the Tele-Consultation, the doctor would be making a prescription paper for the patient, which would be sent automatically to the email provided at the time of registration.

*Note: In case of any technical errors or difficulty, please feel free to contact the helpline number given on our Patient Portal webpage.*

**6. Feedback:**

We value your feedback which always encourages us and also pushes us to do better. The management of our centre would strongly encourage you to please give us your valuable feedback and suggestions by sparing a few minutes.