Using Online Patient Portal

Connecting with Patients in Convenient Digital Manner

Synergy Visitech Eye Centre
A 10, South Extension 2, N. Delhi
Helpline No: 0-6262-999-333
https://www.visitech.org/patient-portal.html

www.visitech.org
Using Online Patient Portal

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

Enter your mobile number

**New Patient**
- Fill Personal Particulars

**Existing Patient**
- Choose patient

**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

For New patients
- Fill Registration form

Start Tele-Consultation at Scheduled Time
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.

Enter your mobile number, and Proceed. If you are an Existing Patient already registered with our system, you would be asked to pick the name of the patient from the list of patients (from your family) registered on the same mobile number. In case you want to register a new patient on the same mobile number click on the Add New Patient button. 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 (which will be required to send the Prescription Copy). **Submit the details**

You will then receive a temporary registration number and you will then be taken to the **Main Home Screen** of the Patient Portal.

Your temporary registration has been done.
Please note your temporary registration number: Temp-002743.

**Proceed Ahead..**
Home Screen Patient Portal

The Home Screen of the Patient Portal looks like below with various options:

1. **Book Hospital Appointment (For Eye Checkup at Eye Centre):**

   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 list. The system shows the available appointment slots for your selected doctor. **Select the date and time slot.** After this you may proceed to **confirm booking** of the appointment and **pay online with special discount** using our payment gateway (the new window would open for payment gateway). If the new window doesn’t open, check your browser settings and allow Pop-Up windows.
If you are a new patient (i.e. previously not registered with us), click on the **Fill Registration form** button on home screen. Fill your details in the form and submit. The form filled by you online shall be available with the hospital. If you fill this form beforehand online, you won’t have to fill the forms at the hospital, thus saving your waiting time and this also ensures correct data with no spelling or other errors.

2. **Book Tele-Consultation:**

Use this option to book a Tele-Consultation with our doctors. This added convenience of consulting our doctors without having to leave your home, during the time of 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). If the new window doesn’t open, check your browser settings and allow Pop-Up windows. After payment, your appointment shall be confirmed and you would receive a confirmation message on the website and also through SMS/Whatsapp.

If you are a new patient (i.e. previously not registered with us), click on the **Fill Registration form** button on home screen. Fill your details in the form and submit.

3. **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.
4. **Fill Registration Form**

If you are a new patient (i.e. previously not registered with us), click on the **Fill Registration form** button on home screen. Fill your details in the form and submit. The form filled by you online shall be available with the hospital. If you fill this form beforehand online, you won’t have to fill the forms at the hospital, thus saving your waiting time and this also ensures correct data with no spelling or other errors.
Doing Tele-Consultation

Once your tele-consultation appointment is confirmed, our online consultation executive will contact you. You will be asked to describe briefly your complaints and send old prescriptions and other necessary documents on WhatsApp. It would help if you can send good quality photographs of your eyes. We have also given some tips on how to photograph your eyes using your mobile camera. You may refer to the pdf guide by clicking on ‘Tips on Eye Photography for Tele-Consultation’ link on the webpage. These information will help the doctor to go through your case details before the start of consultation thereby serving you better.

You would receive a link on SMS/WhatsApp to start the Tele-Consultation at scheduled time. In case of any error or difficulty, contact our online consultation executive.

If required, he/she will form a WhatsApp group with you and the consulting doctor. At the time of the consultation, the executive will arrange video call with the doctor on WhatsApp. After the consultation, the doctor will prepare your prescription and the same will be sent to you on the WhatsApp and on your registered email id.

Our Tele-Consultation Module is integrated with Electronic Medical Records (EMR) and all the records would be saved to your data in our EMR. This ensures continuity of care for the patient when he/she visits us in future.

Note: In case of any technical errors or difficulty or in case our Online Consultation Executive doesn’t contact you within 2 hours of booking the appointment, please feel free to contact the helpline number (0-6262-999-333) by calling or on WhatsApp.