
GENERAL

What is PENTARHIO ?

PENTARHIO app is an initiative by SAAI Electro Biogenic India Private Ltd, Mentored by Medicaid Ethos Private Limited and its Strategic partner for services using a platform powered by VitaCuro and an extensive service provider network of Medicaid Ethos, The PENTARHIO app to help individuals get their right of healthcare from the comfort and convenience at their place of residence and whenever & wherever they need at the touch of their smartphone.

PENTARHIO app enables users to have a continuous, convenient, cost effective care by connecting with choice of doctors. Users can have their Electronic Medical Records, and get alerted based on their health conditions on Health parameters like Blood Pressure, Blood Glucose, Cholesterol, Blood Oxygen Saturation etc. Doctors can prescribe diagnostic Tests, medications and alerts are provided for patients to follow treatment plans so as to improve care quality.

Can I connect with a real Doctor?

Yes! You can search for doctors on platform and connect with them for either physical or virtual consultation and share your medical records easily and obtain the care with convenience from home.

Is my health data secure?

Your health data is encrypted and securely stored. Based on your consent, the data would be shared with the choice of doctors and healthcare providers.

What do I need to use Pentarhio ?

You need an internet connection and a computing device to use PENTARHIO. PENTARHIO is available as a mobile app.

PENTARHIO app Aims to modernize and standardize the cost effective, affordable & Quality Public Health care system and improve the health and well-being of the people including economically poor, remote locations and under privileged sectors in every part of INDIA with cash benefits, Universal insurance and health loans

My parents/family member live away from me, but I would like to be part of their care

Your parent/family member can add you as a family member and you would be able to see their health and be an active partner in their well-being despite distances.

How do I Purchase & renew insurance policies?

The applications are very intuitive in use it takes You to the screen where you can add your parent/family member as a family member and you would be able to see available policies their options and be an able to purchase suitable policy and renew existing policies in their online portal.

How do I avail a Health/Other loan?

The applications are very intuitive in use it takes the lend box tool screen where you can select the purpose, term and required loan amount, repayment detail , other credential to apply & avail loans through online portal.

How do I get technical support if required?

The applications are very intuitive in use it takes little time to get used to. There are user guides and videos available for your convenience. If you still have questions, please email to saaiectrobiogenic@gmail.com

USAGE

What is included in my Usage?

As part of the usage you would have few free minutes for having video consultation and if you need more minutes you can always buy additional video minutes.

As part of usage, you can connect with multiple doctors and have your health issues taken care of with convenience.

- Rapid Quality Diagnosis/Pharmacy service
- Tele & Physical Consultations
- Cloud storage of medical reports for easy & secure access
- Universal Insurance
- Cashless & Secure payment service (digital) E wallets
- Purchase/Royalty Benefits
- Health loans

What happens if my usage plan expires?

You still can log-in and view your earlier medical records, but you would not be able to update any of the medical records nor you can consult/share your health data with your doctors.

Can I renew expired usage plan?

Yes! You can renew usage plan and start using Pentarhio again. Please reach out saaiectrobiogenic@gmail.com

PHARMACY AND DIAGNOSTICS SERVICES

How do I know my order has been registered for processing?

You will receive SMS message from the service provider confirming the order.

You will also receive a call from their call center to review the order and confirm for processing.

In case of Pharmacy, the pharmacist reviews the order and confirms for delivery.

In case of Diagnostics, you will be informed about the schedule for Phlebotomist's visit for sample collection.

How do I make the payment?

In case of Pharmacy, you will receive the payment link via SMS once the order is confirmed. After payment, you will receive SMS with ETA for delivery of Pharmacy.

In case of Diagnostics, the Phlebotomist will trigger the payment link during the sample collection.

How do I receive the report for diagnostics test?

You will receive the report as PDF file to your email. You will also receive a SMS message with a link to download the report.

How do I cancel the order?

You can cancel the order from the cancel option in the app against the order. In case of Pharmacy, Cancellation option is available post confirmation of the order.

You can call the call center to check on the refund policy and status of refund. Please refer the Order ID which is shown in the app against the order for support

How do I change the schedule for sample collection or modify the order?

You can change the schedule from the app against the order for sample collection.

For modification of the order, please call the support center number mentioned in the SMS message you would have received during the processing of order. Please refer the Order ID which is shown in the app against the order.

Whom do I reach out for support in case of any grievances?

You can call the support center number mentioned in the SMS message you would have received during the confirmation of order. Please refer the Order ID which is shown in the app against the order for support