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Health checkup FAQs

What is GE Health Screening programme?

GE Health Screening is a preventive health check-up program in which GE has partnered with Medi Assist Healthcare Services (MAHS) to extend the facility of Health checkup to GE employees which is company provided. Additionally, employees also have an opportunity to avail of health check-ups for their dependents by self-funding.

GE Annual Health Screening has following benefits:

Convenience: all you need to do is login to Medi Assist Web Portal and take an appointment as per your convenience

Choice of centers: Multiple centers are available to choose from the drop down.

Benefit to dependents: Avail discounted Health check packages for your dependents by self-funding.

Who all can avail this benefit?

You are eligible to avail this benefit.

While enrolling a beneficiary, it should be borne in mind that the Health Screening package is designed for people in the age bracket of 18 years and above.

What is the frequency of this benefit?

The eligible employees can avail annual health check-up for themselves once in a year which is provided by GE.

How do I schedule an appointment for the health checkup?

You can schedule your health checkup by placing a request through the Medi Assist's web portal at least 2 working days in advance. Walk-ins are not entertained. All appointments would be honoured as per the registered appointments.

To initiate a request you will need to seek an online appointment through Medi Assist Web Portal

URL: <https://portal.medibuddy.in>

Path: Health Check > Book Now

Would I need to go to a medical centre to avail the health checkup?

Yes you can avail your complete health checkup by choosing the listed medical centre from the web portal and attending the same on the day of your appointment.

What are the tests which are covered as part of the health checkup?

GE's health checkup packages are designed by experts based on your Age, Gender and Band. Refer Annexure – Packages to see the test components covered in each category of health checkup.

Can I advance or postpone the checkup appointment?

Yes, you can reschedule your appointments up to 24 hours before the appointment.

Can I change my health checkup package?

No, you cannot change your health checkup package as the packages are pre-defined and are designed by medical experts considering your age and gender.

What do I need to show at the time of my appointment for confirmation?

You need to show your appointment confirmation letter/notification (which you would have received via email) along with your Emp ID card for validation at the Medical center.

What is the turnaround time for confirming the appointment after the appointment request is placed?

- 4 working hours (Monday to Saturday – 8 AM to 8 PM)

What are the pre-requisites before attending the health checkup?

Among other conditions and precautions which you would be advised either through the appointment confirmation letter or in person at the diagnostic center, the following are some general practices for health screening:

- 12 Hours overnight fasting is required before any medical test.
- Women are not advised to undergo health check at the time of menstruation.
- X-rays are not recommended for anyone who is pregnant or suspected to be pregnant.

Pre-Requisites for Health check and Instructions.

- Health check process will take at least 4 to 5 hours , kindly plan accordingly.
- While you visit the center, please carry a copy of this letter along with the Employee ID card.
- Overnight fasting of 10-12 hours is required. Report to medical Center on empty stomach (Only water can be consumed)
- Avoid smoking & consuming alcohol for a minimum of 12 hours before checkup.
- Carry urine & stool sample in a sterilized container which can be obtained from your nearest pharmacy.
- You are not required to make any payment at the medical center, unless undergoing additional tests at your own discretion or as per recommendation by consulting physician.
- You can collect your original Medical Reports from the medical center. Scanned copy of medical Report will also upload in the Medical repository on Medi Assist Portal.

How should I dress for my scheduled health checks?

It is advisable to wear something comfortable during all your Hospital visits.

Can I go for the medical check-ups in evening?

Health Check demands 10 to 12 hours overnight fasting. Hence it is required that health check be done in the morning hours. Health Checks cannot be scheduled in the evenings.

Can I cancel my appointment?

Yes, you can cancel the appointment through Medi Assist Web Portal login, preferably 24 hours or more prior to the appointment. You can also call Medi Assist call center (#1860 425 2662) for the same.

Do I have to take any earlier medical reports to the medical centre?

It is advisable to carry all your documents such as previous medical reports, prescription of the medicines which you take regularly, etc. to the center. Please inform the Doctor about these at the time of pre-counselling/final consultation.

What happens if I do not report for the check-up on the confirmed date?

It is advisable that you report for the health checkup at your scheduled appointment date and time. In case you are unable to, please give us prior notice to reschedule your appointment.

How long will the entire health checkup process take?

Health checkup process at a medical centre takes about 4-5 hours on an average. Kindly plan accordingly.

Is breakfast covered as a part of the Package?

Breakfast is not covered as a part of the package, you are requested to make your arrangements for breakfast .

I have been advised to do a few additional medical investigations after the health checkup. Will the company bear the expenses for the same?

Any tests / examinations other than what is defined in the health checkup packages are not part of this program and will not be covered by the company

How and when can I collect my medical reports?

You can collect your medical reports directly from the medical centre after the completion of the Consultations. Soft copy of all the reports would be uploaded into the web portal by Medi Assist.

How can I raise a query about the program?

A: You can call our call center at 1860 425 2662 and raise a query or you can mail your query to ge.ahc@mahs.in

Are there any operational challenges that are foreseen when I visit the medical center for my Health checkup?

Yes, it would be beneficial to be abreast of certain common concerns you may encounter at the medical center:

- Breakfast is not covered as a part of your package. You are requested to make your own arrangements.
- You could face waiting time between your tests.
- There can be a possibility of the phlebotomist pricking the second time while collecting your blood sample if you have thin veins. You can ask for first aid if such an incident occurs.

Additionally, we have taken adequate care to orient the medical centers with common areas we foresee as a challenge. We have listed below for your reference :

- If you experience concerns that your appointment is not scheduled.
- If you experience concerns about your Name, Gender are being misquoted in your file.
- If you are asked to pay at the medical center for the tests that are including as a part of package.
- If you experience concerns regarding the courtesy extended by staff.
- If you experience concerns about the center missing to conduct any test which is a part of package.
- If you experience quality concerns regarding the time and quality of services provided by the Doctors, Dieticians, Nurses or other members of the medical centre team.
- If you are facing delays in receiving your reports post completion of your health checkup up.
- If you have been issued with incomplete reports/wrong reports.
- If you feel the cleanliness and hygiene factors are not up to the mark.

If you encounter such challenges at the medical center, please reach out to us through the Grievance Contact channels mentioned on your appointment confirmation letter and we would resolve your concerns on priority.

Where I can give my feedback on my experience?

A: You can provide your feedback on the portal using link which would be sent to you on mail once you have completed the health check-up.

Additional FAQ's

Can my dependents avail the Health check?

Yes, you can avail the Health check for your dependents on self-pay basis. All the packages which are available for employees are open to dependents.

If I cancel the appointment, Will I get my amount back if I have opted for a self-paid package for self/dependents?

A: Yes you will get your amount back as per the Refund Policy given below.

Refund Policy

| | |
|---|---|
| Appointments cancelled before (equal to or greater than) 24 hours from the date & time of Appointment | Processing fee of 2% to be deducted from the test/package cost for Refund |
| Appointments cancelled within (less than) 24 hours of the date & time of the appointment | Processing fee of 5% to deducted from the test/package cost for Refund |

Do I need to fill any Documents to get my Refund?

A: Yes, you need to fill attached **Refund Request Form (Ref: Annexure –Refund Request Form)** & send it to ge.ahc@mahs.in to get your refund amount back

When will I get my refund amount?

A: It will take 4 to 5 working days after sending refund request form to the e-mail ID ge.ahc@mahs.in

Value Added Services

What are the various Value Added services for GE employees and dependents?

GE partners with Medi Assist to provide the following Value Added Services at discounted prices to its employees and their dependents:

- Health Risk Assessment (HRA)
- Wellness Coaching
- Pharmacy benefits

How can I place a request for these services?

To initiate a request you will need to seek an online appointment through Medi Assist Web Portal

URL: <https://portal.medibuddy.in>

Annexure - 1

Employee Health check packages All employees (Except EB and above*)

| AHC Package | | Upto 35 yrs | | 36 to 45 yrs | | 46 yrs and above | |
|------------------|--|-------------|-------|--------------|-------|------------------|-------|
| | | Package I | | Package II | | Package III | |
| | | Men | Women | Men | Women | Men | Women |
| Blood Routine | Complete Hemogram | * | * | * | * | * | * |
| Blood Smear | Peripheral Smear | | | * | * | * | * |
| Blood Group | Blood Group and Rh factor | * | * | | | | |
| Sugar profile | FBS | * | * | * | * | | |
| | PPBS | | | * | * | | |
| | Hba1c | | | | | * | * |
| Lipid Profile | Total Cholesterol | * | * | * | * | * | * |
| | HDL | | | * | * | * | * |
| | LDL | | | * | * | * | * |
| | VLDL | | | * | * | * | * |
| | Triglycerides | | | * | * | * | * |
| | HDL/LDL ratio | | | * | * | * | * |
| | Cholesterol/HDL Ratio | | | * | * | * | * |
| Liver Profile | SGOT / AST | * | * | * | * | * | * |
| | SGPT / ALT | * | * | * | * | * | * |
| | GGT | * | * | * | * | * | * |
| | Bilirubin (Total,Direct,Indirect) | | | * | * | * | * |
| | ALP | | | * | * | * | * |
| | Proteins (Total, Albumin, Globulin) | | | * | * | * | * |
| Kidney Profile | Creatinine | | | * | * | * | * |
| | BUN | * | * | | | | |
| | Urine (Routine) | * | * | * | * | * | * |
| Gout screen | Uric Acid | * | * | * | * | * | * |
| Thyroid screen | TSH | | * | * | * | * | * |
| Stool Routine | Stool Routine | | | | | * | * |
| Sonography | USG Abdomen & Pelvis | | * | * | * | * | * |
| Cancer screen | PSA | | | | | * | |
| Cancer screen | PAP smear | | | | * | | * |
| Cancer Screen | Sono Mammography | | | | * | | |
| Cancer Screen | Radio Mammography | | | | | | * |
| Cardiac Screen | ECG | * | | | * | | |
| Cardiac Screen | TMT | | | * | | * | * |
| Cardiac Advanced | 2 D Echo | | | | | * | * |
| Consultation | Complete Physical Examination by Physician & Consult | * | * | * | * | * | * |
| Consultation | Examination by Gynecologist & Consult (includes Breast examination for Breast mass screening) | | * | | * | | * |
| Eye | Eye Check up | * | * | * | * | * | * |

Employee Health check packages – For EB and above employees

| AHC Package | | Test | |
|-----------------------------|---|------|-------|
| | | Men | Women |
| Blood profile | | | |
| | Complete Hemogram | * | * |
| | Blood Group and Rh factor | * | * |
| Blood Sugar profile | | | |
| | Fasting Blood Sugar | * | * |
| | PPBS | * | * |
| Lipid Profile | | | |
| | Total Cholesterol | * | * |
| | HDL | * | * |
| | LDL | * | * |
| | VLDL | * | * |
| | Triglycerides | * | * |
| | HDL/LDL ratio | * | * |
| Liver function tests | | | |
| | AST | * | * |
| | ALT | * | * |
| | GGT | * | * |
| | Bilirubin (Total,Direct,Indirect) | * | * |
| | ALP | * | * |
| | Proteins (Total, Albumin, Globulin) | * | * |
| Renal function tests | | | |
| | Serum Creatinine | * | * |
| | Blood Urea Nitrogen | * | * |
| | Uric Acid | * | * |
| | Electrolytes | * | * |
| | Routine Urinalysis | * | * |
| Other tests | | | |
| | Chest X-ray | * | * |
| | ECG | * | * |
| | TMT | * | * |
| | Ultrasound Abdomen | * | * |
| | Thyroid Stimulating Hormone | | * |
| | Prostate Specific Antigen | * | |
| | PAP smear | | * |
| | Vitamin D3 | * | * |
| | General Physical Examination and Physician Consultation | * | * |
| | General Physical Examination and Gynecologist Consultation (including breast examination) | | * |

Annexure 2 – Refund Request form

| BANK DETAILS: | |
|--------------------------------------|---------|
| PARTICULARS | DETAILS |
| Account Type: | |
| ACCOUNT NO: | |
| Account Holder Name as In Bank A/C: | |
| Payment Made for (Self /Dependent) | |
| Payment Made on (date of Payment) | |
| IFSC CODE: | |
| BANK: | |
| Bank Branch: | |
| PAN NO: | |
| Corporate Name | |
| Employee Name | |
| Employee ID | |
| Amount Paid | |
| Hospital Opted | |
| Amount to be refunded | |
| Package selected(Below 40 /Above 40) | |
| Reason for the Refund Request | |

Note only for Cancellation of appointment:

- Cancellation charges applicable as per the Refund policy