

# Here to take care of you



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Thank you for choosing  
**MediBuddy**

### E-pharmacy Benefits



**20% OFF**  
on all prescription medicines  
———— on MediBuddy ————

## E-pharmacy Benefits

### Order Medicine Easily



WhatsApp to order  
**9591504870**



Call us to order  
**08068874953**

### Flexible Medicine Delivery



#### Medicine Home-Delivery

Get your medicines home-delivered to your doorstep

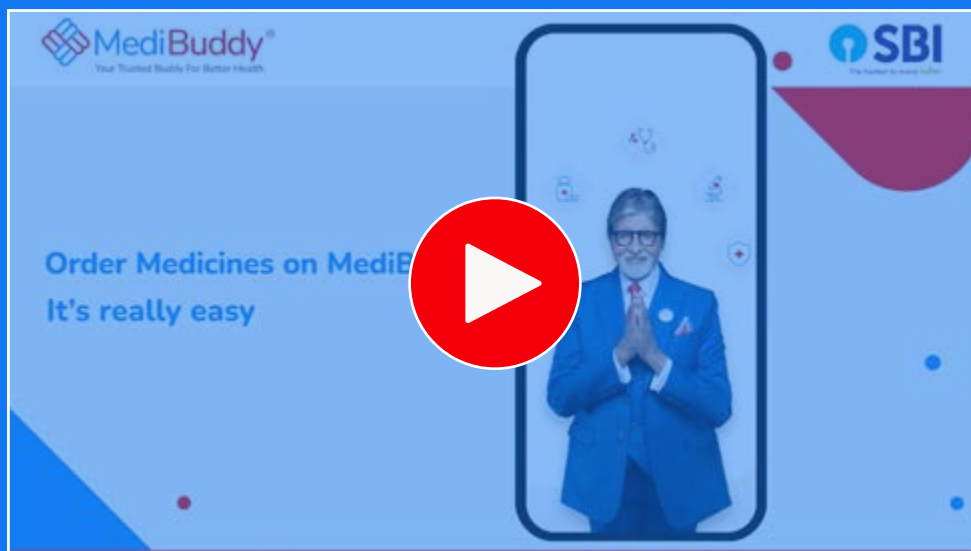


#### In-Store Pickup

Pick up from the nearest pharmacy

- Convenience and advantage of supply from multiple trusted pharmacies.
- Cold storage medicines (injections).
- Auto-order your prescription medicine.
- Regional language assistance.

# Effortless medicine ordering guide on MediBuddy



Navigating the process of ordering medicines on MediBuddy is designed to be a hassle-free and straightforward experience. This step-by-step guide ensures you can effortlessly place your prescription order while making the most of the platform's user-friendly features.

## Follow the steps

### Accept permission and enter details:

- Click on 'I Agree' to accept the permission request.
- Enter your phone number and click on 'Proceed.'
- Enter the OTP received on SMS and click on 'Verify.'

### Navigate and add medicines to cart:

- On the homepage, click on 'Buy Meds.'
- Click on 'Grant' to allow location permission.
- Enter Pincode to set the delivery location.
- The Meds home screen will open; add the required medicines to your cart.

### Upload the prescription and confirm order:

- Click on 'Proceed' and select 'Upload Prescription.'
- Upload only JPG, PNG, or PDF formats.
- Important: Do not close the app while the prescription is uploading.
- Click on 'Proceed' again.

### Finalise order details:

- Select who you are ordering meds for.
- Add the delivery address and click on 'Proceed.'
- Click on 'Place Order.'

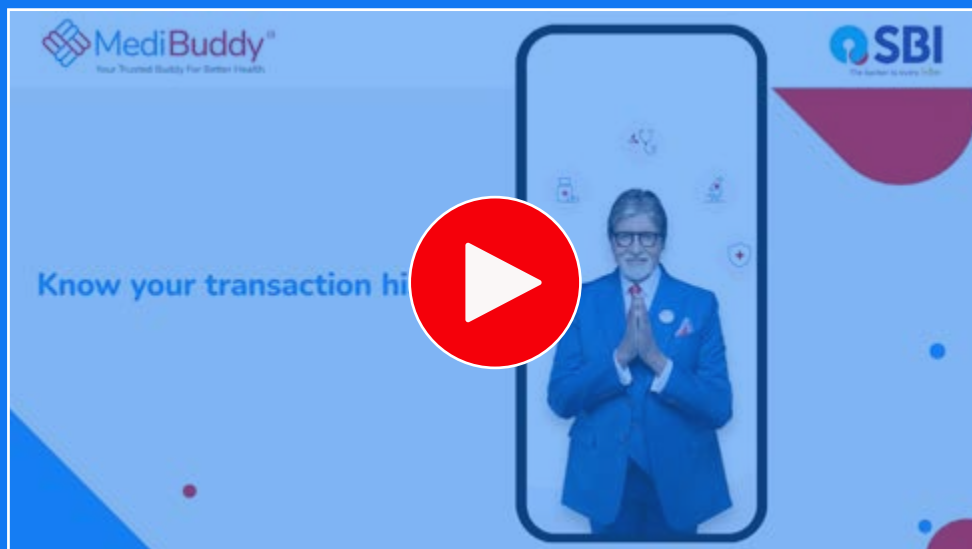
### Note regarding payment:

- Money will be deducted from your corporate-sponsored wallet.

### Order Confirmation:

- Your order is now complete, ensuring a seamless and efficient ordering experience on MediBuddy.

# Efficient app navigation: Checking transactions and raising queries



In this guide, we'll walk you through checking your transaction history and raising an order query on the MediBuddy app. Whether you're keen on reviewing past transactions or seeking assistance with an order, these straightforward steps will help you maximize your MediBuddy experience.

## Follow the steps

### Launch the app and navigate:

- Begin by launching the MediBuddy app and navigating to the homepage.

### Access profile:

- Access your profile by clicking on the profile icon.

### View transaction history:

- Select the 'Transactions' option to view your transaction history.

### Detailed transaction information:

- Click on 'See Details' to access more information about your transactions.
- Scroll down to 'Order Details' to review specific details, including any applicable order discounts.

### Raise an order query:

- If you need to raise an order query, visit the homepage.
- Tap on your profile icon to access your profile settings.
- Choose 'Help & Support' from the available options.
- Navigate to 'Consults, Medicine & Lab Support' to specify your query category.
- Click 'Medicines' and select 'Order Status/Confirmation Related.'
- Share your relevant details in the provided fields.
- Finally, submit the details to raise your order query and receive assistance.

### How to Re-Order

- Click on 'Buy Medicine'
- Click on 'View All' under your past orders
- Click on 'Order Again'



## Grievance Redressal Mechanism

For any concerns or grievances, our dedicated team is here to assist you promptly.

### Level 1



**at 9999991555**

Then, press 3 for Pharmacy-related queries.



Mail your query to  
**hello@medibuddy.in**

### Level 2

Mail your concern to Sr Manager: **rajesh.shinde@medibuddy.in**

# FAQs

**1. What is E-pharmacy?**

Ans: It is an online facility for placing orders for SBI Policy Holders to purchase medicines delivered to the doorstep through the Medibuddy App.

**2. Why should one be a member of the E- Pharmacy scheme?**

Ans: It is a convenient mode for the supply of medicines at the doorstep with a discount of 20% on the cost price of all medicines for all orders across the country. Further, for all orders up to Rs. 18000, the member must bear only 1/3rd of the cost. The balance of 2/3rd would be borne by the Bank. Even beyond the order value of Rs. 18000, the member would continue to avail of the discount of 20% on all orders on any order value by paying the full amount.

**3. Can OTC products be ordered? If yes, what would be the percentage of discount offered?**

Ans: Yes, OTC medicines, surgical, consumables can be ordered. The percentage of discount is applicable up to 30%

**4. Will OTC products also be part of the proportionate billing system?**

Ans: No, for OTC products, the member will have to pay on their own.

**5. Whether AYUSH ( Ayurvedic, Unani, Sidha & Homeopathic) medicines can also be ordered through the App?**

Ans: No, the app and policy covers only Allopathic Medicines

**6. Can the medicine be ordered at an address other than one's registered residential address?**

Ans: Yes, the member can add a temporary address on the app while ordering the medicines. For detailed process flow, refer to the User manual.

**7. What is the time limit under which the delivery of the medicines shall be made by the e-pharmacy?**

Ans: Generally, within 72 hours, you will get the exact delivery time details once the order is placed.

**8. Is it required to upload the prescription when placing the order?**

Ans: Yes, Prescription is mandatory. The validity of the prescription is 180 days from the date of advice by the treating doctor. If a prescription is invalid, the MediBuddy Doctor will call and confirm.

**9. Can the medicines be ordered without a prescription?**

Ans: No, the policy states only prescribed medicines can be ordered. Few medicines, even with a prescription, are not covered under the policy; please refer to the negative list given in the circular by the Bank.

**10. Can the OTC products be ordered without a prescription?**

Ans: Yes. The customer has to self-pay the entire cost of the medicines.

**11. If the prescribed medicine is not available, whether any substitute or generic medicine can be supplied?**

Ans: MediBuddy will connect via, call/Email/SMS/Whatsapp for substitute medicines and to arrange the Doctor consultation for a valid prescription

**12. How do I initiate a return for non-refrigerated medicines?**

Ans: A return request should be raised with Medibuddy customer support within 24 hours of delivery.

**13. What is the timeframe for returning refrigerated medicines?**

Ans: For refrigerated medicines, a return request must be raised within 6 hours.

**14. When can I expect a refund for returned medicines?**

Ans: Refunds for returned medicines will be credited to the wallet within 7 working days after submitting the returned items.

**15. Under what conditions are returns eligible?**

Ans: Returns are eligible only for medicines (refrigerated/non-refrigerated) in cases of wrong, damaged, or expired medicines.

**16. What is the confirmation call process for non-response?**

Ans: In case of non-response from the member, Medibuddy will make three calls within 24 hours. If an employee contacts the call center, they will receive a call within 2 to 4 hours.

**17. What is the delivery time period for different locations?**

Ans: For Metro, Urban, and Semi Urban areas, the delivery time is 24 to 48 hours for metros and 3 to 6 days for non-metros.

**18. How should I address issues when calling the helpline number?**

Ans: If you call the helpline, share the invoice and images of incorrect/expired medicines to [hello@medibuddy.in](mailto:hello@medibuddy.in) along with a description of the issue.

**Your well-being is our priority.**  
**Proud to stand by you as your**  
**healthcare partner.**

