

Runbook: Patient

Who this is for

This guide is for **patients and the people who look after them**: parents booking for a child, adult children booking for a parent, or anyone booking a visit for themselves. It explains how to use thehealint to find a doctor, book and manage visits, check in on the day, and keep prescriptions, lab reports and bills in one place afterwards.

You can use thehealint in two ways:

- **On the website**, in any browser on a computer or phone.
- **In the thehealint iPhone app**.

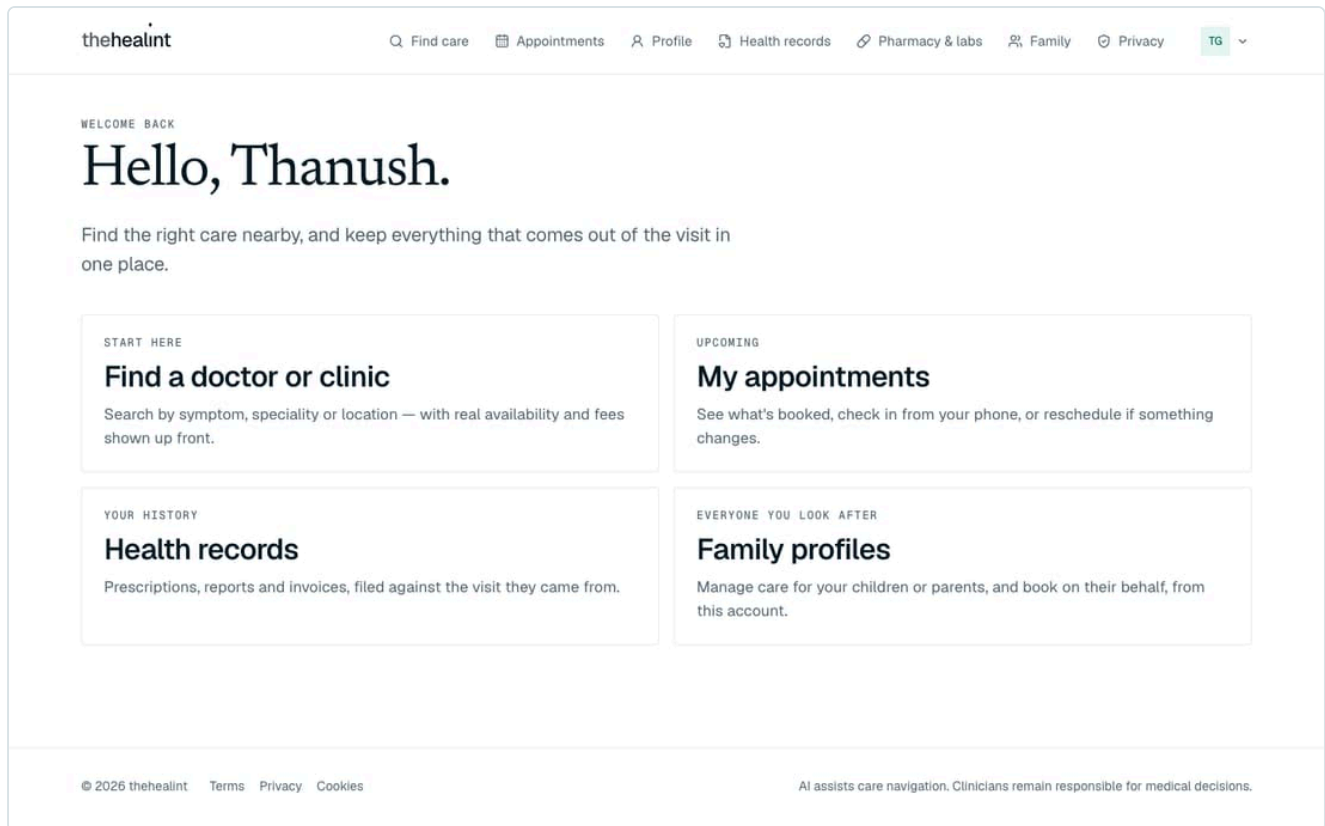
Most tasks work the same in both. Where the app is different, this guide says so.

What you'll see

On the website, once you're signed in, the menu along the top has:

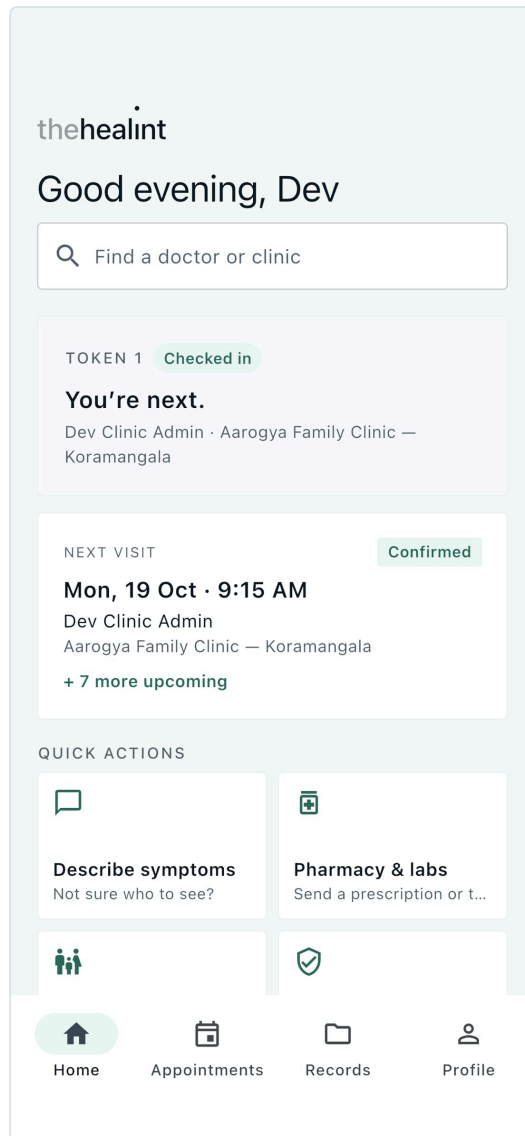
Menu item	What it's for
Find care	Search for doctors, clinics and hospitals
Appointments	Your upcoming and past visits. Check in, reschedule or cancel here
Profile	Your contact details and your own health details
Health records	Timeline, documents, prescriptions and invoices
Pharmacy & labs	Send a prescription to a pharmacy or a test to a lab
Family	The family members you book for
Privacy	What you have agreed to share, and withdrawing it

Your initials sit at the top right. Click them to see who you're signed in as, or to **Sign out**. On a phone-sized screen the menu is behind the ☰ button.



Home page after signing in: four shortcuts (Find a doctor or clinic, My appointments, Health records, Family profiles) and the menu along the top.

In the iPhone app, there are four tabs along the bottom: **Home**, **Appointments**, **Records** and **Profile**. Home has a search bar, your next visit, your queue position if you're checked in, and quick actions for **Describe symptoms**, **Pharmacy & labs**, **Family** and **Privacy & consent**.



iPhone app, Home: the search bar, your queue card ("Token 1 · Checked in · You're next."), your next visit, quick actions and the four tabs.

Before you start

You need an email address. You can search and browse doctors without an account, but you must sign in to book.

The public home page

When you open thehealint without signing in, you see the public home page. Type what you need into the search box (for example "knee pain" or "cardiologist") and press **Search**, or pick one of the **Common specialties** below it. The **Sign in** box is on the right.

thehealint

Find care

Appointments

Profile

Health records

Pharmacy & labs

Family

Privacy

Sign in

DOCTORS, CLINICS AND HOSPITALS

Find the right care, and book a real time.

Compare distance, availability and fees up front, book in a few taps, and keep every prescription, report and bill from the visit in one place.

Try "knee pain" or "cardiologist"

Search

No account needed to search or browse.

Sign in

Use your email and password.

EMAIL

you@example.com

PASSWORD

Your password

Sign in

New here? Create an account

Common specialties

[All doctors and clinics →](#)

General Physician →

Pediatrics →

Gynaecology →

Orthopaedics →

Dermatology →

Cardiology →

ENT (Ear, Nose & Throat) →

Dentistry →

The public home page: search on the left ("No account needed to search or browse."), Sign in on the right, Common specialties below.

How to create an account

1. On the home page, click **New here? Create an account**.
2. Enter your email and choose a password of **at least 8 characters**.
3. Click **Create account**.

thehealint

Create your account

Use your email address and choose a password.

EMAIL

you@example.com

PASSWORD

At least 8 characters

Create account

By creating an account, you agree to the [Terms](#) and the [Privacy policy](#).

Already have an account? Sign in

[Browse doctors and clinics without signing in](#)

Create your account: email and a password of at least 8 characters, with a line saying that creating an account means you agree to the Terms and the Privacy policy (both open the company's published pages).

- 4. Enter your **full name**. This is the name your doctor will see.
- 5. Click **Continue**. You land on your home page.

thehealint

One last thing

What should we call you? This is the name your doctor will see.

FULL NAME

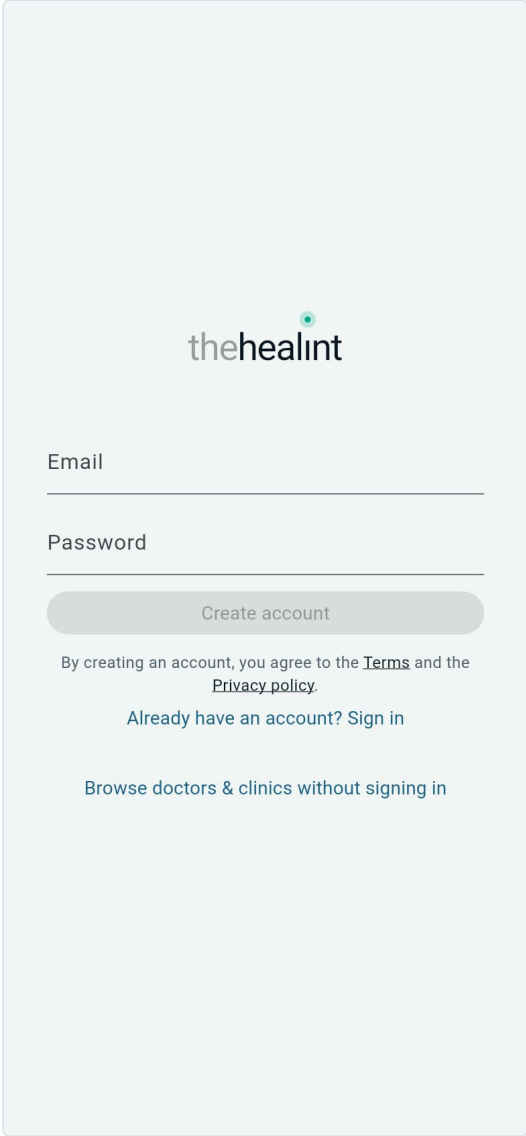
Asha Rao

Continue

"One last thing": the name your doctor will see.

You can't sign up with a phone number at the moment. Use email.

In the iPhone app, tap **New here? Create an account**. Under **Create account** it says that by creating an account you agree to the **Terms** and the **Privacy policy**; tap either to read it.



thehealint

Email

Password

Create account

By creating an account, you agree to the [Terms](#) and the [Privacy policy](#).

[Already have an account? Sign in](#)

[Browse doctors & clinics without signing in](#)

The app's Create account screen at iPhone size.

How to sign in

1. Enter your email and password in the **Sign in** box.
2. Click **Sign in**. The button stays grey until both boxes are filled in.

If you were in the middle of booking, you go straight back to the booking page.

In the iPhone app, open the app, enter your email and password, and tap **Sign in**. **New here? Create an account** and **Browse doctors & clinics without signing in** are underneath.

thehealint

Email

Password

Sign in

New here? Create an account

Browse doctors & clinics without signing in

iPhone app, Sign in.

If it doesn't work

- *"That email and password did not match an account."* Check for typing mistakes. You can't reset a forgotten password in the app yet, so contact thehealint support.
- *"Too many attempts. Please wait a minute and try again."* Wait a minute, then try again.
- *"Choose a password with at least 8 characters."* Pick a longer password.

How to find a doctor or clinic

1. Click **Find care**.
2. Type what you need help with, for example a symptom ("knee pain"), a specialty ("orthopaedic") or a doctor's name. Results appear as you type. You can also click a suggestion: **Knee pain**, **Cardiologist**, **Hospital near me** or **Available today**.

thehealint

Find care
Appointments
Profile
Health records
Pharmacy & labs
Family
Privacy
AS

FIND CARE

Doctors, clinics and hospitals

Search by name or specialty, or share your location to see what is genuinely nearby — with distance, availability and fees shown up front.

TELL THEHEALINT WHAT YOU NEED HELP WITH

orthopaedic

Knee pain

Cardiologist

Hospital near me

Available today

Within 5 km

Under ₹800

Available today

Hospital

Clinic

Doctor

All specialties

Within 10 km

Use my current location

List

Map

1 RESULT

HOSPITAL

RECOMMENDED

Sunrise Multispecialty Hospital

Sunrise Hospital — Whitefield

Whitefield, Bengaluru

Orthopaedics

₹750 onward - 1 practitioner

Matches Orthopaedics

Available today

Available today

VIEW →

Searching for "orthopaedic": each result shows the type, name, branch, area, specialties, starting fee and whether there are openings today. The top result may be marked "Recommended", with the reasons beneath it.

- Narrow the results with the filter buttons: **Within 5 km**, **Under ₹800**, **Available today**, **Hospital**, **Clinic** or **Doctor**. A dark button means that filter is on. Click it again to turn it off. You can also pick a specialty or a distance from the drop-down lists.

thehealint

Find care
Appointments
Profile
Health records
Pharmacy & labs
Family
Privacy
AS

I've had knee pain for three days

Knee pain

Cardiologist

Hospital near me

Available today

Within 5 km

Under ₹800

Available today

Hospital

Clinic

Doctor

All specialties

Within 10 km

Use my current location

List

Map

4 RESULTS

HOSPITAL

RECOMMENDED

Aarogya Family Clinic

Aarogya Family Clinic — Koramangala

Koramangala, Bengaluru

General Medicine - Pediatrics

₹500 onward - 2 practitioners

Available today

Lowest fee of your matches

Available today

VIEW →

HOSPITAL

Sunrise Multispecialty Hospital

Sunrise Hospital — Whitefield

Whitefield, Bengaluru

Orthopaedics

₹750 onward - 1 practitioner

Available today

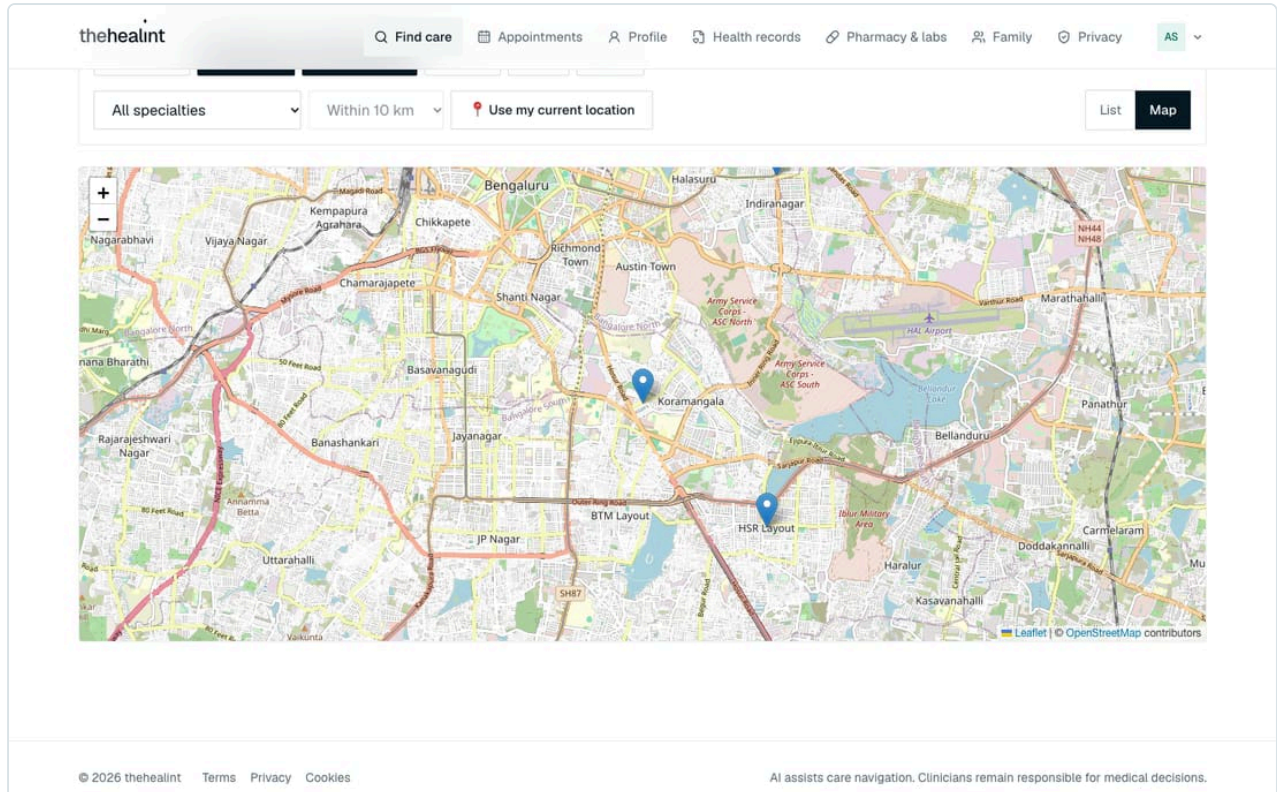
VIEW →

thehealint · Runbook: Patient

8 / 47

"Under ₹800" and "Available today" switched on: four results left.

4. To see what's close by, click  **Use my current location** and allow location access when your browser asks. Results then show distances.
5. To see results on a map, click **Map**. Click a pin to see that place's result card. Click **List** to go back.



Map view: one pin per clinic or hospital branch.

6. Click a result (or **View** →) to open that clinic or hospital's page. It shows the address, a **Get directions**  button and the doctors who work there, each with a fee and a **Book appointment** button.

thehealint
Find care
Appointments
Profile
Health records
Pharmacy & labs
Family
Privacy
AS

[← Back to search](#)

HOSPITAL

Sunrise Multispecialty Hospital

Sunrise Hospital — Whitefield

ITPL Main Road
Whitefield, Bengaluru, Karnataka — 560066

Get directions ↗

Practitioners (1)

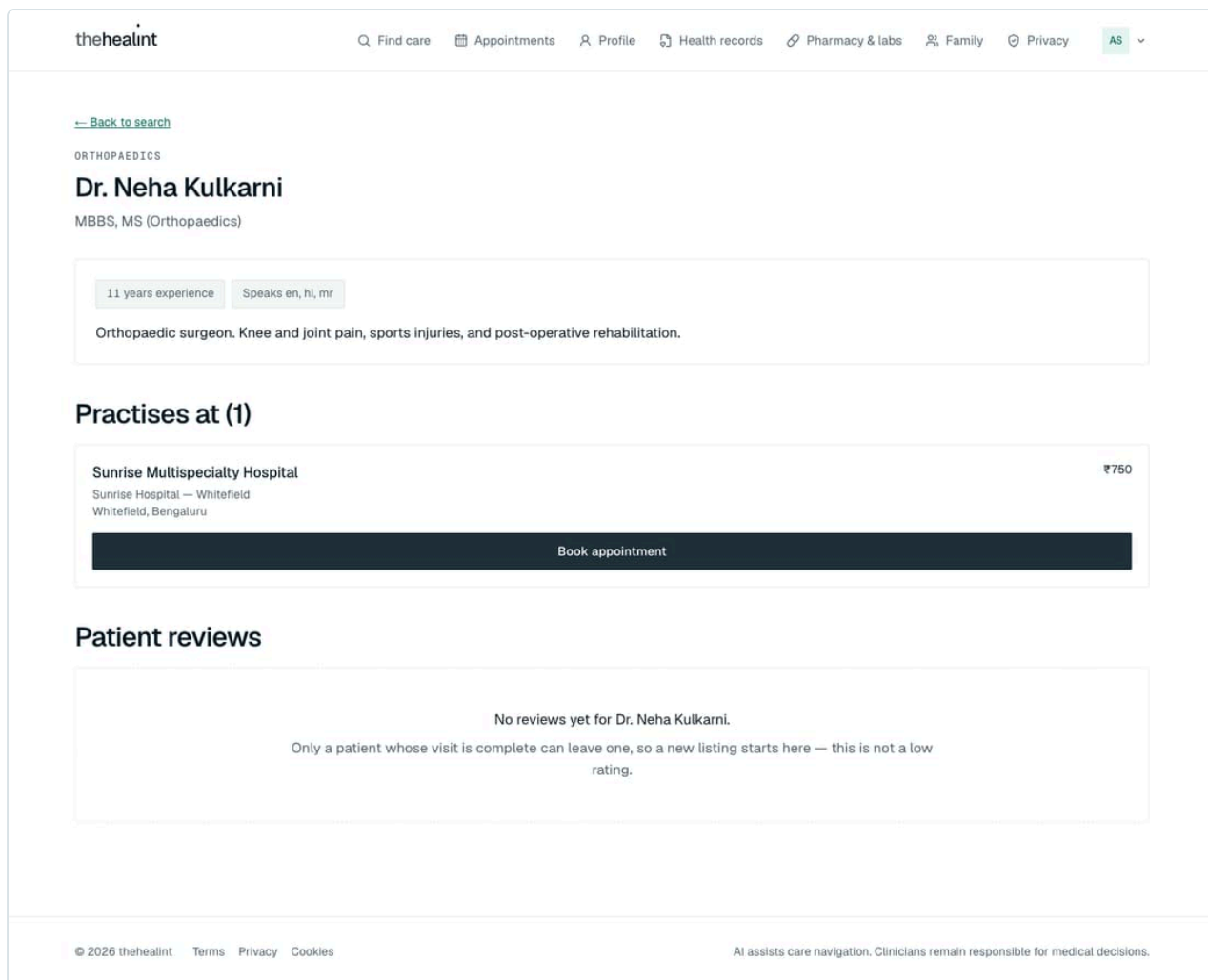
Dr. Neha Kulkarni
Orthopaedics
MBBS, MS (Orthopaedics)
11 years experience
No reviews yet

₹750

Book appointment

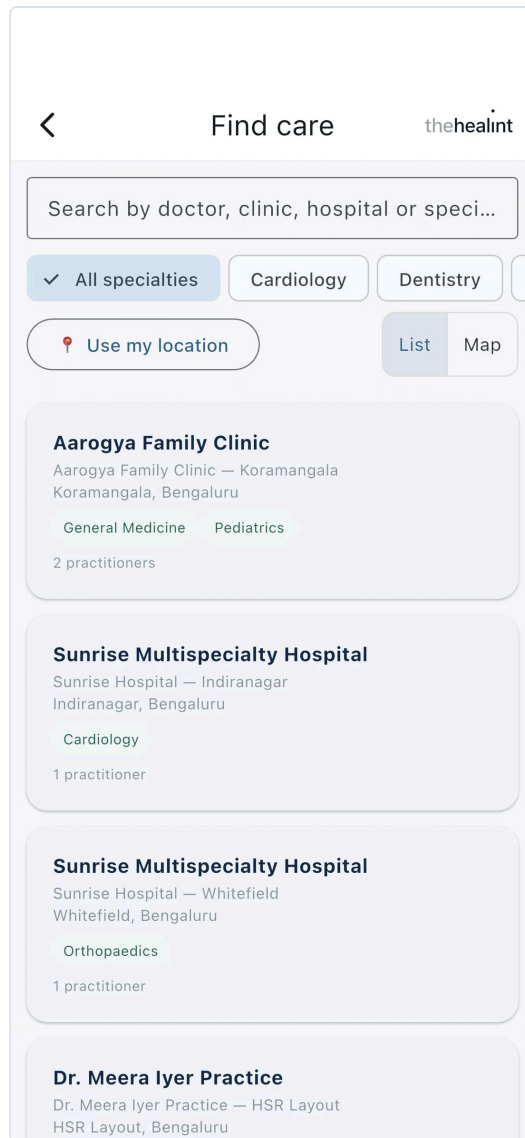
A hospital branch page: address, Get directions, and Practitioners (1) with qualification, experience, rating and fee.

- Click a doctor's name to see their profile: experience, languages, an About section, every place they work, and **Patient reviews**.



A doctor's profile: Practises at, with Book appointment for each place, and Patient reviews. "No reviews yet" is not a low rating. Only patients whose visit is complete can leave a review.

In the iPhone app, tap the **Find a doctor or clinic** bar on Home. You can search, pick a specialty, use  **Use my location** and switch between **List** and **Map**. The app doesn't have the fee, "Available today" or Hospital/Clinic/Doctor filters, and it doesn't show fees on result cards.



iPhone app, Find care: search box, specialty chips, Use my location and List / Map.

If it doesn't work

- "Nothing matches all of those filters. Try removing one." Turn a filter off, or click **Clear filters**.
- "No results within X km — showing results within Y km instead." Nothing was close enough, so the search widened by itself.
- "Could not reach the search service." Check your internet connection and click **Retry**.

How to book an appointment

Booking has three steps: **Choose a time** → **Review and confirm** → **Booked**. The step you're on is shown at the top right ("Step 1 of 3 · Choose a time").

1. On a clinic page or a doctor's profile, click **Book appointment** next to the doctor and place you want.
2. **Choose a date** from the strip. It covers the next two weeks.

3. **Choose a time.** Times are grouped into Morning, Afternoon and Evening. Clicking a time **holds it for you for 10 minutes** while you review.

The screenshot shows the 'thehealint' website's appointment booking interface. At the top, there's a navigation bar with links for Find care, Appointments, Profile, Health records, Pharmacy & labs, Family, Privacy, and a user profile icon labeled 'AS'. Below this, a blue banner indicates 'STEP 1 OF 3 · CHOOSE A TIME'. The main content area is divided into sections: 1. Doctor and Fee: 'Dr. Neha Kulkarni' at 'Sunrise Hospital — Whitefield' with a fee of '₹750'. 2. Appointment for: A dropdown menu set to 'Myself'. 3. Choose a date: A calendar grid for October 2023, with the 22nd (Thursday) highlighted. 4. Choose a time: A grid of time slots categorized into 'MORNING' (10:00 AM to 11:40 AM) and 'AFTERNOON' (12:00 PM to 4:40 PM). 5. Confirmation: A note stating 'Choosing a time holds it for 10 minutes while you review.'

Step 1 of 3 · Choose a time: the doctor and fee at the top, "Who is this appointment for?", the date strip and the open times.

4. **Review and confirm.** Check the When, Doctor, Where, Patient and Fee details. The blue banner counts down the 10 minutes you have to confirm.
5. In **What is the main issue?**, describe in a few words why you're coming, for example "fever and cough for three days". This goes straight to the doctor. **Confirm booking** stays grey until you've written something.
6. Click **Confirm booking**.

thehealint

Find care

Appointments

Profile

Health records

Pharmacy & labs

Family

Privacy

AS

[← Back to search](#)

STEP 2 OF 3 · REVIEW AND CONFIRM

Dr. Neha Kulkarni

Sunrise Hospital — Whitefield

₹750

Slot reserved — confirm within9:59

WhenThursday, 22 October · 10:00 am

DoctorDr. Neha Kulkarni

WhereSunrise Hospital — Whitefield

PatientYou

Fee₹750

WHAT IS THE MAIN ISSUE?

This goes directly to the doctor as the starting chief complaint.

Pain in my right knee for two weeks, worse on stairs

Confirm booking

Choose a different time

Step 2 of 3 · Review and confirm: "Slot reserved — confirm within 9:59", the visit details, and the main issue filled in.

- You see **Appointment confirmed**, and a confirmation email is on its way. Click **Add to calendar** to save the visit to your phone or computer calendar, or **View my appointments** to see all your bookings.

thehealint

Find care

Appointments

Profile

Health records

Pharmacy & labs

Family

Privacy

AS

[← Back to search](#)

STEP 3 OF 3 · BOOKED

Dr. Neha Kulkarni

Sunrise Hospital — Whitefield

₹750

✓

Appointment confirmed

WhenThursday, 22 October · 10:00 am

DoctorDr. Neha Kulkarni

WhereSunrise Hospital — Whitefield

PatientYou

Fee₹750

View my appointments

[Add to calendar](#)

Step 3 of 3 · Booked: the summary, View my appointments and Add to calendar.

In the iPhone app, the steps and wording are the same. The app has no **Add to calendar**.

< Step 1 of 3 · Choose a time thehealint

Dev Clinic Admin
Aarogya Family Clinic — Koramangala
₹500

WHO IS THIS APPOINTMENT FOR?
Myself

CHOOSE A DATE

Thu 15 Oct	Fri 16 Oct	Sat 17 Oct	Sun 18 Oct	Mon 19 Oct	Tue 20 Oct
------------------	------------------	------------------	------------------	------------------	------------------

CHOOSE A TIME

MORNING

9:00 AM	9:15 AM	9:30 AM
9:45 AM	10:00 AM	10:15 AM
10:30 AM	10:45 AM	11:00 AM
11:15 AM	11:30 AM	11:45 AM

AFTERNOON

12:00 PM	12:15 PM	12:30 PM
12:45 PM	1:00 PM	1:15 PM

iPhone app, Step 1 of 3 · Choose a time.

If it doesn't work

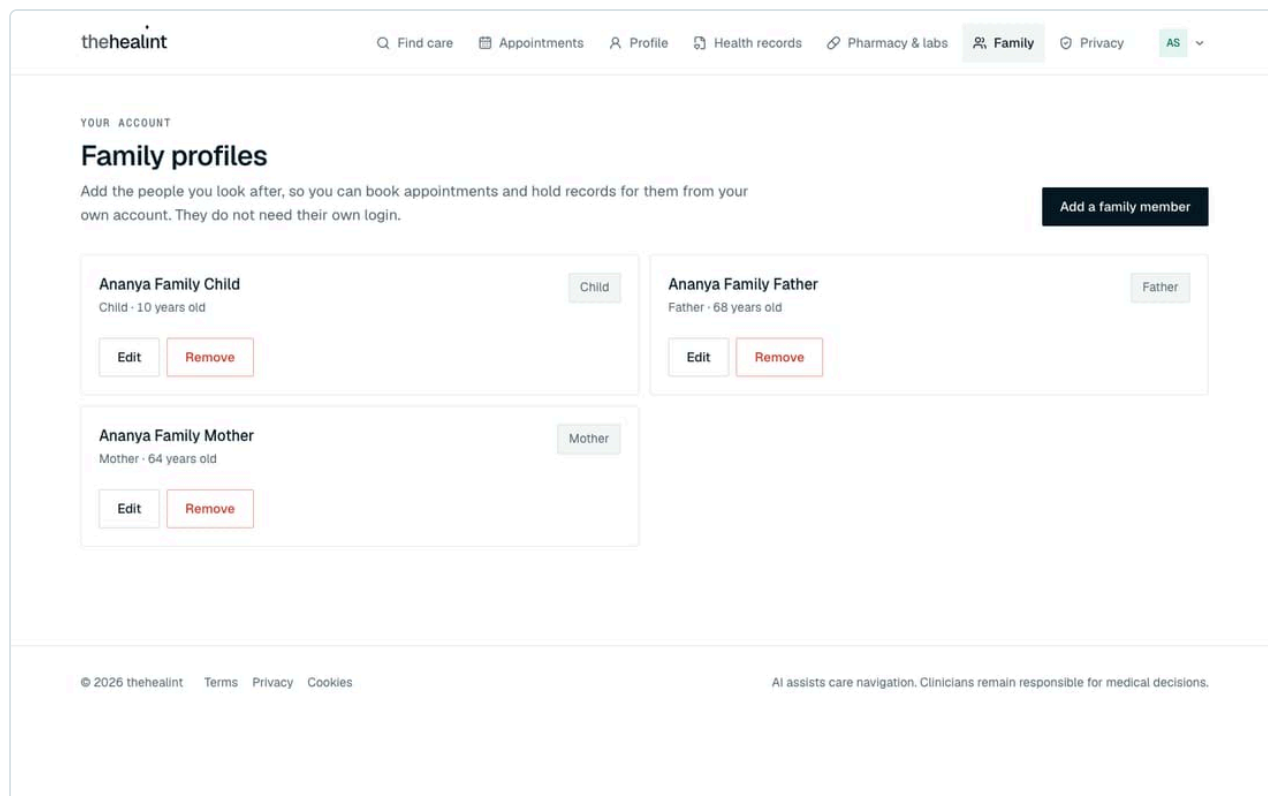
- "Your hold expired after 10 minutes — please choose a time again." You took longer than 10 minutes to confirm. Pick a time again.
- **Someone else just took that time.** You'll see a message and a list of **Nearby alternatives**. Click one of those instead.
- **No times showing** ("No openings on this date." or "No more openings today."). Pick another day from the strip.
- **You change your mind on step 2. Choose a different time** takes you back to step 1. The time you were holding stays reserved for up to 10 minutes, then frees up on its own.
- "...confirmed, but the reason for visit could not be saved." Your booking stands. Add the reason from **Appointments** using the pre-visit form (see below).

How to book for a family member

Family members don't need their own login. You add them once to your account, then pick them when you book.

Add the family member first

1. Click **Family** in the top menu.
2. Click **Add a family member**.



Family profiles: each person with their relationship and age, plus Edit and Remove.

3. Fill in **Full name**, **Relationship to you** (for example Son, Mother), **Date of birth** and **Biological sex**. These four are required. Blood group, height, weight, allergies, chronic conditions and phone number are optional, but they help the doctor.
4. Click **Add family member**.

Add a family member

FULL NAME

Meera Rao

RELATIONSHIP TO YOU
For example: Son, Daughter, Mother, Father

Mother

DATE OF BIRTH
Required for age-appropriate care.

14/03/1962

BIOLOGICAL SEX
Required clinical context.

Female

BLOOD GROUP

Unknown

HEIGHT (CM) WEIGHT (KG)

KNOWN ALLERGIES

CHRONIC CONDITIONS

PHONE
Optional. Only if they have their own number.

+91 90000 00000

Add family member Cancel

Add a family member: the four required fields are filled in. The rest are optional.

To change someone's details later, click **Edit** on their card. **Remove** takes them off your account, but you can't remove someone who already has appointments on record.

Then book for them

1. Start a booking as usual (see "How to book an appointment").
2. On step 1, under **Who is this appointment for?**, choose the family member instead of **Myself**.
3. Carry on as normal. Their name appears as the Patient on the review step, and as "For ..." on the appointment card.

thehealint
Find care
Appointments
Profile
Health records
Pharmacy & labs
Family
Privacy
AS

[← Back to search](#)
STEP 1 OF 3 · CHOOSE A TIME

Dr. Neha Kulkarni

Sunrise Hospital — Whitefield

₹750

WHO IS THIS APPOINTMENT FOR?

Ananya Family Child (Child)

CHOOSE A DATE

WED

21

OCT

THU

22

OCT

FRI

23

OCT

SAT

24

OCT

SUN

25

OCT

MON

26

OCT

TUE

27

OCT

WED

28

OCT

THU

29

OCT

CHOOSE A TIME

MORNING

10:20 AM

10:40 AM

11:00 AM

11:20 AM

11:40 AM

AFTERNOON

1:00 PM

1:20 PM

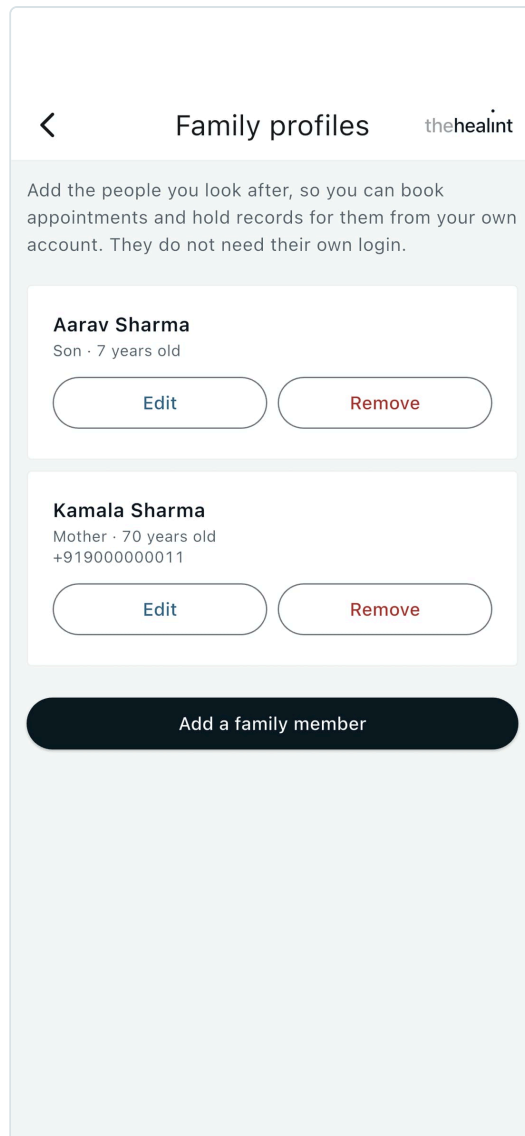
1:40 PM

2:00 PM

2:20 PM

"Who is this appointment for?" set to a family member before choosing the time.

In the iPhone app, open **Family** from Home's quick actions. The booking choice works the same, but app appointment cards don't show who the visit is for.



iPhone app, Family profiles, with Edit, Remove and Add a family member.

How to tell the doctor before your visit (pre-visit form)

You can tell the doctor your symptoms, the medicines you take and any allergies before you arrive. Only you and your treating doctor can see this. Reception and other staff can't.

1. Click **Appointments**.
2. On the upcoming visit, click **Add symptoms, medicines or allergies before your visit**.

thehealint
Q Find care
Appointments
Profile
Health records
Pharmacy & labs
Family
Privacy
AS

YOUR CARE

My appointments

What is booked, what has already happened, and everything you can still change.

[Book another](#)

UPCOMING

Dev Clinic Admin
General Medicine
Aarogya Family Clinic — Koramangala
Wed, 21 Oct · 1:00 pm · ₹500

Confirmed
[Visit details](#)

Check in
Reschedule
Cancel appointment

[Add symptoms, medicines or allergies before your visit](#)

Dr. Neha Kulkarni
Orthopaedics
Sunrise Multispecialty Hospital — Sunrise Hospital — Whitefield
Thu, 22 Oct · 10:00 am · ₹750

Confirmed
[Visit details](#)

Reschedule
Cancel appointment

[Add symptoms, medicines or allergies before your visit](#)

PAST

Dev Clinic Admin
Completed

My appointments: the upcoming visit has Check in, Reschedule, Cancel appointment and the pre-visit link. Past visits are listed below it.

- Fill in **Symptoms**, **Current medicines** and **Allergies**. What you wrote as the main issue when booking is already in Symptoms.
- To add a photo or a PDF (for example an old report), click **Attach a file**.
- Click **Save**. You see "Saved." You can come back and change it as often as you like before the visit.

Dr. Neha Kulkarni

Orthopaedics

Sunrise Multispecialty Hospital — Sunrise Hospital — Whitefield

Thu, 22 Oct · 10:00 am · ₹750

Confirmed

Visit details

Reschedule

Cancel appointment

BEFORE YOUR VISIT

SYMPTOMS

What brought you in, and since when.

Pain in my right knee for two weeks, worse on stairs. Swelling after walking.

CURRENT MEDICINES

Ibuprofen 400 mg when needed

ALLERGIES

None known

Attach a file

Save

Saved.

Before your visit: symptoms, current medicines and allergies filled in and saved.

You can also open the same form from the visit's own page (**Visit details**), under **Before your visit**.

In the iPhone app, the same link is on each upcoming appointment card. You can fill in and save the form, but you can't attach files from the app. Use the website for that.

How to see, reschedule or cancel an appointment

See your appointments

Click **Appointments**. **Upcoming** shows visits still to come, soonest first. **Past** shows everything else. Each card shows the doctor, the place, the date, time and fee, and a status:

Status	What it means
Reserved	You're holding a time but haven't confirmed yet
Confirmed	Booked
In queue / Checked in	You've arrived and are waiting
In consultation	You're with the doctor
Completed	The visit is done
Cancelled, Rescheduled, Expired, No-show	The visit didn't go ahead at this time

Click **Visit details** (or the doctor's name) to open the visit page. It shows a progress bar (**Booked** → **Checked in** → **With the doctor** → **Done**), **When & where** with **Get directions** and **Add to calendar**, your pre-visit form and the visit's history.

thehealint

Find care Appointments Profile Health records Pharmacy & labs Family Privacy AS

[← My appointments](#)

22 OCT 2026, 10:00 AM

Dr. Neha Kulkarni

Orthopaedics · Sunrise Multispecialty Hospital — Sunrise Hospital — Whitefield

Confirmed

1 Booked 2 Checked in 3 With the doctor 4 Done

BEFORE YOUR VISIT

[Add symptoms, medicines or allergies before your visit](#)

HISTORY

- Reserved
21 Oct 2026, 1:46 pm
- Confirmed
21 Oct 2026, 1:46 pm

WHEN & WHERE

When
22 Oct 2026, 10:00 am

Where
Sunrise Multispecialty Hospital —
Sunrise Hospital — Whitefield
ITPL Main Road, Whitefield, Bengaluru

For
You

Fee
₹750

Get directions

[Add to calendar](#)

To check in, reschedule or cancel, use [My appointments](#).

Visit page for a confirmed visit: step 1 "Booked" is highlighted. To check in, reschedule or cancel, go back to My appointments.

Reschedule

1. On the upcoming visit's card, click **Reschedule**.
2. Choose a new date and time.
3. Check the message: "Move to *new time*? Your current time (...) is released."
4. Click **Confirm new time**. Click **Keep current** if you change your mind.

thehealint | Find care | Appointments | Profile | Health records | Pharmacy & labs | Family | Privacy | AS

YOUR CARE

My appointments

What is booked, what has already happened, and

UPCOMING

Dev Clinic Admin
General Medicine
Aarogya Family Clinic — Koramangala

Wed, 21 Oct · 1:00 pm · ₹500

[Check in](#)

[Add symptoms, medicines or allergies before your visit](#)

Dr. Neha Kulkarni
Orthopaedics
Sunrise Multispecialty Hospital — Sunrise Hospital — Wh

Thu, 22 Oct · 10:00 am · ₹750

[Add symptoms, medicines or allergies before your visit](#)

PAST

Dev Clinic Admin

[Completed](#)

Reschedule with Dr. Neha Kulkarni Close

CHOOSE A DATE

WED 21 OCT	THU 22 OCT	FRI 23 OCT	SAT 24 OCT	SUN 25 OCT	MON 26 OCT	TU 27 OCT
------------------	------------------	---------------------------	------------------	------------------	------------------	-----------------

CHOOSE A TIME

MORNING

10:00 AM	10:20 AM	10:40 AM	11:00 AM
11:20 AM	11:40 AM		

AFTERNOON

12:00 PM	12:20 PM	12:40 PM	1:00 PM	1:20 PM
1:40 PM	2:00 PM	2:20 PM	2:40 PM	3:00 PM
3:20 PM	3:40 PM	4:00 PM	4:20 PM	4:40 PM

Move to Fri, 23 Oct · 10:00 am?

Your current time (Thu, 22 Oct · 10:00 am) is released.

[Confirm new time](#) [Keep current](#)

[Book another](#)

[Confirmed](#)

[Visit details](#)

[Cancel appointment](#)

[Confirmed](#)

[Visit details](#)

[Cancel appointment](#)

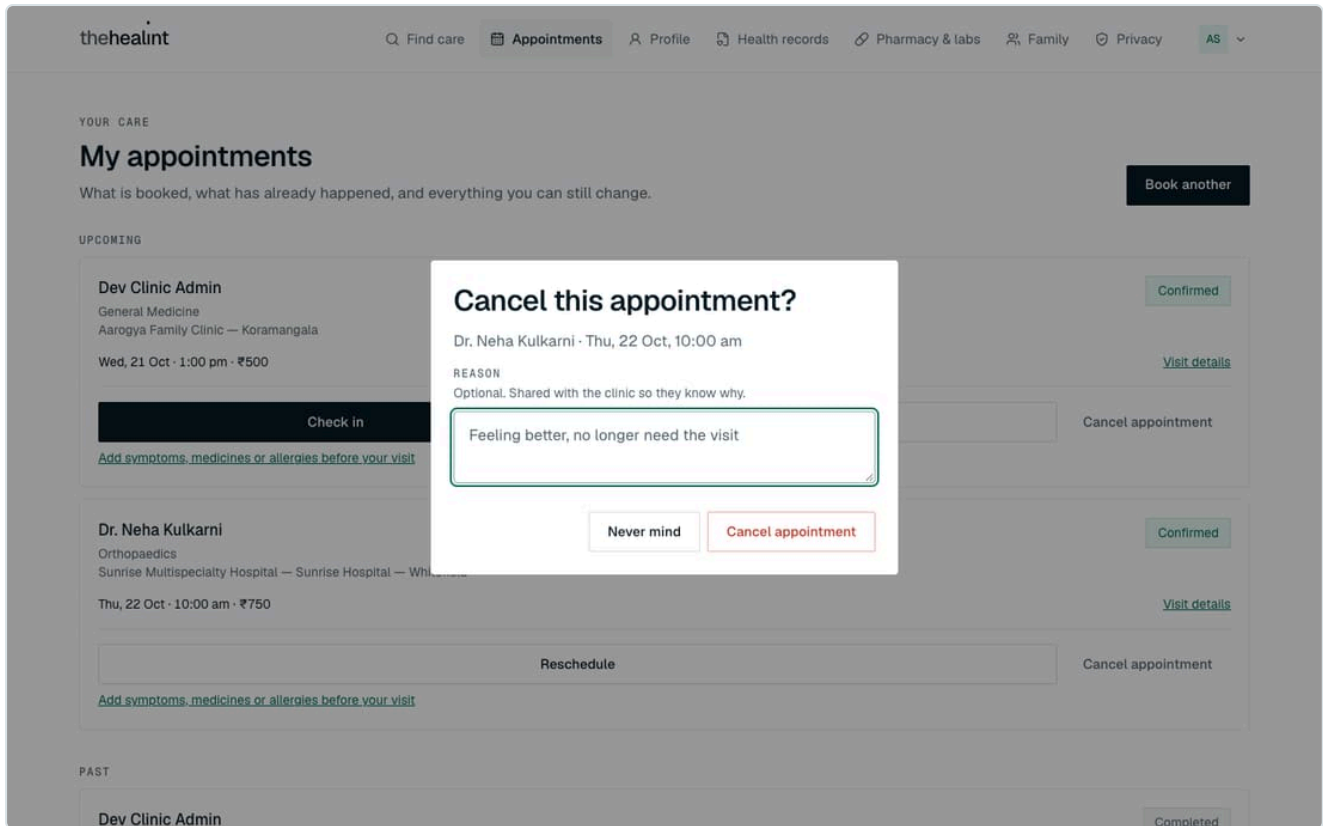
[Completed](#)

Reschedule with Dr. Neha Kulkarni: nothing moves until you click Confirm new time.

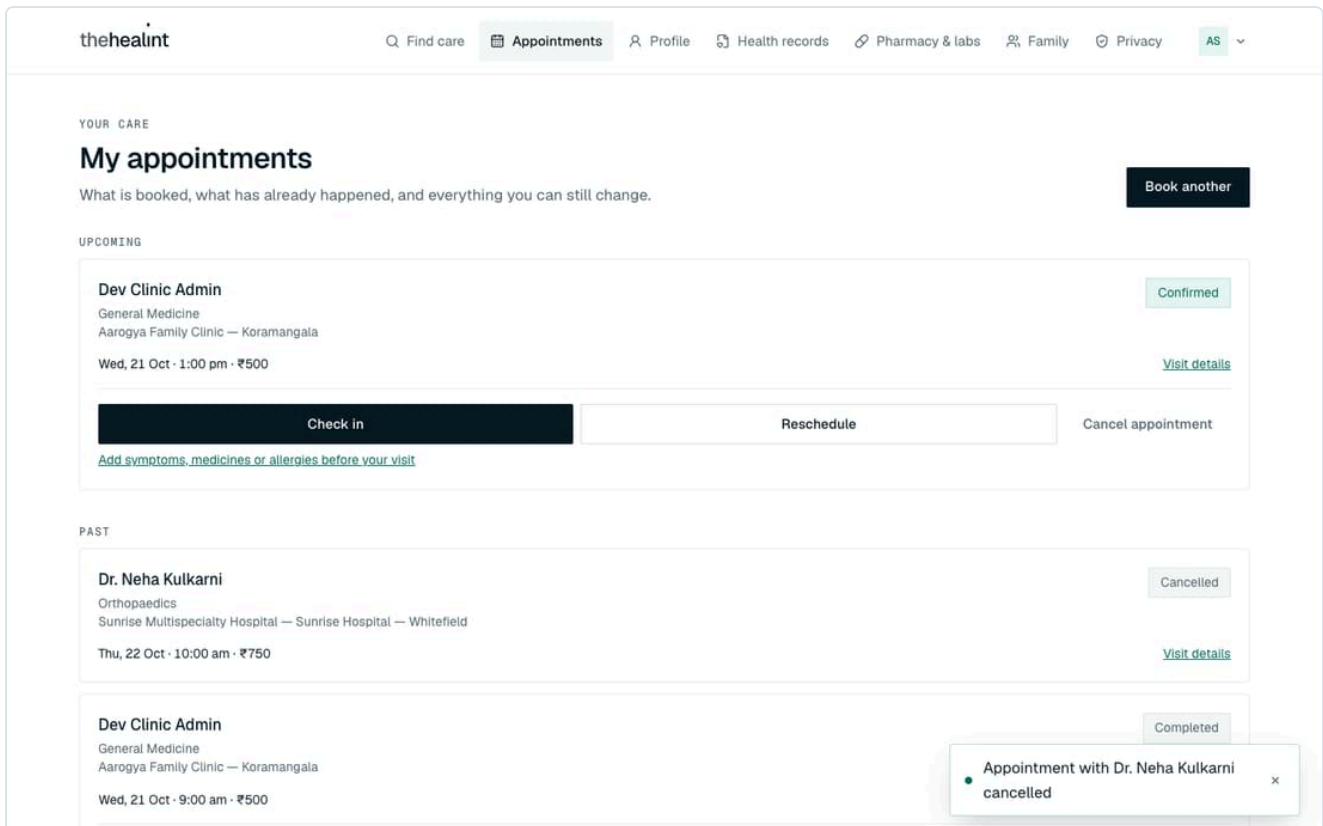
You see "Moved to ..." and get an email. The old booking shows as **Rescheduled** under Past.

Cancel

1. On the upcoming visit's card, click **Cancel appointment**.
2. If you like, add a reason. It's shared with the clinic.
3. Click **Cancel appointment** in the box to confirm. **Never mind** closes it without cancelling.



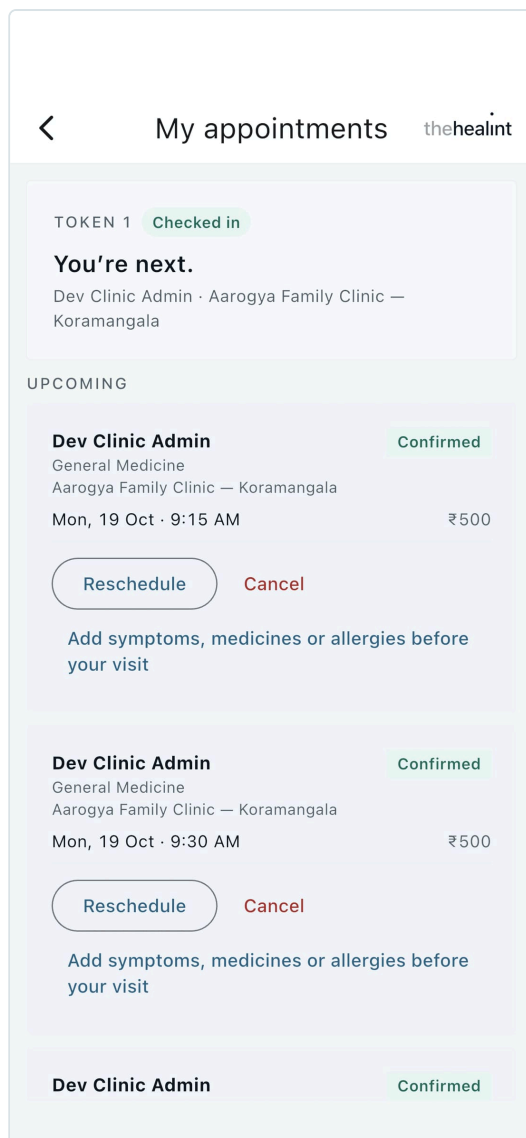
Cancel this appointment? An optional reason, then Cancel appointment to confirm.



After cancelling: a short message at the bottom right confirms it, and the visit moves to Past as "Cancelled".

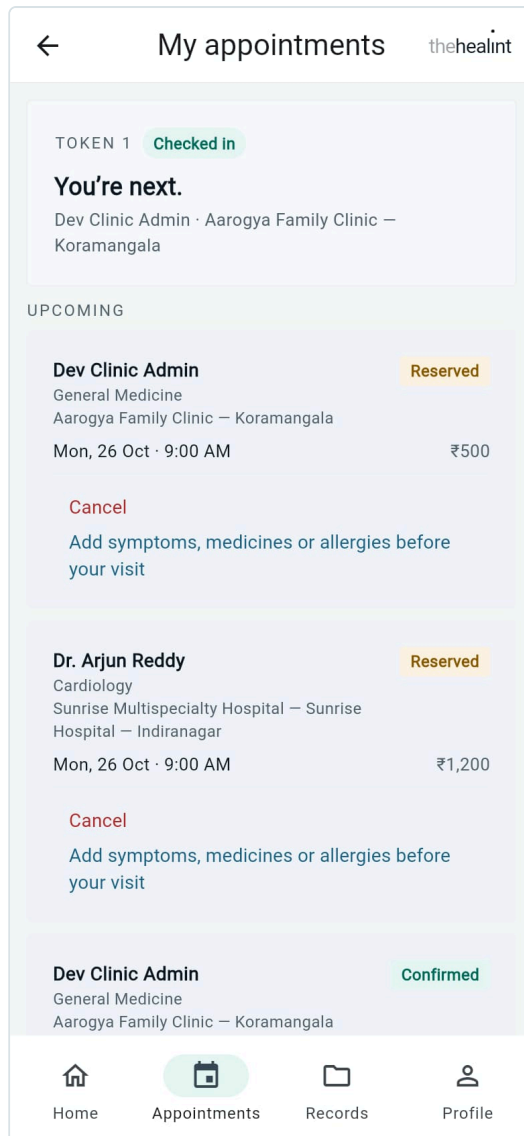
You get an email confirming the change. You can only reschedule or cancel **before** you check in. After that, speak to reception.

In the iPhone app, open the **Appointments** tab. Each upcoming card has **Reschedule** and **Cancel**, and works the same way. The app has no visit page, so you can't tap a card to see its details.



iPhone app, My appointments: the queue card on top, then upcoming visits with Reschedule, Cancel and the pre-visit link.

Each visit shows its day and time on **the clinic's clock** and its fee in the clinic's currency (below, ₹500 and ₹1,200), wherever you are:



The app's My appointments at iPhone size.

If it doesn't work

- "That time is no longer available — please pick another." Someone took it while you were choosing. Pick another time.

Visit day: check in and follow the queue

Check in when you arrive

1. When you reach the clinic, open **Appointments** on your phone.
2. On today's visit, tap **Check in**.
3. You see "Checked in — you're in the queue" and your visit changes to **In queue**.

Dr. Arjun Reddy

Cardiology

Sunrise Multispecialty Hospital —

Sunrise Hospital — Indiranagar

Confirmed

Thu, 22 Oct · 10:00 am · ₹1,200

[Visit details](#)

Reschedule

Cancel appointment

[Add symptoms, medicines or allergies before your visit](#)

Today's visit on a phone: **Check in**, **Reschedule** and **Cancel appointment**. On other days the card shows only **Reschedule** and **Cancel**.

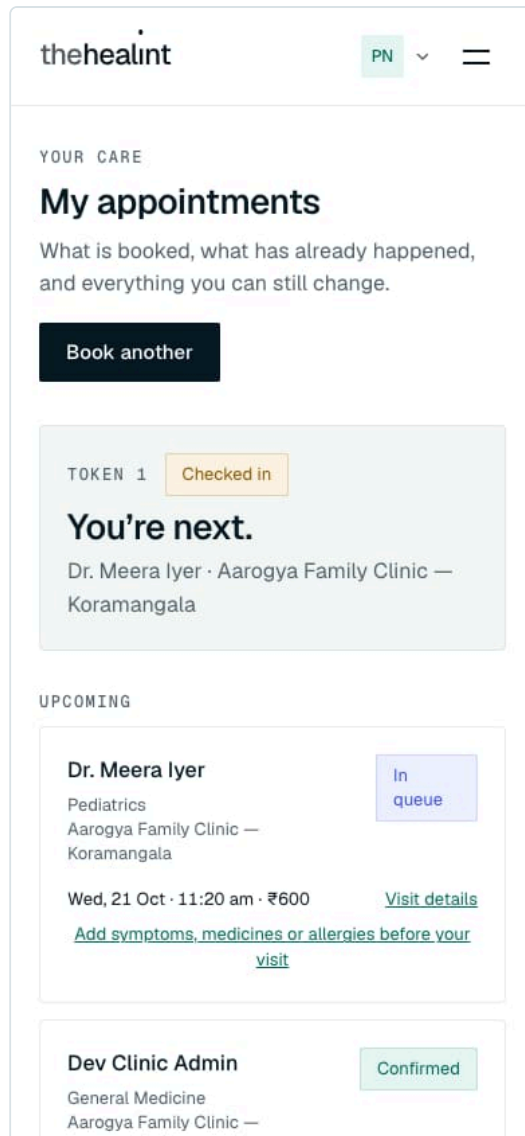
Check in once you've arrived. **Check in** only appears on the day of the visit — before that, the card shows **Reschedule** and **Cancel** only. If you'd rather not use your phone, reception can check you in at the desk.

In the iPhone app, the button reads **I've arrived — check in**, and it only appears on the day of the visit.

Follow the queue

Once you're checked in, a card at the top of **Appointments** (and on Home in the app) shows your token number and where you are. It updates by itself about every 20 seconds.

Card says	What to do
Checked in · "You're next." / "One person ahead of you." / " <i>n</i> people ahead of you."	Wait. An estimated wait may also be shown
Called · "You're being called — please go in."	Go in to see the doctor
With the doctor · "You're with the doctor now."	Your consultation is under way



Token 1, Checked in, "You're next.", with the doctor and clinic underneath.

If it doesn't work

- "Could not check in — please try again or ask reception." Try once more, then go to the front desk.

After the visit

When the doctor finishes, your visit shows as **Completed**. Everything that came out of it is on the visit page: the prescription, any pharmacy or lab orders, and the bill. You also get an email when your prescription is ready.

See the visit page

1. Click **Appointments**, then **Visit details** on the completed visit.
2. All four steps are ticked. You see **Prescription, Pharmacy & lab orders, Bill** and **History**.

thehealint

Find care
Appointments
Profile
Health records
Pharmacy & labs
Family
Privacy
TG

[← Prescriptions](#)

ISSUED 17 OCT 2026

Prescription from Dr. Meera Iyer

Pediatrics · Aarogya Family Clinic — Koramangala

Order these medicines

MEDICINES

Paracetamol 500mg

Oral

Dose

1 tablet

How often

Twice daily

Twice a day — morning, night

For

3 days

Take after food; stop and seek advice if symptoms worsen.

Omeprazole 20mg

Oral

Dose

1 tablet

How often

Once daily

Once a day — morning

For

5 days

Follow the printed prescription and clinician advice.

PREScribed BY

Doctor

Dr. Meera Iyer

Reg. DEMO-KMC-2 · Karnataka Medical Council

Where

Aarogya Family Clinic — Koramangala

Issued

17 Oct 2026

For

Thanush Family Child

See the visit

DAILY TIMETABLE

When each medicine is taken in a day. Times follow the usual meaning of what your doctor wrote — BD is morning and night, TDS is morning, afternoon and night. If your doctor told you different times, follow them.

MEDICINE	MORNING	AFTERNOON	EVENING	NIGHT	DATES
Paracetamol 500mg	1 tablet	—	—	1 tablet	17 Oct – 19 Oct

This timetable is a reading aid. The prescription your doctor issued is what counts — ask them or your pharmacist if anything here looks different from what you were told.

Prescription from the doctor: Medicines, with Prescribed by on the right (doctor, registration number, where, issued, for whom) and See the visit.

3. Scroll down to **Daily timetable**, which shows what to take in the morning, afternoon, evening and night, and **Day by day**, which shows each day's doses. Today is highlighted.

MEDICINES

Paracetamol 500mg

Oral

Dose

1 tablet

How often

Twice daily

Twice a day — morning, night

For

3 days

Take after food; stop and seek advice if symptoms worsen.

Omeprazole 20mg

Oral

Dose

1 tablet

How often

Once daily

Once a day — morning

For

5 days

Follow the printed prescription and clinician advice.

DAILY TIMETABLE

When each medicine is taken in a day. Times follow the usual meaning of what your doctor wrote — BD is morning and night, TDS is morning, afternoon and night. If your doctor told you different times, follow them.

DAY BY DAY

Day 1 is the day this was prescribed, 17 Oct. If you started later, count from your first dose.

Daily timetable and Day by day. Day 5 is marked "Today".

The timetable is a reading aid. If your doctor told you different times, follow your doctor. You can't download a PDF of the prescription yet.

Send a prescription to a pharmacy, or a test to a lab

Nothing is shared with a pharmacy or lab until you tick the consent box for that order.

1. Click **Pharmacy & labs** in the top menu, or **Order these medicines** on a prescription.
2. Choose **Pharmacy** (for medicines) or **Diagnostic lab** (for tests).
3. Under **Prescription** (or the test), pick the one your doctor gave you.
4. Under **Send to**, choose the hospital or clinic's own pharmacy or lab, or another verified one. Then pick the **Facility**.
5. Under **Service**, choose **Pick up** or **Home delivery**. For a lab, choose **Visit lab** or **Home sample collection**. For anything at home, add your **Home address**.
6. Check your **Contact phone**. It's filled in from your profile.

7. Tick **I authorize thehealint to share only this selected clinical order and the contact details needed for fulfilment with the selected verified facility.**
8. Click **Send order securely.**

The screenshot shows the 'thehealint' app interface. At the top, there's a navigation bar with icons for 'Find care', 'Appointments', 'Profile', 'Health records', 'Pharmacy & labs' (selected), 'Family', 'Privacy', and a user profile icon 'AS'. Below the navigation bar, the section is titled 'CARE FULFILMENT' and 'Pharmacy & diagnostic orders'. A sub-header says 'Choose the hospital's own facility or another verified pharmacy or lab. Nothing is shared until you explicitly consent.'

There are two tabs: 'Pharmacy' (selected) and 'Diagnostic lab'. Under the 'Pharmacy' tab, there's a 'New prescription order' form. The form has fields for 'PRESCRIPTION' (2 medicines - 18 Oct 2026), 'SEND TO' (Another verified pharmacy), 'FACILITY' (Aarogya Family Clinic — Koramangala — Pharmacy - Bengaluru), 'SERVICE' (Pick up), and 'CONTACT PHONE' (+919900000102). Below the form, there's a checkbox 'I authorize thehealint to share only this selected clinical order and the contact details needed for fulfillment with the selected verified facility.' which is checked. A 'Send order securely' button is at the bottom of the form.

Below the form is the 'YOUR ORDERS' section. It has two tabs: 'Results ready' (selected) and 'Diagnostics'. There's a 'View report' button. The orders are listed as follows:

- Results ready**
 - Aarogya Family Clinic — Koramangala — Diagnostics**
 - Complete Blood Count
 - External verified facility - Walk-in
- Declined**
 - Aarogya Family Clinic — Koramangala — Pharmacy**
 - Paracetamol, Omeprazole
 - External verified facility - Pickup
- Completed**
 - Aarogya Family Clinic — Koramangala — Pharmacy**
 - Paracetamol, Omeprazole
 - External verified facility - Home delivery
- Scheduled**
 - Bengaluru Precision Labs**
 - Complete Blood Count, C-Reactive Protein
 - External verified facility - Home sample collection
- Requested**
 - Bengaluru Care Pharmacy**
 - Paracetamol 500mg, Omeprazole 20mg
 - External verified facility - Pickup

At the bottom of the 'Requested' order, there's a 'Cancel' button. The footer contains '© 2025 thehealint Terms Privacy Cookies' and 'AI assists care navigation. Clinicians remain responsible for medical decisions.'

Pharmacy & diagnostic orders: a prescription and a verified facility chosen, the consent box ticked, and Your orders below.

Your order appears under **Your orders** with its status (for example Requested, Scheduled, Out for delivery, Results ready). You can **Cancel** an order while it's still Requested or Accepted.

In the iPhone app, open **Pharmacy & labs** from Home. It works the same way (**Pharmacy / Diagnostics**, then **Send securely**). The app shows no "sent" message after sending, so check **Your orders**.

< Pharmacy & labs thehealint

Send one prescription or investigation only to a verified facility you choose.

✓ Pharmacy Diagnostics

Prescription ▼

Send to ▼
Hospital pharmacy

Verified facility ▼

Service ▼
Pick up

Contact phone

I authorize sharing this selected order and fulfilment contact details with this facility. ☐

Send securely

YOUR ORDERS

No fulfilment orders yet.

iPhone app, Pharmacy & labs: the same form with a shorter consent line.

If it doesn't work

- "No prescriptions available — A clinician must issue one during a completed consultation first."
There's nothing to send yet. The doctor has to issue it at a completed visit.

See your lab report

1. When the lab has uploaded your result, the order shows **Results ready** and a **View report** link. You'll find it on the visit page, on **Pharmacy & labs** and in **Health records** → **Documents**.
2. Click **View report**. The report opens with **Download** and **Open in new tab**, plus details of the tests, the lab, and when it was ordered and released.

thehealint

Find care Appointments Profile **Health records** Pharmacy & labs Family Privacy TG

← Documents

LAB REPORT · 18 OCT 2026

Paediatric blood investigation report

Complete Blood Count, C-Reactive Protein · Aarogya Family Clinic — Koramangala — Diagnostics

Download Open in new tab

child-lab-inhouse.pdf 1 / 1 73% +

Healint Demo Document

Synthetic evidence or diagnostic report for isolated demo testing only.
Not a real licence, medical report, diagnosis, or prescription.

1

ABOUT THIS REPORT

Tests
Complete Blood Count, C-Reactive Protein

Lab
Aarogya Family Clinic — Koramangala — Diagnostics

Ordered
17 Oct 2026, 10:30 am

Scheduled
18 Oct 2026, 10:00 am

Report released
18 Oct 2026, 10:00 am

For
Thanush Family Child

File
demo-lab-report.pdf · 771 B

LAB ORDER

Results ready Walk-in

Lab report page: the report itself in the page, Download and Open in new tab at the top, and About this report on the right.

If it doesn't work. If the report area stays blank, or only the first page shows, click **Open in new tab**. Some phones and browsers can't show a PDF inside a page.

See your bill

The **Bill** box on the visit page shows the invoice number, the total and whether it's **Paid** or how much is due. All your invoices are under **Health records** → **Invoices**.

BILL

DEMO-JNY-COMPLETED-DEPENDENT

Total ₹600.00

Paid

Bill: invoice number, total and "Paid".

You can't pay in the app. Pay at the clinic's front desk, and you'll get a payment email.

Leave a review

You can review a visit once it's **Completed**. Reviews are public but don't show your name.

1. Click **Appointments**. Under **Past**, find the completed visit and click **Rate this visit**. The visit page has the same button.
2. Pick a rating from **1 / 5** to **5 / 5**.

3. If you like, add a **Comment**.

4. Click **Submit review**.

Dr. Neha Kulkarni

Orthopaedics
Sunrise Multispecialty Hospital — Sunrise Hospital — Whitefield

Mon, 19 Oct · 12:00 pm · ₹750

Completed

Visit details

YOUR RATING

How was your visit with Dr. Neha Kulkarni?

1 / 5

2 / 5

3 / 5

4 / 5

5 / 5

COMMENT

Optional. What would you want another patient to know?

Clear explanation and no long wait.

Submit review

Cancel

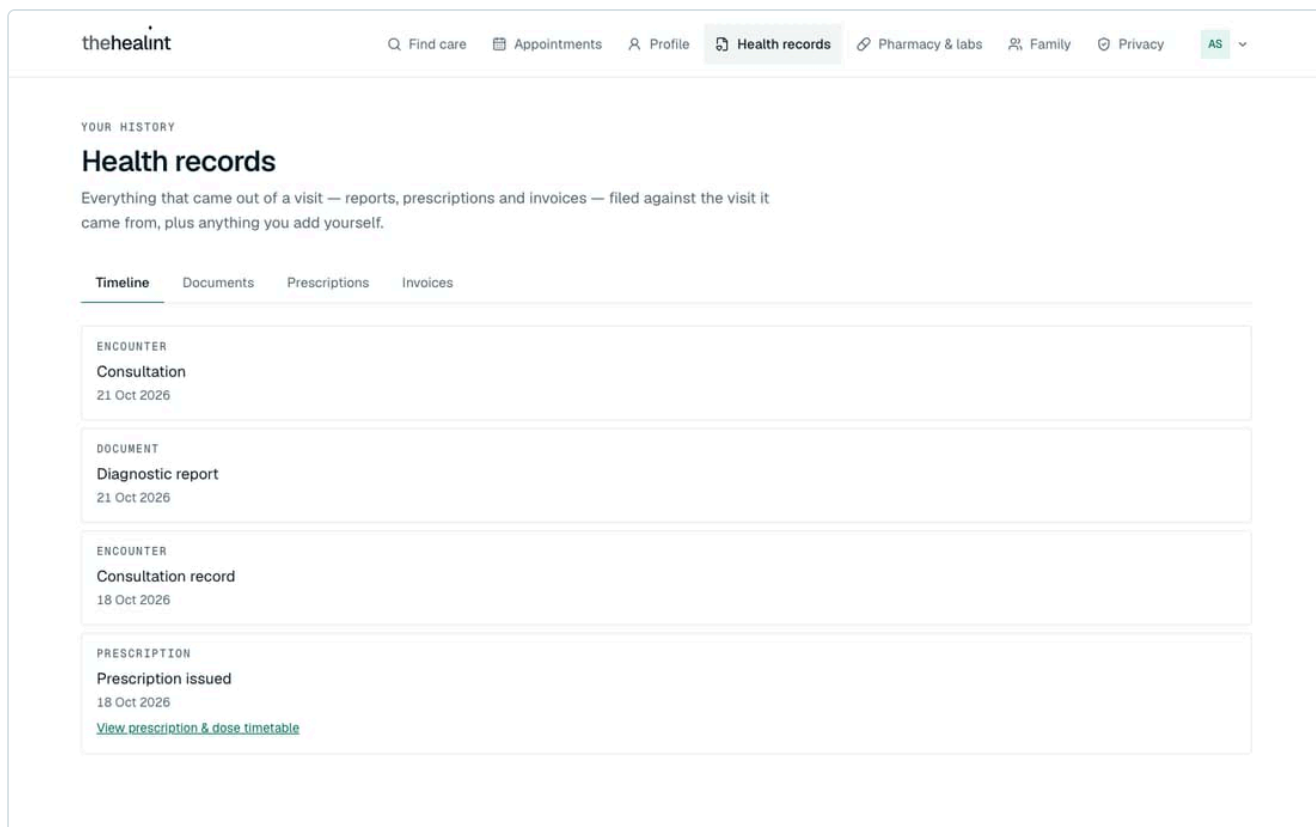
Your rating (5 / 5 selected), an optional comment, then Submit review.

You see "Thank you — your review is now on *doctor's* profile." You can review each visit once. If you try again, you see "You have already reviewed this visit."

How to keep your health records

Click **Health records**. There are four tabs:

- **Timeline**: everything in date order (consultations, prescriptions, documents).
- **Documents**: lab reports and anything you upload yourself.
- **Prescriptions**: every prescription, each with **View & dose timetable**.
- **Invoices**: every bill, with the total and whether it's paid.



Health records, Timeline: a consultation record and a prescription, with View prescription & dose timetable.

Upload a document

Use this for anything from outside thehealint, such as an old report, a scan or an insurance card.

1. Open the **Documents** tab.
2. Pick a category: Lab report, Imaging, Prescription, Discharge summary, Insurance, Vaccination or Other.
3. Type a title, for example "Blood test — City Lab, Sept 2026".
4. Click **Choose file** and pick a photo or PDF. It uploads straight away.

thehealint

Q Find care Appointments Profile **Health records** Pharmacy & labs Family Privacy AS

YOUR HISTORY

Health records

Everything that came out of a visit — reports, prescriptions and invoices — filed against the visit it came from, plus anything you add yourself.

Timeline **Documents** Prescriptions Invoices

ADD A DOCUMENT

Lab report ▼ Blood test — City Lab, Sept 2026 Choose file

Diagnostic report
Lab report · 21 Oct 2026 View report

© 2026 thehealint Terms Privacy Cookies

AI assists care navigation. Clinicians remain responsible for medical decisions.

Add a document: category and title filled in, then Choose file.

5. The document appears in the list. Click **View** (or **View report** for a lab report) to open it.

thehealint

Q Find care Appointments Profile **Health records** Pharmacy & labs Family Privacy AS

YOUR HISTORY

Health records

Everything that came out of a visit — reports, prescriptions and invoices — filed against the visit it came from, plus anything you add yourself.

Timeline **Documents** Prescriptions Invoices

ADD A DOCUMENT

Lab report ▼ Title (e.g. CBC report, June 2026) Choose file

Blood test — City Lab, Sept 2026
Lab report · 21 Oct 2026 View report

Diagnostic report
Lab report · 21 Oct 2026 View report

© 2026 thehealint Terms Privacy Cookies

AI assists care navigation. Clinicians remain responsible for medical decisions.

The uploaded lab report in the list, with View report.

You can't delete or share a document once you've uploaded it, so check the file before uploading.

thehealint

Q Find care

📅 Appointments

👤 Profile

📄 Health records

📍 Pharmacy & labs

👨 Family

🔒 Privacy

AS

YOUR HISTORY

Health records

Everything that came out of a visit — reports, prescriptions and invoices — filed against the visit it came from, plus anything you add yourself.

Timeline

Documents

Prescriptions

Invoices

INV-MVHU8FNK-01a15d88

21 Oct 2026

Total ₹500.00

Paid

Paid

INV-MVHU4C1F-01a15d84

21 Oct 2026

Total ₹500.00

Issued

₹500.00 due

DEMO-JNY-COMPLETED-FOLLOW-UP

18 Oct 2026

Total ₹1,200.00

Paid

Paid

© 2026 thehealint Terms Privacy Cookies

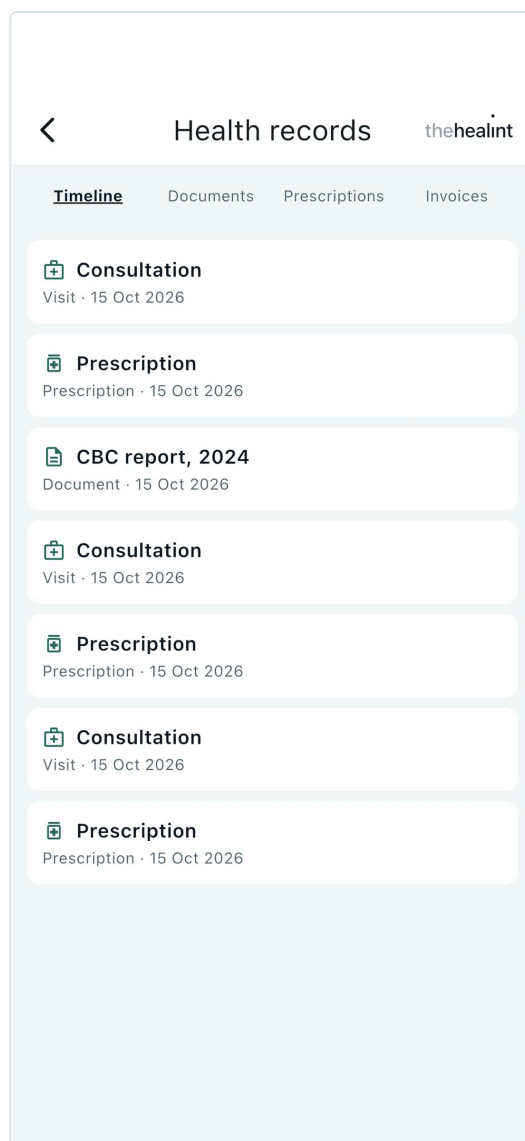
AI assists care navigation. Clinicians remain responsible for medical decisions.

Invoices: invoice number, date, total and "Paid".

In the iPhone app, open the **Records** tab. It has the same four tabs. Prescriptions have **View** instead of the dose timetable.

thehealint · Runbook: Patient

38 / 47



iPhone app, Health records, Timeline.

If it doesn't work

- "Give the document a title before uploading." Type a title first, then choose the file.

How to manage privacy and consent

Click **Privacy**. **What you can control** lists each thing you can agree to:

- linking your records to your ABDM (Ayushman Bharat Digital Mission) health ID,
- letting the clinic or hospital you book with see your clinical records,
- getting appointment reminders, offers and updates.

Each card says **Granted** or **Not granted**.

thehealint
Find care
Appointments
Profile
Health records
Pharmacy & labs
Family
Privacy
AS

YOUR ACCOUNT

Privacy and consent

Sharing a health record is something you do, not something that happens to you. Everything you have agreed to is listed here, and you can withdraw any of it at any time.

What you can control

Link your records to the Ayushman Bharat Digital Mission (ABDM) health ID and share them with other ABDM-linked providers you authorize.
Not granted
Give consent

The same records covered by clinical care access — visit history, prescriptions, notes and vitals — shared only with an ABDM-linked provider you explicitly authorize through the ABDM consent flow. Never a blanket platform-wide share.

Version 1

Allow this clinic/hospital and its practitioners to access your clinical records (visit history, prescriptions, vitals) to provide care.
Not granted
Give consent

Encounter notes, vitals, prescriptions, investigation requests, and appointment history, visible to the practitioners and staff at the tenant(s) you book with.

Version 1

Send you appointment reminders, promotional offers, and platform updates by email/SMS/push.
Not granted
Give consent

Your contact details (email, phone) and appointment history, used only to personalize and send these messages — never sold or shared with a third party for their own marketing.

Privacy and consent: each item with its status and a Give consent button.

Give consent

Click **Give consent** on the card. It changes to **Granted**, with the version and date.

Send you appointment reminders, promotional offers, and platform updates by email/SMS/push.
Granted
Withdraw

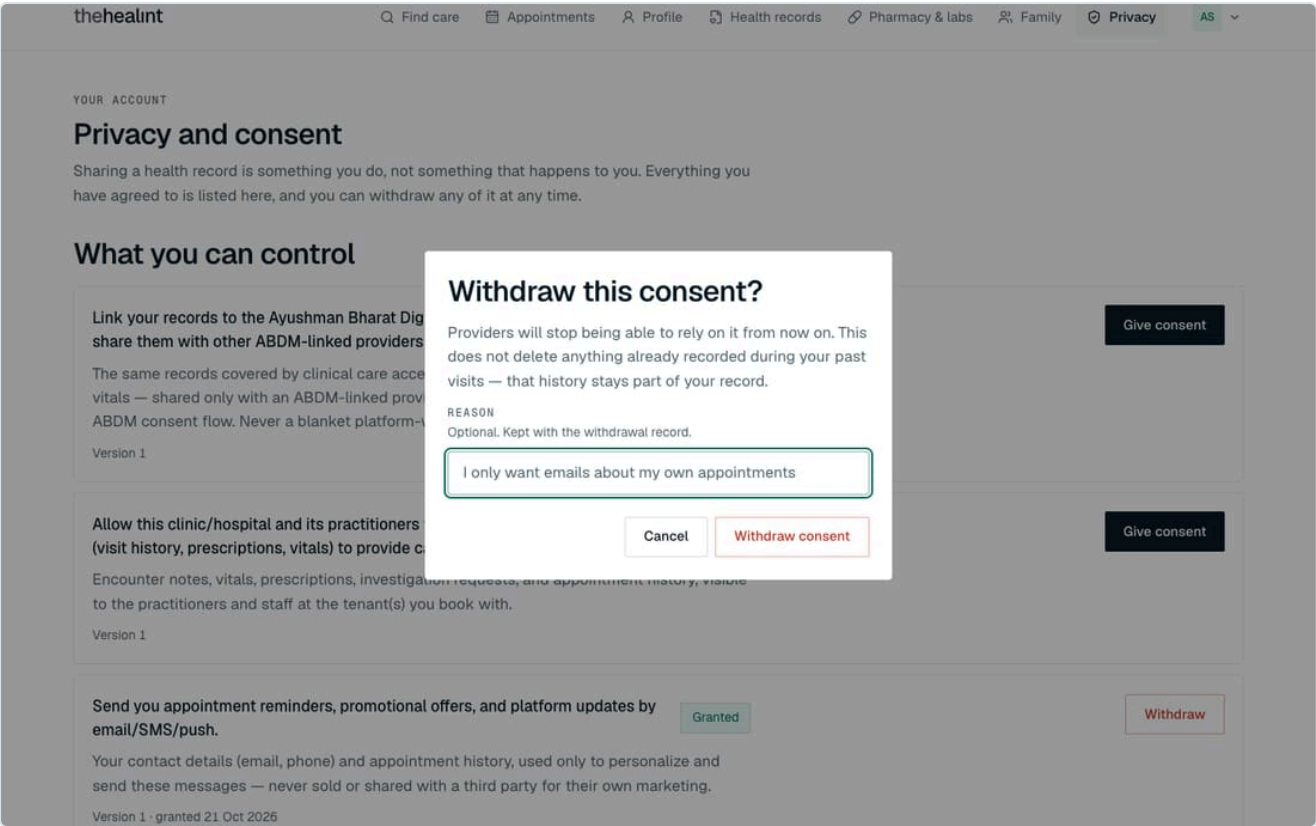
Your contact details (email, phone) and appointment history, used only to personalize and send these messages — never sold or shared with a third party for their own marketing.

Version 1 · granted 21 Oct 2026

Granted, with "Version 1 · granted 15 Oct 2026" and a Withdraw button.

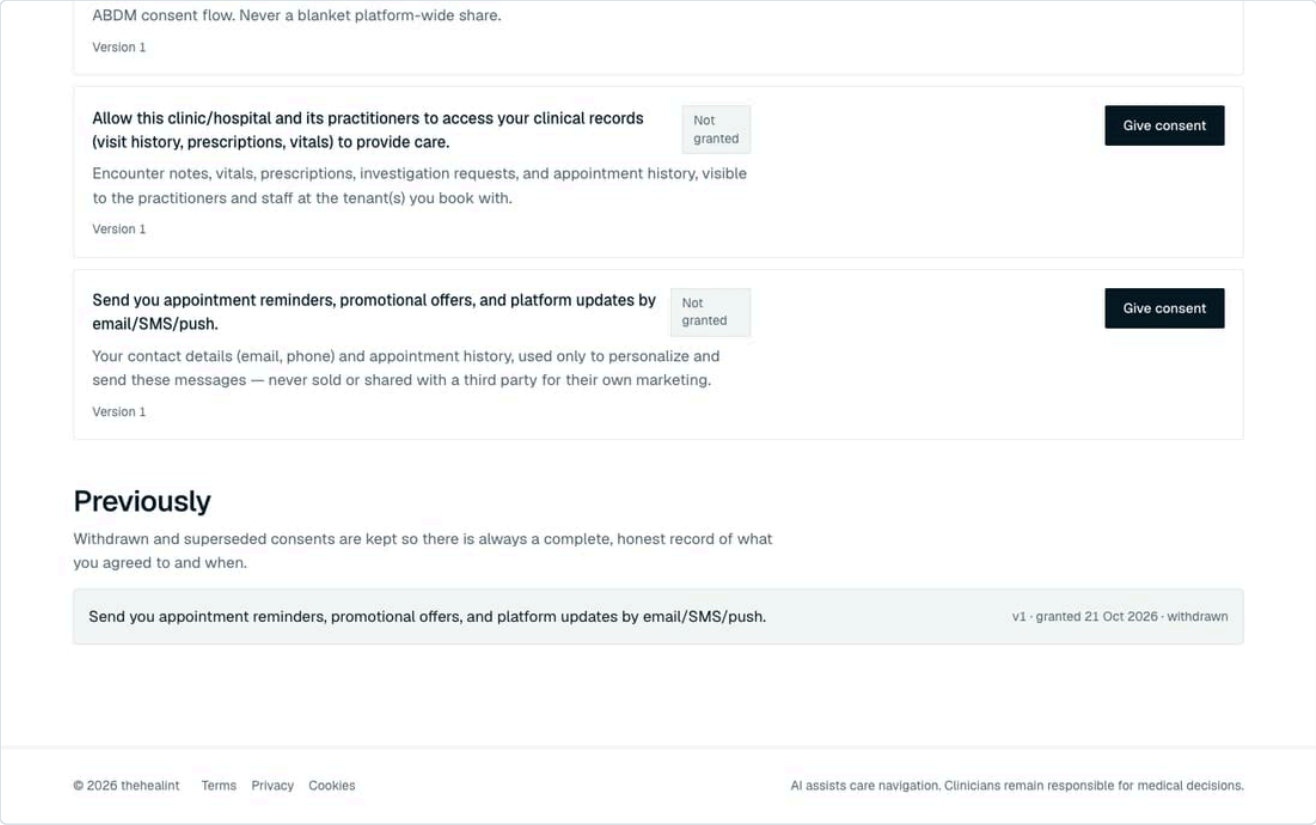
Withdraw consent

1. Click **Withdraw** on the card.
2. Add a reason if you like. It's kept with the record.
3. Click **Withdraw consent**. **Cancel** closes the box without changing anything.



"Withdraw this consent?" Providers stop relying on it from now on. Nothing already recorded is deleted.

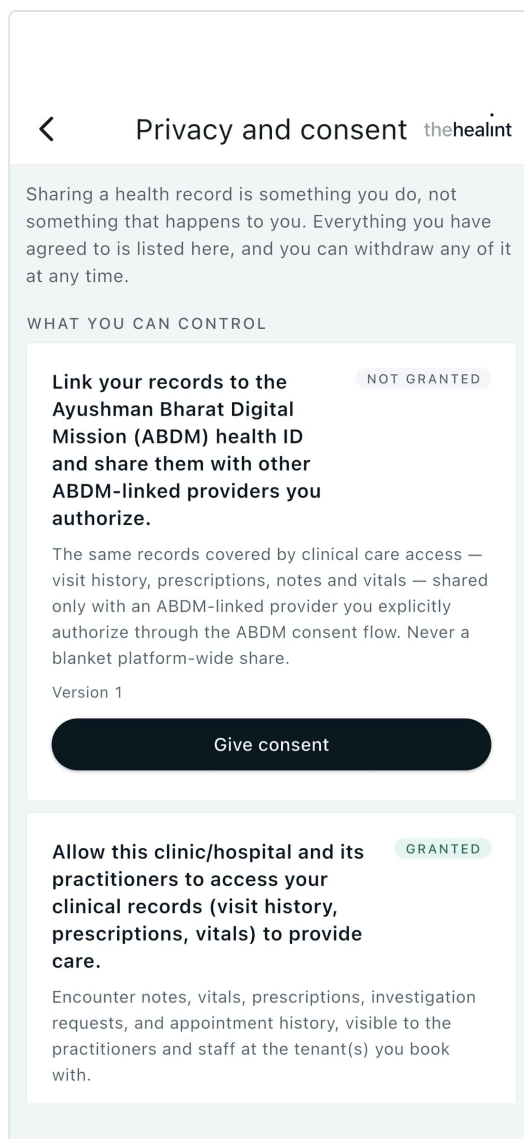
Withdrawn consents move to **Previously**, so you always have a record of what you agreed to and when.



Previously: "v1 · granted 15 Oct 2026 · withdrawn".

Sending a prescription or test to a pharmacy or lab has its own tick box on each order (see "Send a prescription to a pharmacy, or a test to a lab").

In the iPhone app, open **Privacy & consent** from Home. It works the same way.



iPhone app, Privacy and consent.

How to update your profile

1. Click **Profile**.
2. Under **Account details**, check your **Username**, **Full name**, **Mobile number** and **Email**. All four are required.
3. Under **My health settings**, fill in your date of birth, biological sex, blood group, height, weight, known allergies and chronic conditions. These are optional, but they help your doctor.
4. Click **Save profile**. You see "Saved". The button stays grey until the required details are valid.

thehealint
Find care
Appointments
Profile
Health records
Pharmacy & labs
Family
Privacy
AS

YOUR ACCOUNT

Profile

Your login details, your own health settings, and every family profile you can book for.

Account details

Username, mobile number and email are the required contact identity for this account.

USERNAME patient.2	FULL NAME Ananya Sharma
MOBILE NUMBER +919900000102	EMAIL patient2@dev.health-platform.local

My health settings

These values belong only to you. Each family member has separate health settings under Family profiles.

DATE OF BIRTH 12/08/1991	BIOLOGICAL SEX Female
BLOOD GROUP B+	
HEIGHT (CM) 164	WEIGHT (KG) 60
KNOWN ALLERGIES No known drug allergies	CHRONIC CONDITIONS None reported

Save profile

Family profiles

Choose a family member during booking; their own health details follow that appointment.

Manage family

Ananya Family Child Child 2016-03-14 Height 134 cm · Weight 32 kg Open separate settings	Ananya Family Father Father 1958-08-23 Height 172 cm · Weight 76 kg Open separate settings	Ananya Family Mother Mother 1961-12-08 Height 160 cm · Weight 64 kg Open separate settings
--	--	--

© 2026 thehealint
Terms
Privacy
Cookies

AI assists care navigation. Clinicians remain responsible for medical decisions.

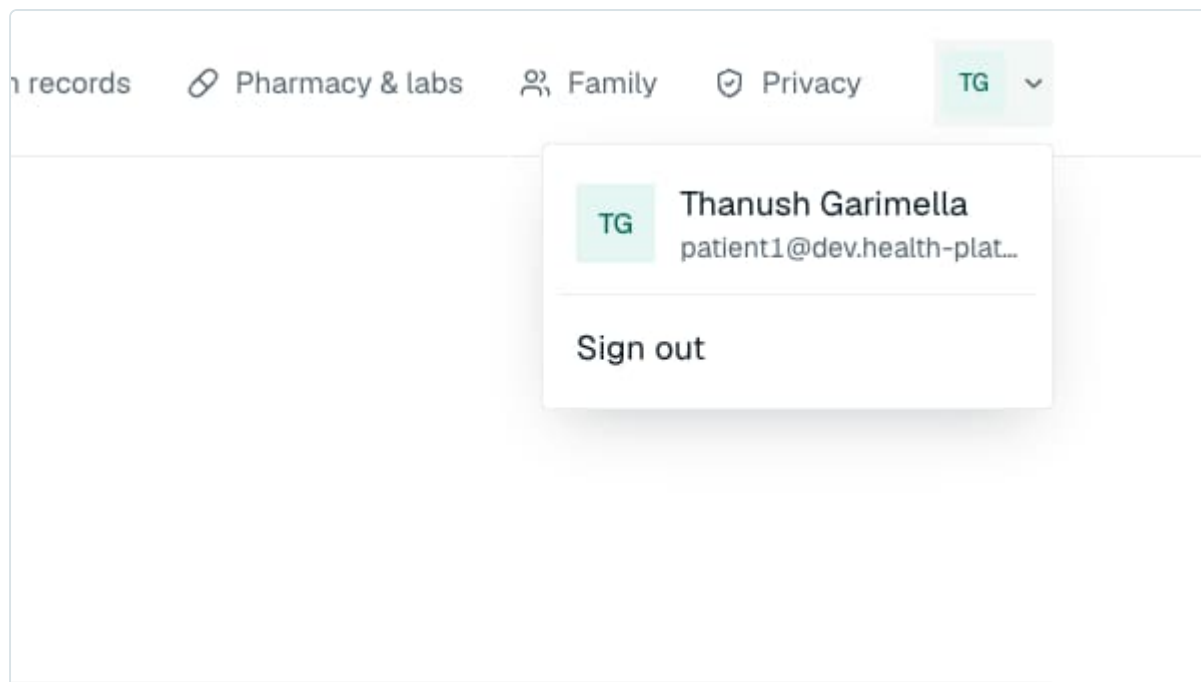
Profile: Account details, My health settings, Save profile, and your Family profiles with Manage family.

Your family members' details are kept separately. Change them under **Family**, or click **Manage family** on this page.

In the iPhone app, open the **Profile** tab. **Sign out** is at the bottom. If nothing happens when you tap save, one of the required fields isn't valid, so check all four.

Sign out

On the website, click your initials at the top right, then **Sign out**.



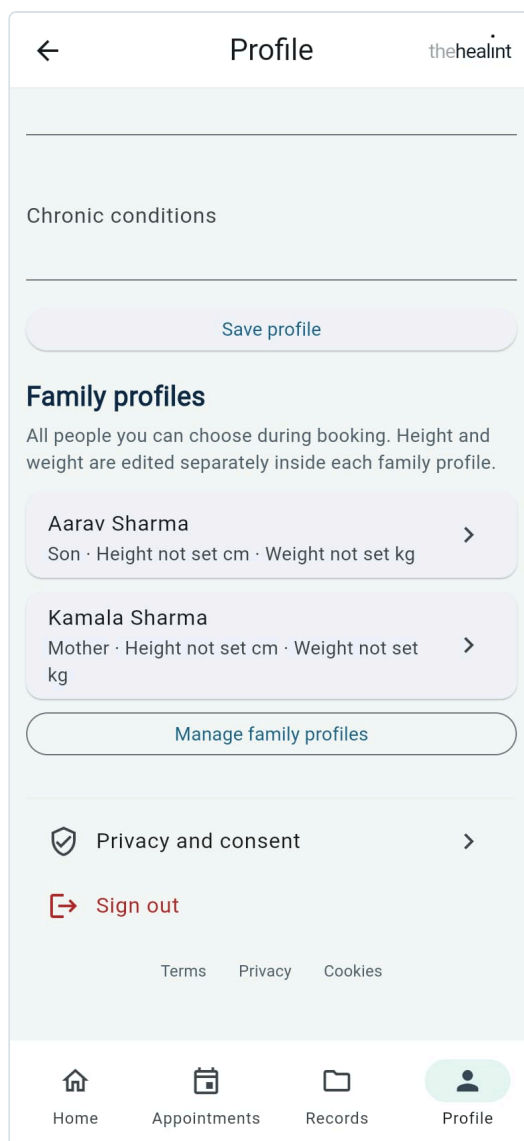
The account menu: your name, your email and Sign out.

Times, fees and your clinic's region

Every time and fee you see is the **clinic's own**: its clock, its calendar and its currency. A visit at 9:00 AM is 9:00 AM where the clinic is, even if you are travelling, and "today" on the booking and check-in screens is the clinic's today. Check-in opens on the day of the visit **at the clinic**. Fees keep the clinic's currency, for example ₹1,200 for an Indian clinic.

Terms, privacy and cookies

On the website, **Terms**, **Privacy** and **Cookies** are in the footer of every screen. In the iPhone app they are at the bottom of **Profile**.



The bottom of Profile in the app.

If something does not open

- **"We could not find that page."** The link is old or mistyped. Choose **Go to the start**.
- **"This page could not be shown."** Choose **Try again**. If it keeps happening, tell support and quote the **Reference** shown under the message.
- **A banner saying you are offline.** Your connection dropped. Anything you change will not save until it comes back.

Things you can't do here — and who to ask

You want to...	What to do
Reset or change your password	Not available in the app yet. Contact thehealint support

You want to...	What to do
Sign in with a code or phone number	Not available yet. Use email and password
Pay a bill online	Pay at the clinic's front desk. See the front desk runbook
Change or cancel a visit after checking in	Ask reception at the clinic
Get a prescription PDF	Not available yet. Ask the clinic for a printed copy
Delete or share an uploaded document	Not available yet
Change your queue position, or ask how long you'll wait	Ask reception
Ask about your diagnosis or treatment	Ask your doctor, or book a follow-up visit
Questions about an order from a pharmacy or lab	Contact that pharmacy or lab. See the pharmacy and lab runbook
Delete your account or get a copy of your data	Contact thehealint support
Describe your symptoms to the AI helper	iPhone app only: Home → Describe symptoms . It suggests a specialty and is not a diagnosis. In an emergency, call your local emergency number

Notifications come by **email only**: booking confirmed, cancelled or rescheduled, prescription ready, follow-up reminders and payments. There are no text messages or app notifications yet, and no reminder before your appointment, so add the visit to your calendar.

Quick reference

Task	Where	Key button
Create an account	Home page	New here? Create an account → Create account
Sign in	Home page	Sign in
Find a doctor	Find care	Search box, filter buttons, Map
Book	Clinic page or doctor profile	Book appointment → pick a time → Confirm booking
Save to calendar	Booking confirmation or visit page	Add to calendar (website only)
Add a family member	Family	Add a family member
Book for family	Booking step 1	Who is this appointment for?
Tell the doctor beforehand	Appointments → upcoming visit	Add symptoms, medicines or allergies before your visit → Save
Reschedule	Appointments → upcoming visit	Reschedule → pick a time → Confirm new time

Task	Where	Key button
Cancel	Appointments → upcoming visit	Cancel appointment
Check in	Appointments → today's visit	Check in (app: I've arrived — check in)
See a visit	Appointments	Visit details
Dose timetable	Visit page or Health records → Prescriptions	Dose timetable / View & dose timetable
Send to pharmacy or lab	Pharmacy & labs	Tick consent → Send order securely
Lab report	Visit page, Pharmacy & labs or Documents	View report
Review a visit	Appointments → Past	Rate this visit → Submit review
Upload a document	Health records → Documents	Choose file
Consent	Privacy	Give consent / Withdraw
Update your details	Profile	Save profile
Sign out	Your initials (top right)	Sign out