



ELDERCARE FAQs

ZEALVER



www.zealver.life

Q

1. What services are included in the proactive health check-in calls?

A

- Members will receive four proactive outbound calls from doctors, including two from General Physicians and two from a Geriatrician to check about their health conditions. The relevant notes from the consultations will be updated in the Electronic health records which can be viewed by logging into the portal.
- The regular contact by healthcare provider is intended to ensure that the elders can clear any doubts they have regarding their ongoing health conditions, symptoms, medication and any other health related needs. Easy access to such professional advice can avoid serious situations

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2. How do I access unlimited calling to General Physicians?

A

- Members need to call on the Zealver Helpline, Dial 020 – 71531330 and press “1” on the IVR for Doctor Consultation. Doctor calls back to the member within the defined TAT. Calls are available 24/7 for non-emergency situations.

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3. How can I access mental well-being assistance for elders?

A

- Member needs to call on the Zealver Helpline, Dial 020 – 71531330 and press “3” on the IVR to place a request for appointment with the counsellor. Our customer support team calls back the member and books the appointment as per the slots available and members availability.

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4. What is stored in the Electronic Health Record (EHR) portal?

A

- It stores members' health records, prescriptions, consultations with doctors, diagnostic reports, vitals, lab parameters, appointment details, and recommendations and provides a health-related searchable knowledge base.

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5. What does the Fall Risk Assessment (FRA) and Musculoskeletal evaluation entail?

A

- FRA assesses fall risk factors for elders, including medical conditions and living environments.
- A musculoskeletal evaluation examines bones, muscles, joints, and tissues through history, exams, and tests, assessing gait, strength, and mobility
- Once evaluation is completed reports are uploaded to the EHR portal.

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6. What tests are included in the Preventive Health Check-up?

A

- Complete Blood Count, Hba1c, SGOT, SGPT, TSH, Calcium levels, and Total Cholesterol tests are conducted during the Preventive Health Check-up.

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7. How do I request ambulance service in an emergency?

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- Call 020 – 71531330, press 3 on the IVR, and provide necessary details for booking an ambulance in emergencies.

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8. What are Zealver Health Reports and how are they generated?

A

- We have introduced an artificial intelligent expert system to generate very elaborate personal health reports. This report contains a health summary, important lab parameters, disease risk factors, current health status, Diet Dos and don'ts, Consolidated Action Plan & more.

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9. How can I access additional health services through Zealver and what all services are included?

A

- Call 020 – 71531330, select option 3, and request services such as medicine purchasing, home care nurses, specialist appointments, and more at discounted rates.

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10. In which languages, can I request MBBS Doctors calls?

A

- Tele-consultation calls by the MBBS Doctors are provided in English, Hindi, Marathi, Kanada, Telugu, Tamil and Malayalam. If another language is preferred, members can call the helpline or write to support@zealver.life and the support team will take up requests on a case-to-case basis.

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11. What is a caregiver and what will this individual do?

A

- A caregiver is a healthcare-oriented individual who provides assistance and support to members in person. The caregiver will visit the member's house once every quarter as per a scheduled appointment. They conduct basic health assessments such as vital sign checks, monitor health indicators, organize a consultation with our doctor virtually, and advocate for the well-being and needs of the members under their care.

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12. Who is a Zealver companion?

A

- The Zealver Companion serves as a devoted health coach, guiding members at every step throughout the course of their plan. They offer continuous support, helping the members fully utilise the benefits of the plan to effectively manage their health and wellness. Additionally, they provide regular updates to the plan holder, ensuring they stay informed about their members health progress and status.
- Zealver companion proactively calls the members once every month

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13. How do I know whether an address is serviceable or not?

A

- You can use our [serviceability tracker](#) to check if your pin code or city is serviceable or not.
- If the pin code is not serviceable in the service tracker, please call or write to our customer support team with your pin code. The team will come back to you with the feasibility of the creation of a network in your area. Most requests usually go through.

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14. What percentage of discounts can I get and how?

A

- The discount percentage ranges between 10-20%* and is determined by the specific service and location chosen. To avail the services, call 020 – 71531330, press 3 on the IVR, and provide the details of the services required.
- These are only applicable to the employees who have enrolled in the plan.

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15. What additional benefits are offered by Zealver?

A

- Some of our additional benefits include access to curated newsletters, interactive health tips, health-oriented webinars. For more details on the program, please refer to the Employee Benefit Manual.
- These benefits are only applicable to the employees who have enrolled in the plan

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16. When are repeat blood tests done?

A

- Repeat blood tests are done after 3 months for members whose blood parameters (HbA1C and Total cholesterol values) are skewed.

For more details,

- Contact our Helpline: 020-71531330
- Email us at: support@zealver.life
- Learn more: www.zealver.life

