

Zealver

Empowering Healthy Aging



www.zealver.life

S&P Global

Zealver

**Zealver ElderCare
Program User Guide**



Overview

PLAN DETAILS

USER JOURNEY

REGISTRATION PROCESS

SERVICE COMMENCEMENT

WHATSAPP FEATURES

ONLINE DOCTOR CONSULTATION FEATURES

UI/UX OVERVIEW

SPOC & ESCALATION MATRIX

TAT DETAILS

NETWORK REACH





Zealver Companion for personalized support throughout the year

A dedicated companion cum case manager to assist and guide elders throughout their plan and keep employees/children informed and involved so they make the best of the benefits offered.



Proactive outbound health check-in calls from Doctors and Geriatricians to elder parents

A proactive approach to promote elders' involvement and participation (4 calls = 2 GP and 2 Geriatrician - 1 call per quarter)



Unlimited incoming call access to General Physicians 24x7 for elders

Help and advice at their convenience.



Storage of electronic health records (EHR) facility and Health risk assessment tool

All health records, including reports from tests and consultations, will be uploaded to parents' personal EHR portal. Employees and parents will be easily notified via WhatsApp when new reports are available.



Personalized health insights and Customized action plan report based on assessments

Doctors & Experts provide customised action plan based on members HER & report (Vitals) status.



Exclusive mental well-being assistance for elders

Unlimited consultations access to specialized counselors trained specifically for eldercare.



Fall risk assessment survey and Musculoskeletal screening by a physiotherapist (at home)

Fall risk assessment and report (FRA) and vitals by a physiotherapist – includes an exclusive musculoskeletal screening and 1 physiotherapist consult.



Periodic physical check-ins by a Zealver Caregiver (home visit) – Once per quarter (4 visits)

Caregiver visits members residence and conducts basic check-up.



Once a year pathology tests (home visit included)

Complete Blood Count, Hba1c, SGOT, SGPT, TSH, Calcium levels, Total Cholesterol.



One Ambulance service covered per year

As an essential component of our plan, we provide coverage for one ambulance service per year to ensure our members have access to emergency medical transportation when needed.



Engagement health tips, newsletters and weekly community webinars on various health and fitness subjects for parents

Weekly webinars, regular virtual Yoga sessions. yoga classes tailored to elders, health talks by specialists, activities etc and content - facilitated via whatsapp for easy communication.



Zealver Health Assistance desk (concierge)

Any additional health services like Medicine purchasing, Home Care services, Nurse at home, Specialist appointments, other additional test booking (beyond the plan construct) can be arranged through the concierge and paid separately by the member.



24/7 Customer support

Assistance for booking an appointment for the complimentary health check up, Appointment Booking with the general physician, any queries with respect to the program.



Repeat blood tests for skewed values (HbA1C & Total cholesterol)

Members whose HbA1C & Total cholesterol values are abnormal, the same blood tests will be repeated after 3 months.





1. Introductory Email

Zealver team will send an introductory mail to all the enrolled plan holders with a **registration link** to register their member



2. EHR account Generation

Based on the registered details, a **Member Portal** is created for storage of medical records



3. Service Activation

The Member Portal link of the portal is sent via Email and WhatsApp to every registered member with their login credentials



6. Other services

Our **helpline is available 24x7** for nutritionist consult health assistance desk, and any other queries



5. Appointment for all assessments

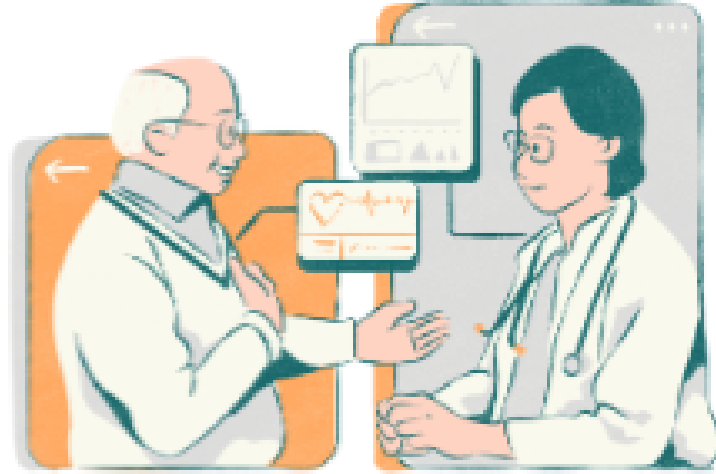
Zealver team arranges a **home visit** for preventive health checkups, and vitals screening through our network partners by booking an appointment with the member



4. Tele-Consultation

Proactive outbound health check-in calls from doctors are initiated to every registered member. Members can also call on the helpline to book an appointment with the doctor

Welcome to Zealver's Elder Care Plan!



Dear Mansi Singh,

Thank you for enrolling to Zealver's ElderCare program as part of the FlexProgram.

It gives members access to the following benefits:

- Proactive outbound health check-in calls from our Doctors and Geriatricians to members (4 calls per year/ 1 call every 3 months).
- Unlimited Incoming call access to General Physicians 24x7 for members.
- Exclusive mental wellbeing assistance for Elders: Unlimited access to specialized counselors for members.
- Electronic Health Records (EHR) & Health Risk Assessment (HRA).
- Fall Risk Assessment Survey + exclusive musculoskeletal strength screening and 1 physiotherapist consult with vitals by a physiotherapist.
- Periodic physical check-ins by a Zealver Caregiver (home visit).
- Annual blood tests (home visit included) (Complete Blood Count, HbA1c, SGOT, SGPT, TSH, Calcium levels, Total Cholesterol).

- Personalized health insights and Customized action plan report.
- Once a year Ambulance service based on emergency.
- Informative Newsletters Health Tips, advice and guidance content.
- Zealver Health Assistance Desk for any additional requirements.
- Dedicated Zealver helpdesk/customer support specific to the Zealver plan.
- A Zealver companion is mapped to the member to guide and ensure they make the best use of plan benefits.
- Repeat blood tests for skewed values (HbA1C & Total cholesterol).

For activation – please click on the link below and complete the registration process.

[Register Now](#)

Please note:

1. This is a necessary step to activate the plan
2. Fill in separate forms for each member

To know more about the plan, download the user guide below.

[Download User Guide](#)

Zeal and Silver create, "Zealver": a name that represents an organization and team working tirelessly to bring holistic primary and preventive care services to seniors, so they can enjoy their "silver years with renewed zeal!"



support@zealver.in | 020-71821330

MyCare Health Solutions Pvt Ltd, Mumbai, 400099

This email was sent by seniors@zealver.in to mansi.singh@zealver.in

Not interested? [Unsubscribe](#) | [Manage Preferences](#) | [Update profile](#)
MyCare Health Solutions | 8, Midas, Sakar Plaza, Jeebhari Kirta Road, Mumbai, Maharashtra - 400099

Step 1

- The Zealver team sends a **welcome mailer** to the employees (Zealver Plan Holders) to register their members (Parents) on the launch date.
- Zealver Plan Holder to click on the **Register Now** button and fill in their member details.
- The welcome mailer also has the User guide attached.
- **Link: [Registration form](#)**

The registration forms are personalized for each employee and auto-populated with the employee details.

IMPORTANT: THIS EMAIL MAY GO TO YOUR SPAM/JUNK FOLDER.

IN THAT POSSIBLE EVENT, **MARK US AS "NOT JUNK/SPAM" OR "REPORT NOT SPAM" AND MOVE THIS EMAIL TO YOUR INBOX.**

S&P Global

Zealver Registration Form – S&P Elder Care (2024-25)

Zealver Plan Holder Name*

Enter value for this field.
Please fill in your name as per company records.

Zealver Plan Holder's Employee ID*

Zealver Plan Holder's Mobile Number*

Enter 10 digit mobile number.

Zealver Plan Holder's Email Address*

Please enter your official email address.

Name of the Member*

First Name Last Name

Member's relation with the Zealver Plan Holder*
 Mother
 Father
 Mother-in-Law
 Father-in-Law

Gender*
 Male
 Female

Member's Residential Address*

Address

Landmark

City State/Region/Territory

Postal/Zip Code India

Country

Member's Mobile Number*

Enter 10 digit mobile number.

Member's Email address

Member's Date of Birth*

MM/DD/YYYY

Preferred Time Slot for arranging the first call with the member.*
 10:00 AM to 12:00 AM
 12:00 PM to 2:00 PM
 2:00 PM to 4:00 PM
 4:00 PM to 6:00 PM
 6:00 PM to 8:00 PM

Terms and Conditions*
 I acknowledge that I have read, understood and agree to the [Terms & Conditions of Use](#)

Step 2

Member Registration Form

Fill in the registration form with information about your parents



Nominee Registered

Dear Vedha Nayak,
Greetings from Zealver!

You have successfully registered your nominee.

We will share the login credentials shortly.

You have filled in the following details for your Nominee:

You have successfully registered your nominee.

We will share the login credentials shortly.

You have filled in the following details for your Nominee:

Nominee Name	Rajee Nayak
Mobile No.	+918686868686
Email	prem.raval@mycarehealth.in
Relationship	Mother
Gender	Female
Date of Birth	07/09/2023
Pre-Conditions	Hypertension
Food Preference	Non Veg
Allergies	NA
Insurance available	Yes
Insurance Preference	English; Hindi
Allergies	NA
Insurance available	Yes
Language Preference	English; Hindi

Customer Support Information:

Step 3 Receive Member Registration Confirmation Email

On completion of registration > **the member and plan holder will receive a nominee/member registration email** that summarizes all details submitted via the registration form.

Zealver Programme | Service Activation



Dear member

Greetings from Zealver!

You have successfully registered your nominee Mahesh Nayak for the Zealver Programme.

You can now avail all our benefits offered under this plan.

Step 1: Please click [here](#) and use the login credentials provided below to sign in to the personal Electronic Health Record portal of the member.

Username: MU-A01-BBB2525

Password: MU-A01-BBB2525

Step 2: Agree to the Terms & Conditions of the EHR after logging in, to activate the account

Customer Support Information:

To contact our customer support, call on the Helpline Number 020 - 71531330 and select option 3 from the IVR.

OR

Write to us at support@zealver.life and our Customer support Executive will revert at the earliest.



Reimagining Senior Care

support@zealver.life | 020 71531330

MyCare | Health Solutions Pvt Ltd, Mumbai 400059

Step 4

Service Activation Communication sent to member and employee

- After successfully registering, the parent and employee will receive a service activation email with login credentials. The email will have link to the Personal Electronic Health Portal created for parents.
- The same details will be shared on WhatsApp.
- Link: [Member Portal](#)

Test Credentials:

Username: MU-A01-BBB2525

Password: MU-A01-BBB2525

ZEALVER COMPANION CALLS

The Zealver Companion is your dedicated partner in managing your health and ensuring your peace of mind.

A Zealver companion is mapped to each parent and work closely with members to offer guidance on healthy lifestyle choices, and ensure they receive the care they deserve through teleconsultations with doctors and specialists. They also facilitate diagnostic appointments and provide necessary technology access.

Zealver companion are committed to upholding the highest standards of care and professionalism, making it a valuable resource for elderly individuals and their families.

PROACTIVE OUTBOUND HEALTH CHECK-IN CALLS FROM DOCTORS AND GERIATRICIANS TO ELDER PARENTS

(4 CALLS = 2 GP AND 2 GERIATRICIAN - 1 CALL PER QUARTER)

- **Proactive outbound health check-in calls from Doctors** will **automatically** be **initiated** to registered parents from the first month.
- Please Fill in the “Health Risk Assessment Questionnaire” in the Personal Electronic Health Portal created for parents.
- **Note:** *For the “First Consultation Call” we recommend that the employee be a part of the call along with the parent as per their preferred time.*

Unlimited incoming telephonic access to doctors for consultations 24/7

How does it work?

Simply call 02071531330 for scheduling an appointment

PERSONALIZED HEALTH INSIGHTS & ACTION PLAN

A DETAILED PERSONAL REPORT

Based on the member's reports, the Zealver (tech) system generates personalised smart reports with detailed recommendations and do's and don'ts etc. to help members manage their health conditions better. This smart report is discussed by general physicians via tele-consultation.

How does it work?

- Zealver team calls up the Member to schedule the appointment for a smart report discussion.
- The details of the appointment are shared by the Zealver team.
- Member can also book an appointment for the same by connecting via our helpline number.

MENTAL WELL-BEING ASSISTANCE

How does it work?

Simply call 02071531330 for scheduling an appointment.

The Zealver Team will arrange a call back within the defined TAT and parents will receive a call back from the counsellor.



FALL RISK ASSESSMENT & MUSCULOSKELETAL EVALUATION (HOME VISIT)

How does it work?

1. Registered members will proactively receive a call from the Zealver team within 15 days from successful registration, to schedule an appointment for the FRA.
2. As per the member's preferred time slot and date, a physiotherapist will visit the member's house to conduct the test.
3. Reports will be uploaded on the member's EHR portal within 7 days. Members will receive the reports on Whatsapp as well.

An additional complimentary video consultation call is made by a physiotherapist to any members with an abnormal report to offer advice and rectification tips.

PERIODIC PHYSICAL CHECK-INS BY A ZEALVER CAREGIVER

How does it work?

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.



ANNUAL PATHOLOGY TESTS

(HOME VISIT)

How does it work?

1. Registered members will proactively receive a call from the Zealver team within 15 days from successful registration, to schedule an appointment for blood collection.
2. As per the member's preferred time slot and date, a phlebotomist will visit the member's house for collection.
3. Reports will be uploaded on the member's EHR portal within 48 hours.

Members will receive the reports on their Whatsapp as well.

An additional complimentary consultation call is made by a doctor to the member the next day to review the blood report and offer advice.

AMBULANCE SERVICE

For those crucial moments, One complimentary Ambulance service based on emergency is included as part of the plan for the year.

How does it work?

The member/employee can call the Helpline Number 020-71531330 and place a request

HEALTH CONCIERGE SERVICES

Any additional health services for elders like Medicine purchasing, Home care services, Nurses at home, Specialist appointments, other additional test booking beyond the plan construct can be arranged through health assistance desk and paid for separately.

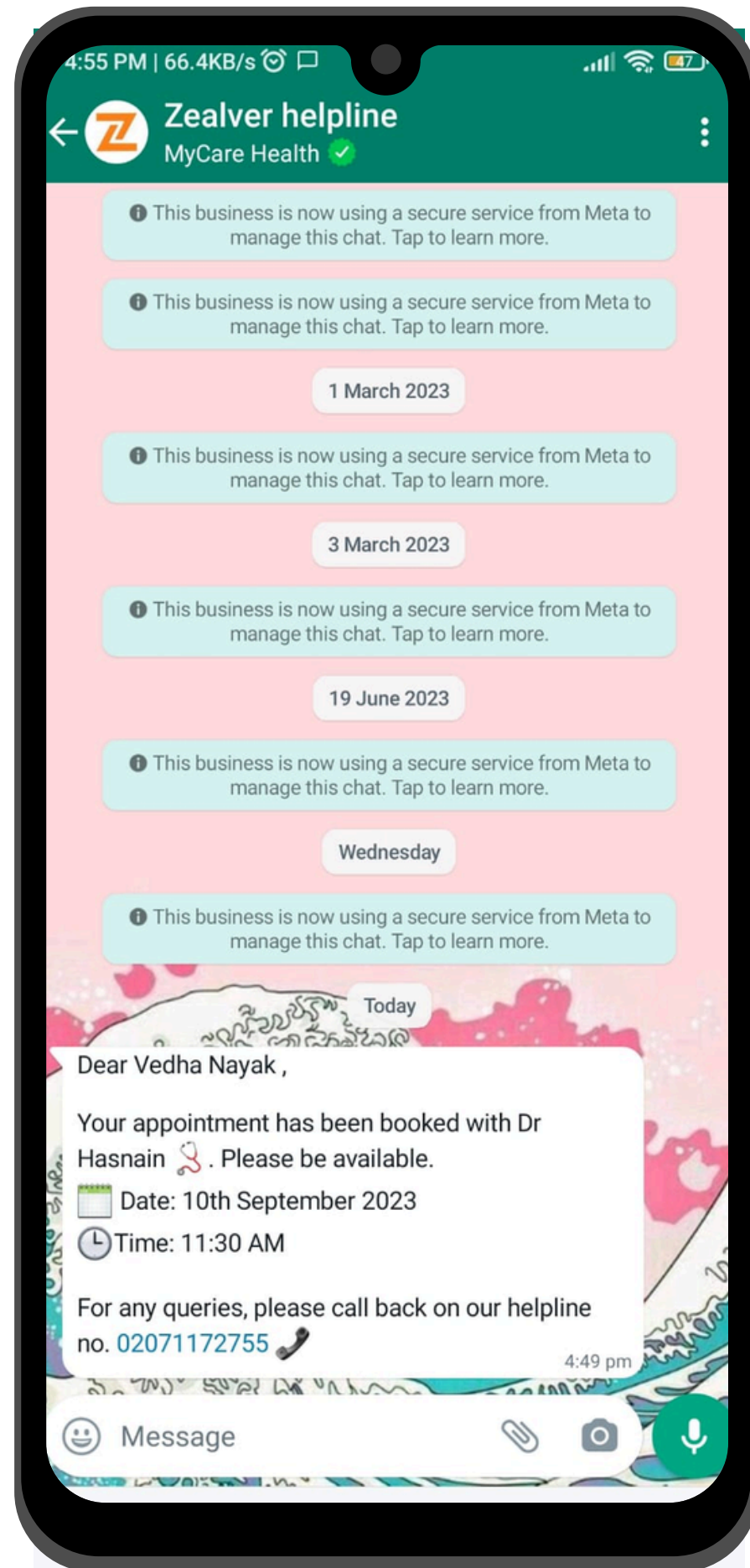
How does it work?

The member/employee can call the Helpline Number 020-71531330 and place a request.

DEDICATED CUSTOMER SUPPORT 24/7

Assistance for booking health check-up, doctor consultation and any other queries with respect to the program.





Whatsapp

Communication/Notifications

WhatsApp notifications are available for the following interfaces.

- Service Activation Messages
- Scheduling Appointments with Doctors/Experts
- Notifications for Prescription and Consultation Completion
- Booking Blood Tests and FRA Appointments
- Updates on Reports Uploaded in the Personal EHR

Please note that these notifications are for one-way communication.

For any Questions/Queries?

Email us at: support@zealver.life

Contact our helpline: 020-71531330

AVAILABILITY OF MULTI-LINGUAL DOCTORS/EXPERTS

We offer consultations with Doctors/Experts in a wide array of languages, including English, Hindi, Marathi, Kannada, Telugu, Tamil, and Malayalam.

This reflects our commitment to serving the healthcare needs of people from various regions and linguistic backgrounds across the entire nation.

How it works?

Reach out to the help desk (support@zealver.life) or 02071531330 for scheduling the appointment or placing a request.

VIDEO CONSULTATION

This feature allows doctors and elders to connect through video, providing a more interactive and personalized healthcare experience.



INITIATED BY YOU

24 X 7 Helpline

Members can call the helpline from their mobile, select assistance options, and request a callback.

Zealver's customer support team calls back promptly.

Member Portal

Members can access assessment reports, consultation reports, and prescriptions on their portal. They can also securely store old medical records and input vitals for monitoring.

INITIATED BY US

Proactive Call By Zealver Team

Customer Service Team:
For Assessment & Consultation Appointments

Zealver Companion:
For Motivation to stay healthy and follow up on the Action Plan

Physicians: For Routine Medical Consultations.

Member Portal

New reports or prescriptions on the member portal trigger email & and WhatsApp notifications.

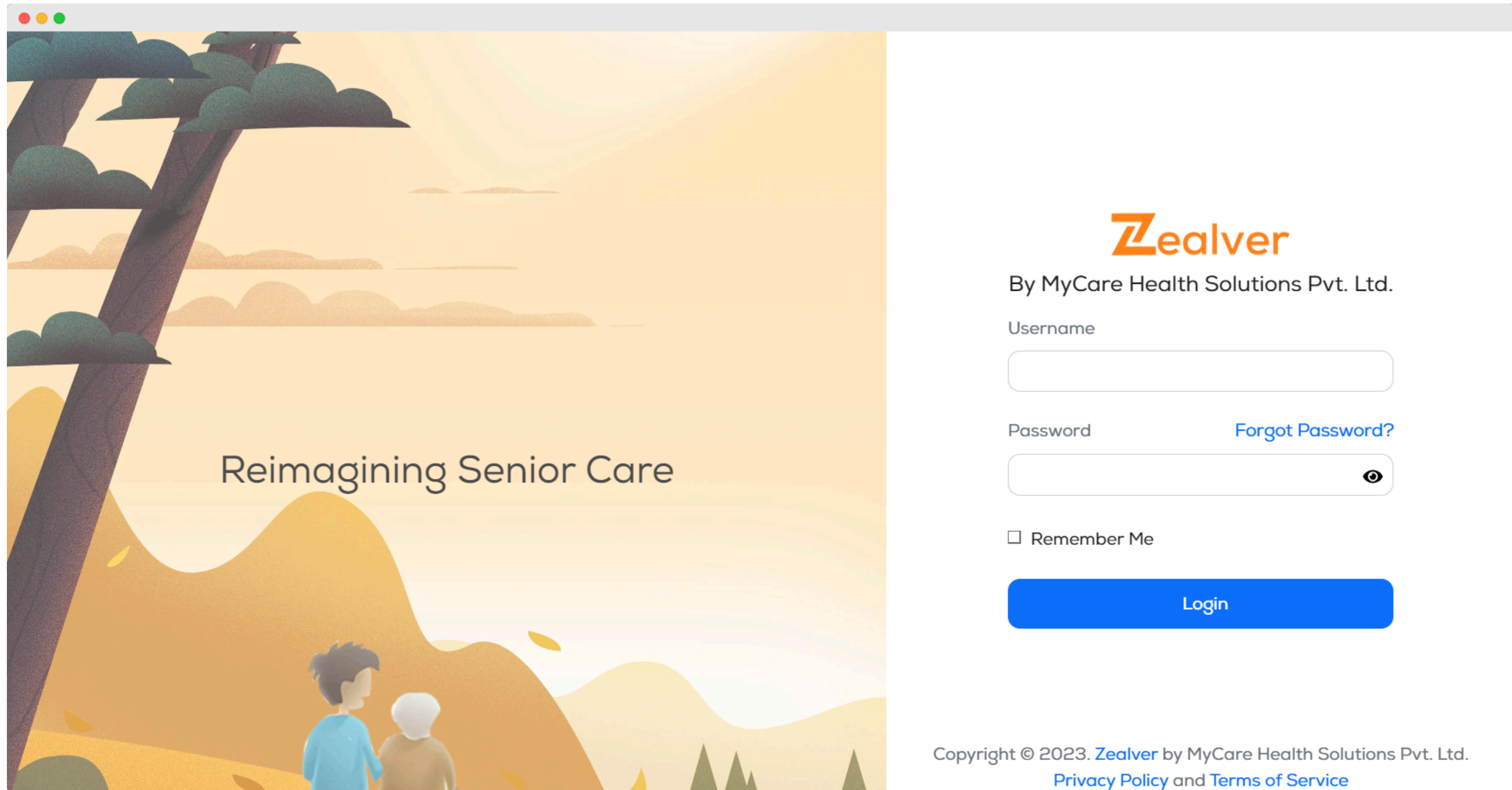
Home Visits

Assessments occur at members' homes for maximum convenience.

Member Portal



Enter the login credentials (Username & Password) recieved in the service activation email.



Vitals & Lab Parameters



- First is **"My Vitals"** which includes the most important vitals to be monitored.
- Here you can add or see the trends over a period of time using the action icons.
- To add, enter the details like date, value, unit, source and any other notes if applicable.
- Click on Add after entering the input details.
- The other section is **"My Lab Parameters"** which includes the key parameters from your diagnostic reports.
- Here, you can see the trends for that particular parameter over an available period of time.
- See the trends graph.

The screenshot displays the Zealver web application interface. At the top, there is a navigation bar with the Zealver logo and menu items: Home, Medical Report, Vitals/Lab, Prescriptions, Family, Knowledge base, and ABDM. A user profile for Prem Raval is visible in the top right corner.

The main content area is divided into two panels:

My Vitals

Search here... [Q]

Sr No.	Vital	Latest Value	Date Time	Source	Action
1	Temperature	98 °F	27-08-2023	PHR	+ E P
2	Pulse	100 /minute	08-08-2023	EHR	+ E P
3	Respiration Rate	100 /minute	08-08-2023	EHR	+ E P
4	SpO2	100 %	08-08-2023	EHR	+ E P
5	Height	169 Cms	08-08-2023	EHR	+ E P
6	Weight	70 Kg	27-08-2023	EHR	+ E P
7	BMI	22.8 kg/m2	08-08-2023	EHR	+ E P
8	Systolic Blood Pressure	100 mm of Hg	08-08-2023	EHR	+ E P
9	Diastolic Blood Pressure	100 mm of Hg	08-08-2023	EHR	+ E P

My Lab Parameters

Search here... [Q]

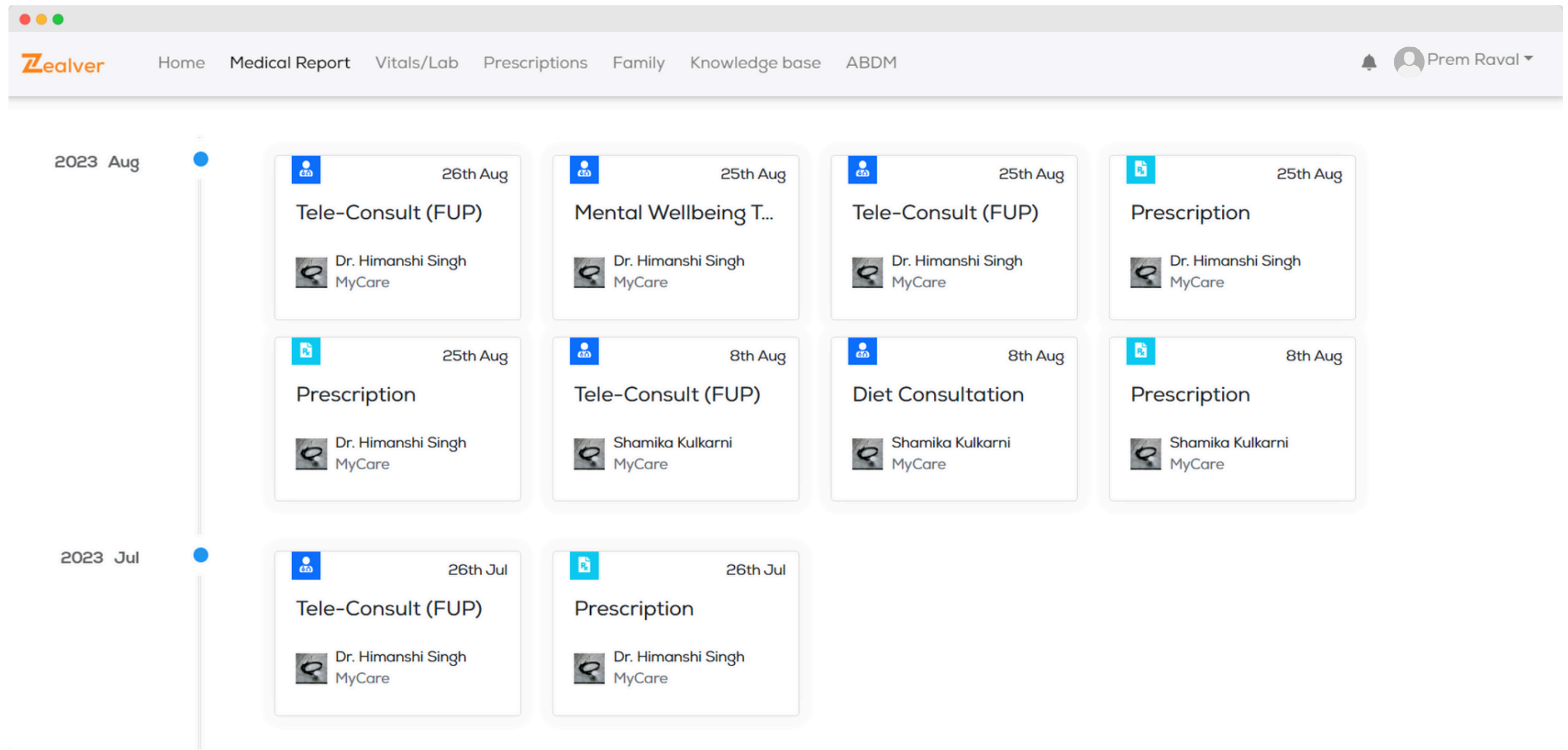
Sr No.	Parameter	Latest Value	Date Time	Source	Action
1	Sr Creatinine	75 (mg/dL)	24-08-2023	In Lab	+ E
2	FBS (Fasting Blood Sugar)	85 mg/dL	21-08-2023	In Lab	+ E
3	Hemoglobin (Hb)	13.8 gms/dl	25-08-2023	In Lab	+ E
4	Glycated Hemoglobin (HbA1c)	8 mmol glycated Hb / mol total Hb	21-08-2023	In Lab	+ E
5	Total Cholesterol	60 mmol/L	21-08-2023	In Lab	+ E
6	Total Leucocytes Count (TLC)	-	-	-	+
7	RA Factor (Rheumatoid)	-	-	-	+
8	SGPT	-	-	-	+
9	SGOT	-	-	-	+
10	PPBG (Post Prandial Blood Glucose)	-	-	-	+
11	Vitamin D3	-	-	-	+
12	Vitamin B12	-	-	-	+
13	TSH	-	-	-	+
14	Platelet Count (PLT)	-	-	-	+
15	Calcium	-	-	-	+

1

Medical Reports



- All the medical reports can be access here.
- Switch between options for types, doctors and source of the reports.
- Click on Types to see the available categories
- Click "Doctor" to view the reports by doctors
- Click "Add" to append any additional medical reports at your own convenience.
- To add medical records: Enter the report type, title, date, consultation type, facility type clinic and doctor details along with description to save it to your records. Attach the report and click on "Submit".
- Toggle between card view and list view of the records



Prescriptions

- View all the medicines prescribed over a period of time
- Click on any card to view the details
- Medicine information will be available to see
- To download, click on "Prescription Card"

The screenshot displays the 'Medicine Records' section of the Zealver application. At the top, a navigation bar includes the Zealver logo and menu items: Home, Medical Report, Vitals/Lab, Prescriptions (active), Family, Knowledge base, and ABDM. A user profile for 'Prem Raval' is visible in the top right. Below the navigation, the page title 'Medicine Records (All)' is shown with a dropdown arrow and a blue button with a grid icon. A search bar with the placeholder 'Search here...' and a magnifying glass icon is on the left. A date range selector on the right shows 'Start Date → End Date' with a calendar icon. A vertical timeline on the left indicates the current date is '2023 Jun'. The main content area contains six prescription cards arranged in two rows. Each card displays a medicine name, a date, and a download icon. The first row includes: 1) Amlodipine Amlon... (14th Jun), 2) Alsartan Losartan... (14th Jun), 3) ACE- Proxyvon Ac... (15th Jun), and 4) vitamin D and cal... (15th Jun). The second row includes: 5) Telma Telmisartan... (15th Jun) and 6) Ketaconazole Ket... (15th Jun) with the instruction 'Apply at night before goin...'. Each card also shows a date range, such as '14th Jun, 23 - 30th Jun, 2...'.

Escalation & Support

✉ support@zealver.life

☎ 020-71531330



Service Timelines

Sr No	Services Offered	TAT
1	Welcome email with Registration Link	On the pre-decided date of Launch
2	Service Activation Mail	Is sent to employees within 2 working days once employee has registered their member
3	Monthly Utilization Report	Is sent to the client SPOC by 5th of every month
4	Incoming Calls Request to Consult a doctor	Doctor calls back within 30 min
5	Ambulance Service Request	Ambulance Service provider calls up members within 1 hr
6	Caregiver visit	<p>Zealver team calls up the Member to schedule the appointment for Caregiver visit.</p> <p>The appointment is booked by checking availability of member and caregiver both.</p> <p>The details of appointment are shared by Zealver team.</p> <p>The visit is closed within 48-72hrs.</p> <p>Member can also book an appointment for the same by connecting with Zealver team.</p>

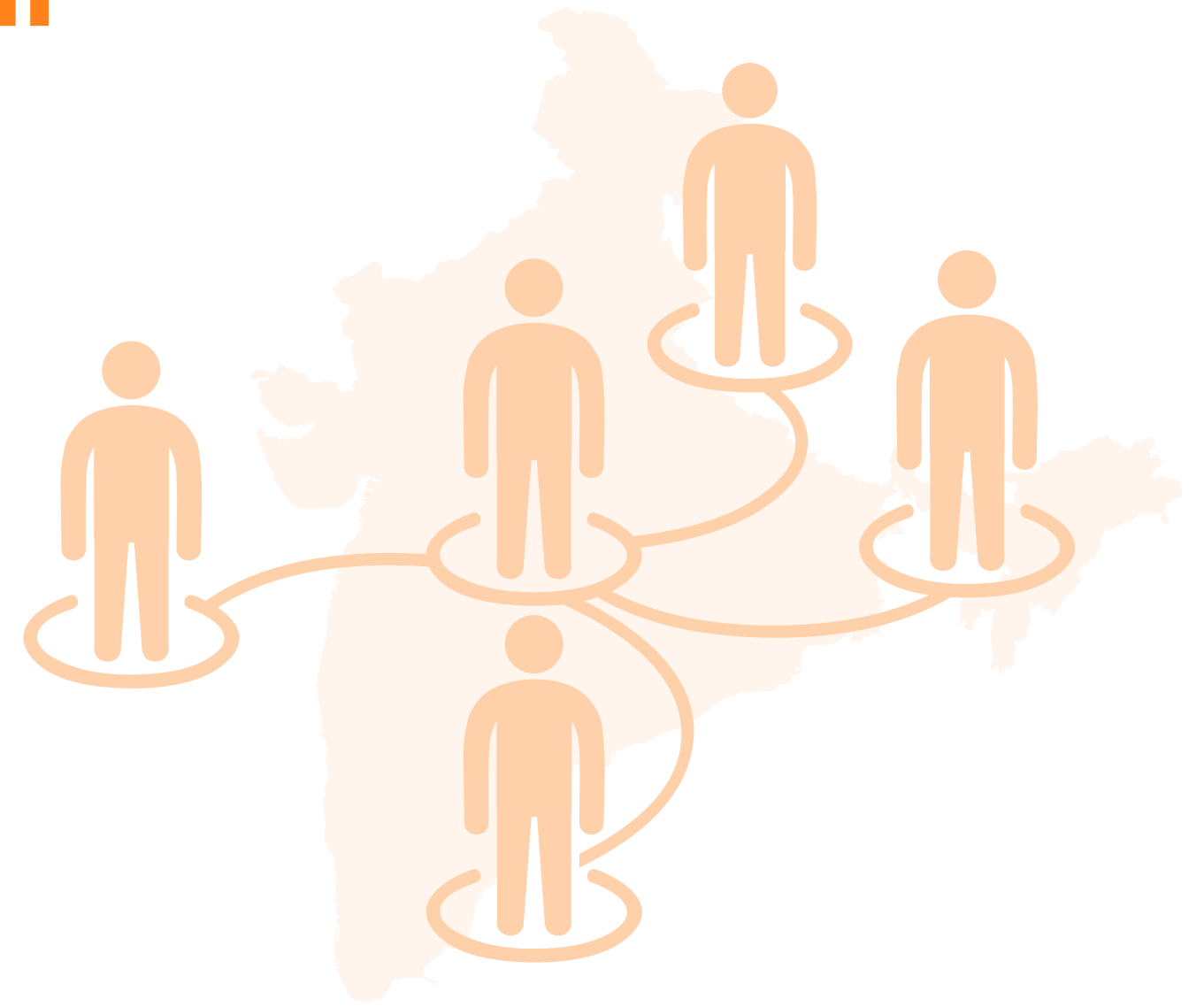
Service Timelines

Sr No	Services Offered	TAT
7	Blood test Appointment booking	Zealver team calls up Members within the first 15 days post registration to schedule the appointment. Tests are completed on the chosen date once the appointment is confirmed by the members. Tests are completed for all members within 3 months from date of registration
8	Fall Risk Assessment (FRA) Appointment booking	Zealver team calls up the Member within the first 15 days post registration to schedule the appointment. The assessment is completed on the chosen date once the appointment is confirmed by the members. Assessments are completed for all members within 3 months from date of registration
9	Mental Well Being Consult Request	Customer support team calls the member within 30 minutes to schedule an appointment. Accordingly the counsellor calls the member on the scheduled date and time
10	Health Assistance Services Request	Customer support team calls up the member within 30 minutes to confirm the request and within 48 hrs Vendor spoc coordinates with the member to complete the service requested
11	Customer Support	Customer support team calls back within 30 minutes from the time a request is placed at any time of the day (24x7)
12	Whatsapp Prescription	Immediately once the doctor finalises the consultation notes

Zealver's PAN India Network Reach

Link to our

[**Pan India Network reach**](#) < click here to check serviceability



Please note that if there is any employee whose location is not mentioned, they are more than welcome to put in a special request to us or the Marsh team (with their exact address and pin code) and we will surely check for feasibility and come back to them. Most requests usually go through.

Zealver

Empowering Healthy Aging

For any Questions/Queries?

Email us at: support@zealver.life

Contact our helpline: 020-71531330



Scan for our website



www.zealver.life