



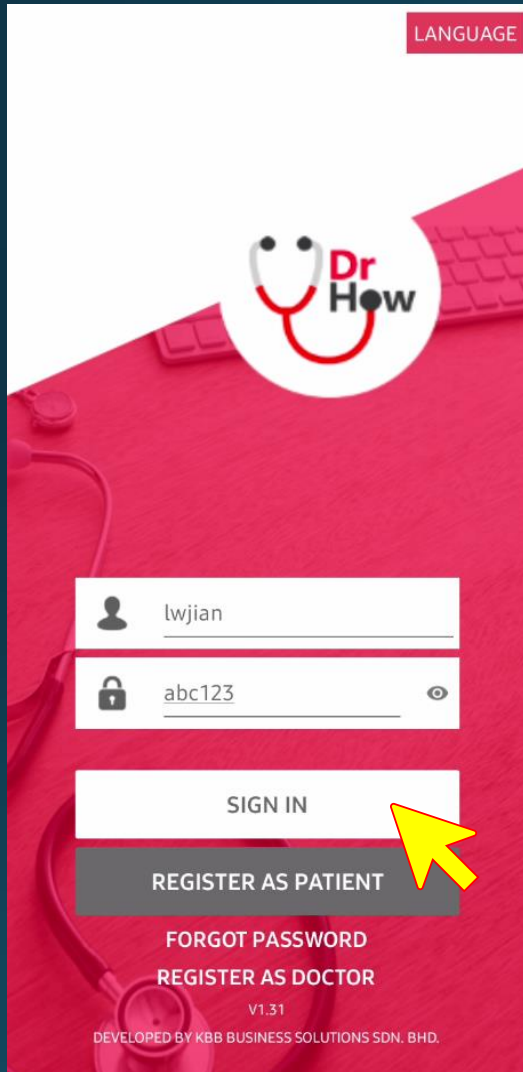
To Heal Everyone.

DR HOW APP CONSULTATION MODES GUIDE

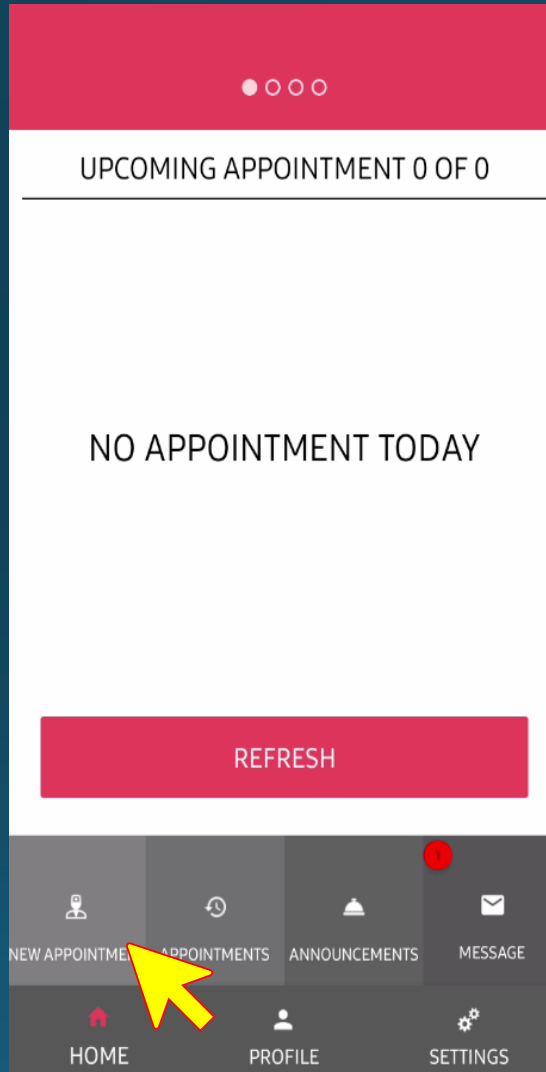
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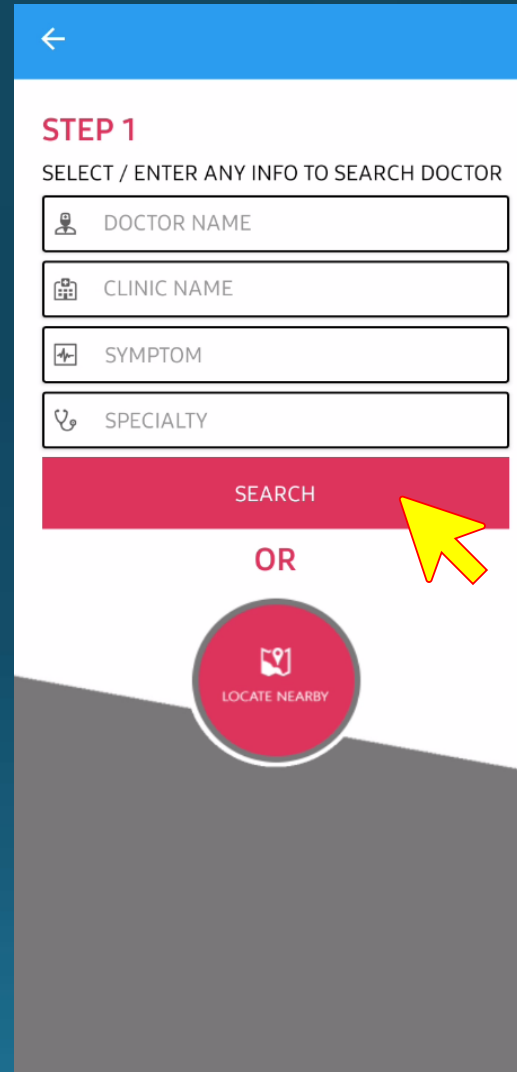
ATTEND: PROCESS FLOW



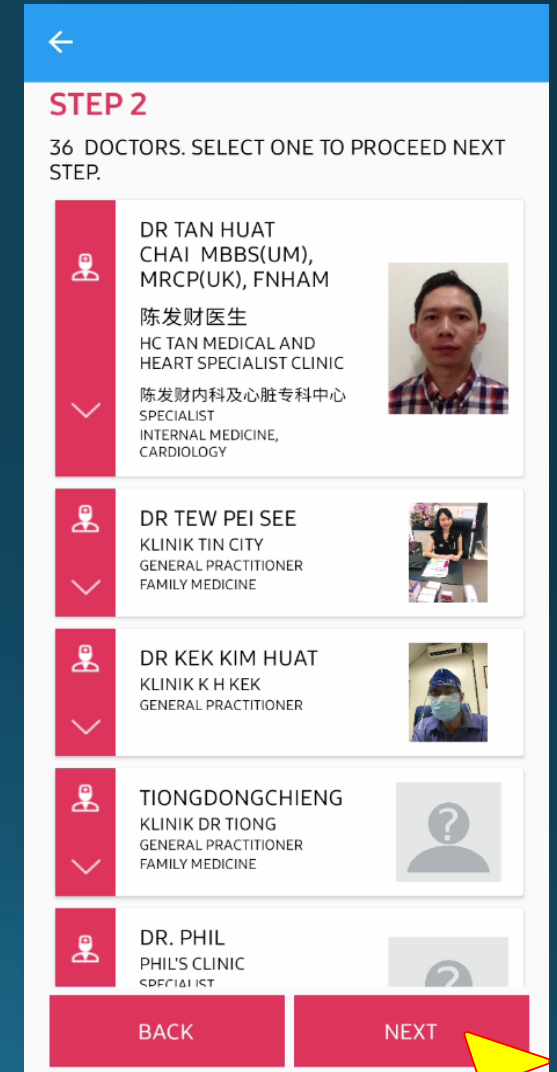
SIGN IN



CLICK NEW APPOINTMENT




SEARCH DOCTOR





CHOOSE DOCTOR

←

STEP 3
SELECT CONSULTATION METHOD

 ATTEND

 TELE-VIDEO

 TEXT-MESSAGING

Please note that for 'ATTEND', charges stated is for the BOOKING FEE and NOT the Consultation Fee.
Consultation Fee per visit shall be charged by respective Healthcare Provider upon conclusion of physical consultation (Booking Fee collected from physical medical appointment shall form part of the Consultation Fee under this category).

MONDAY
09:00 - 17:00

	OLD PATIENT	NEW PATIENT
ELECTIVE	10.00	10.00
PRIORITY	N/A	N/A

TUESDAY

BACK NEXT

CHOOSE ATTEND

←

STEP 4
SELECT APPOINTMENT DATE

29 March 2021

TOTAL APPOINTMENT
2

SELECT APPOINTMENT DATE

2021
Mon, Mar 29

March 2021

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			


CANCEL OK

BACK NEXT

CHOOSE DATE

←

STEP 5
SELECT CONSULTATION PRIORITY AND MAKE PAYMENT

 REMARK

ELECTIVE PREMIERE

TOTAL CHARGES
RM10.00

I AGREE WITH THE [TERMS OF USE](#).

I AGREE WITH THE [PRIVACY POLICY](#) & CONFIRM ALL THE INPUT DETAILS ARE CORRECT.

MAKE PAYMENT

BACK

AGREE WITH THE TERMS OF USE & PRIVACY POLICY AND CLICK "MAKE PAYMENT"

APPOINTMENT DETAILS

CLINIC	PHIL'S CLINIC
DOCTOR	DR. PHIL
DATE	27-04-2021
METHOD	ATTEND
PRIORITY	ELECTIVE
SYMPTOM	
CHARGES	RM10.00

Please note that for 'ATTEND', charges stated is for the BOOKING FEE and NOT the Consultation Fee. Consultation Fee per visit shall be charged by respective Healthcare Provider upon conclusion of physical consultation (Booking Fee collected from physical medical appointment shall form part of the Consultation Fee under this category).

IMPORTANT:
IF YOU ARE EXPERIENCING MEDICAL EMERGENCY, DO NOT USE THIS SITE OR APPLICATION. YOU SHOULD CONTACT '999' OR YOUR LOCAL EMERGENCY SERVICES PROVIDER IMMEDIATELY.

NO REFUNDS ARE AVAILABLE FOR

CONFIRM AND MAKE PAYMENT

MAKE SURE APPOINTMENT DETAILS ARE CORRECT AND CLICK "CONFIRM AND MAKE PAYMENT".

Credit Card / Debit Card

VISA MasterCard

E-Wallet

Boost™

Online Banking / FPX

Maybank ALLIANCE BANK

AmBank RHB Now SecurePlus

Hong Leong Bank CIMB BANK

CONFIRM PAYMENT

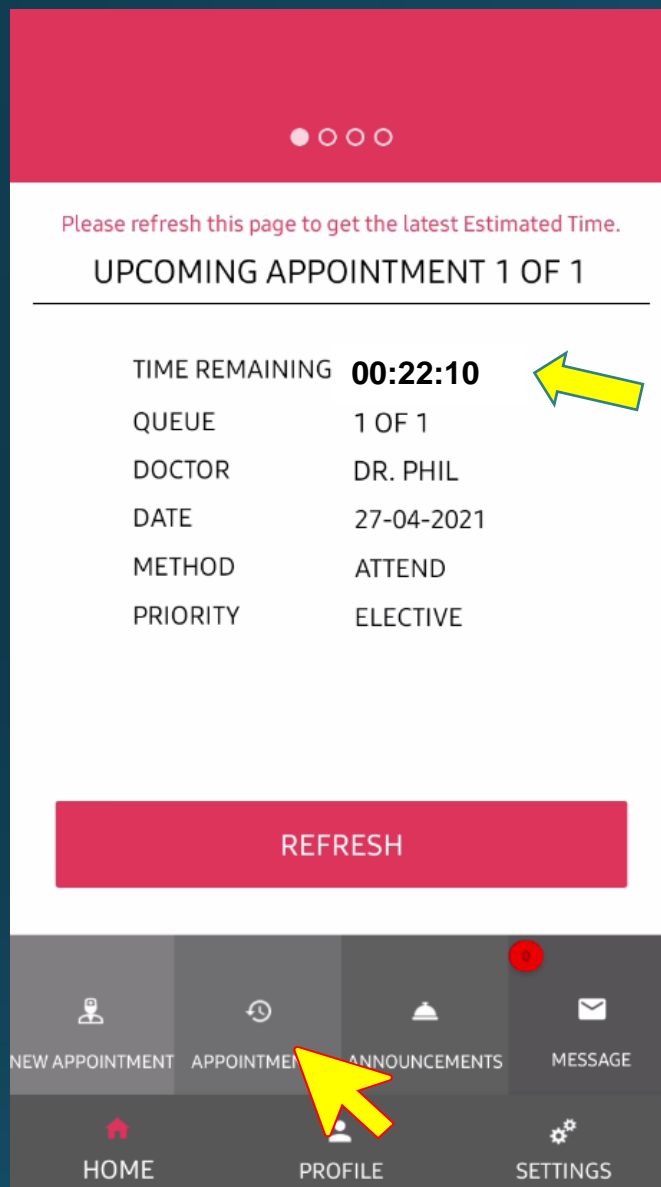
SELECT PAYMENT METHOD AND CLICK "CONFIRM PAYMENT"

Payment Summary

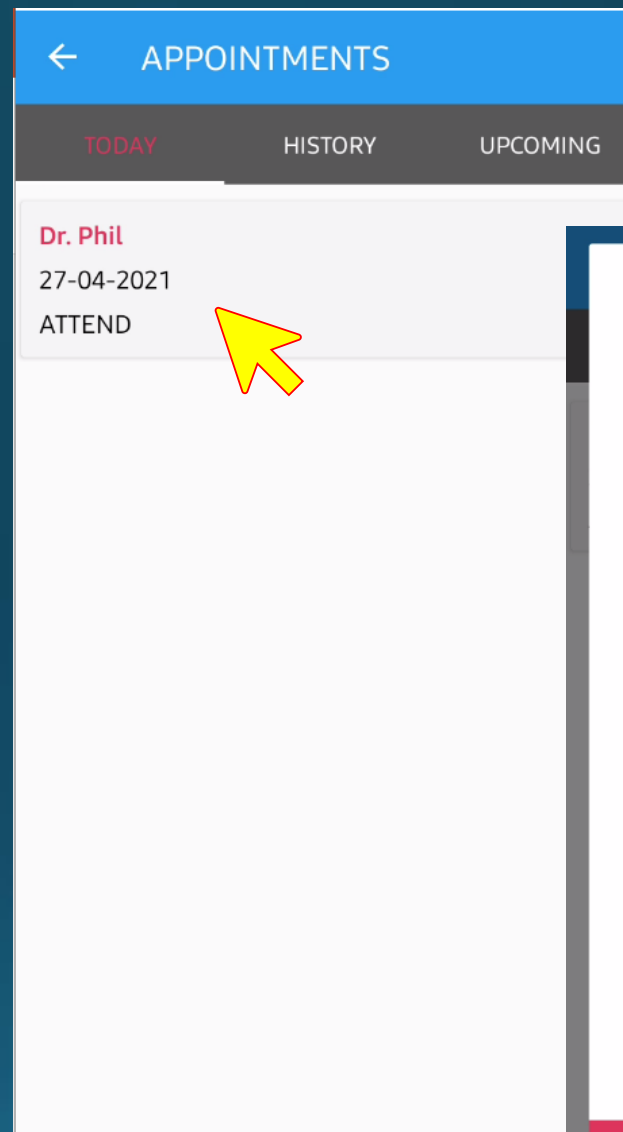
Payment success. Thank you.

Back

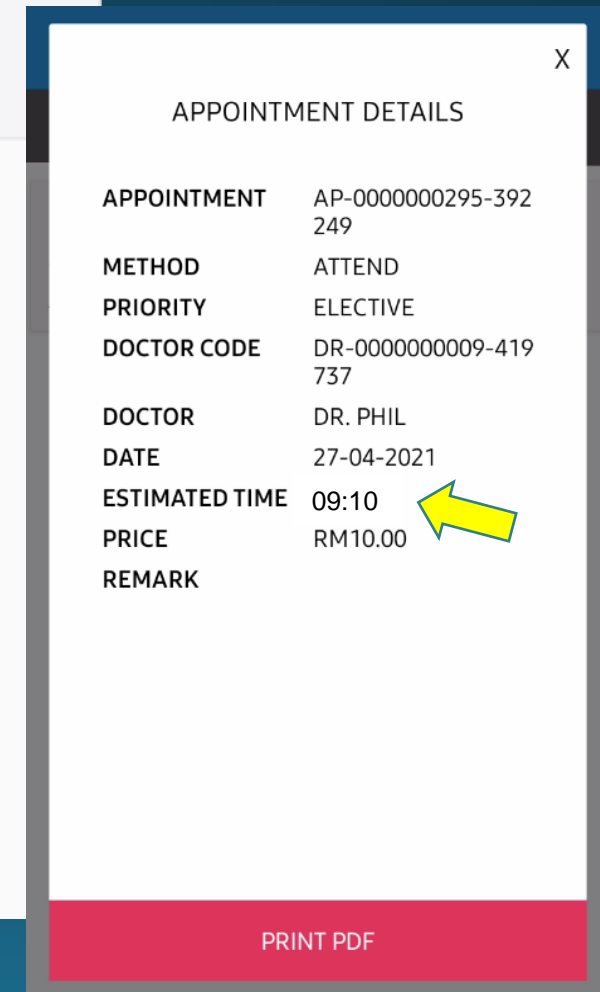
ONCE PAYMENT IS SUCCESSFULLY MADE. CLICK "BACK".



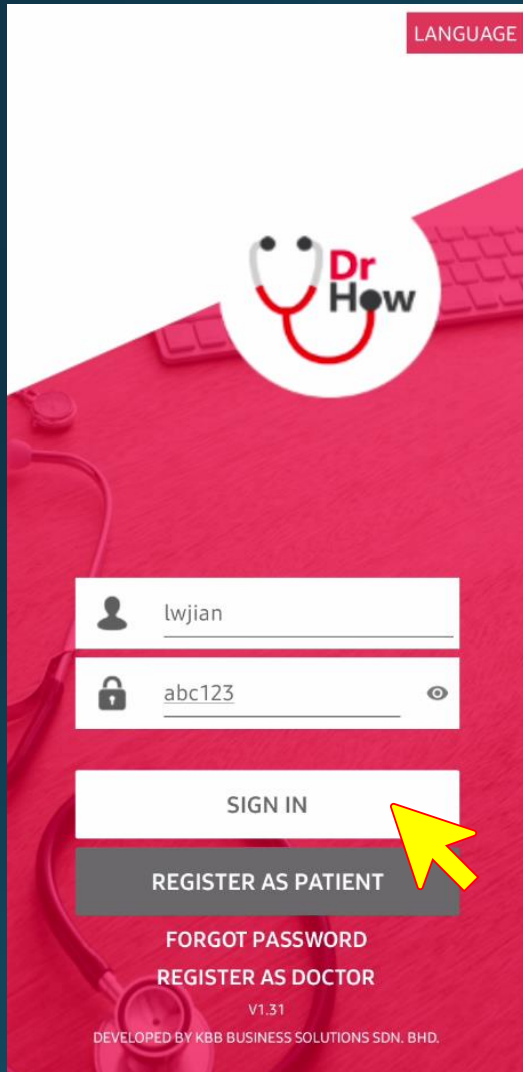
CLICK "REFRESH"
TO CHECK REMAINING TIME
UNTIL CONSULTATION



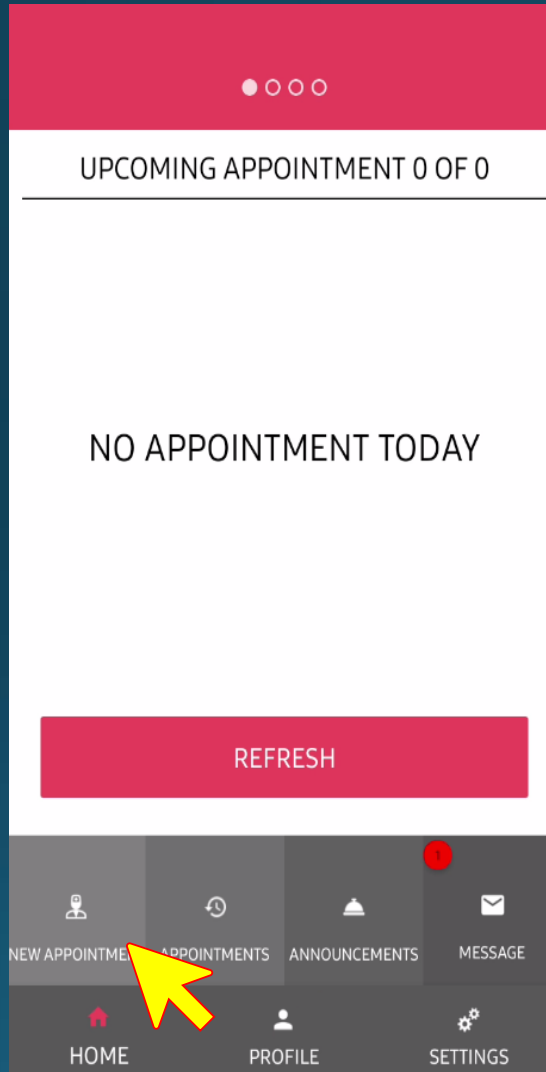
TO CHECK ESTIMATED TIME.
CLICK "APPOINTMENTS" AT HOME PAGE.



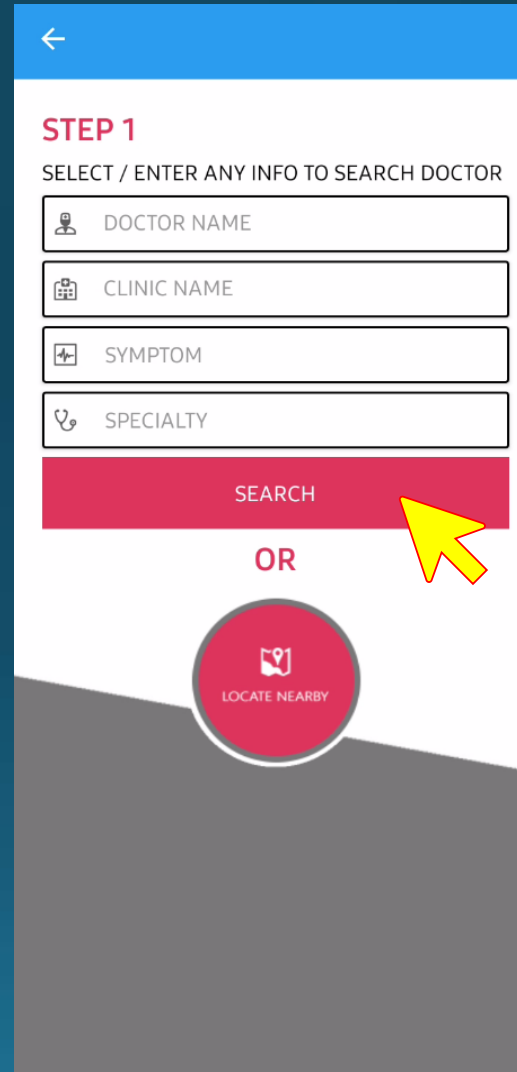
TELEVIDEO: PROCESS FLOW



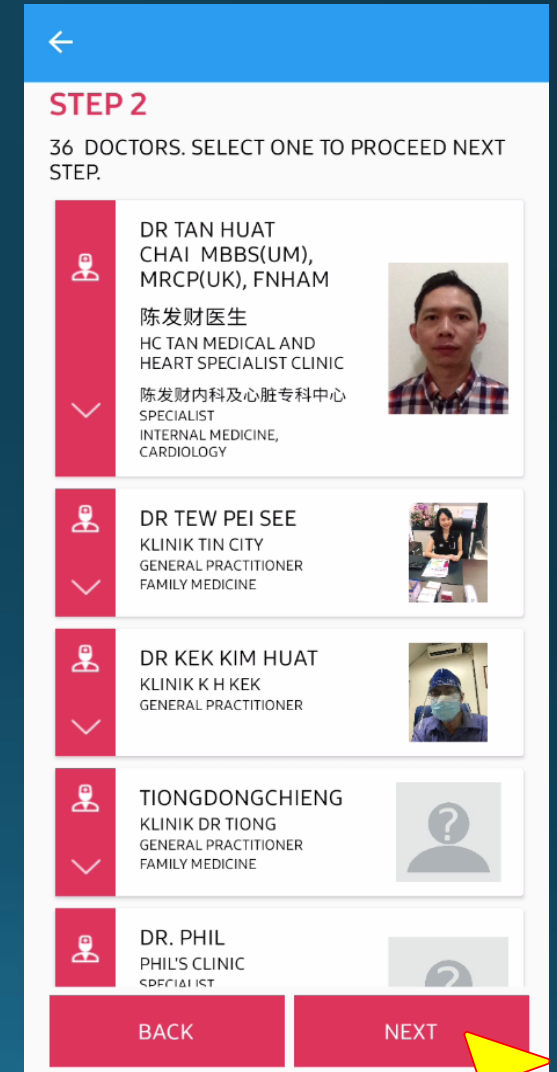
SIGN IN



CLICK NEW APPOINTMENT



SEARCH DOCTOR



CHOOSE DOCTOR

←

STEP 3
SELECT CONSULTATION METHOD

ATTEND

TELE-VIDEO

TEXT-MESSAGING

The minimum requirement of internet download and upload speed for Tele-Video is 2.0Mbps
Currently Tele-Video only available in Android App and Windows Google Chrome

MONDAY
09:00 - 17:00

	OLD PATIENT	NEW PATIENT
ELECTIVE	50.00	60.00
PRIORITY	N/A	N/A

TUESDAY
09:00 - 22:00

	OLD PATIENT	NEW PATIENT
ELECTIVE	50.00	60.00
PRIORITY	N/A	N/A

BACK NEXT

CHOOSE TELE-VIDEO

←

STEP 4
SELECT APPOINTMENT DATE

29 March 2021

TOTAL APPOINTMENT
2

BACK NEXT

CHOOSE DATE

←

STEP 5
SELECT CONSULTATION PRIORITY AND MAKE PAYMENT

CHOOSE NO. OF BLOCK(S)

1

DURATION : 5 min(s)

ELECTIVE PREMIERE

TOTAL CHARGES
RM70.00

Pharmacy Info

Please Select Pharmacy

Please Select Dispensation Method

Dear Patient, before choosing a pharmacy, please kindly click onto 'Pharmacy Info' and check each pharmacy's delivery coverage to ensure your area is available for delivery. Thank you.

Please ensure your address is up to date and correct for medication delivery purpose. Failure to do so will lead to incorrect deliveries and the company will not be liable. To update your address, please click on your "PROFILE" tab, then click "EDIT", update the Address Field and click "SAVE".

BACK MAKE PAYMENT

CHOOSE NO. BLOCK(S)
YOU CAN CHOOSE
UP TO 5 BLOCKS = 25 MINS

STEP 5

SELECT CONSULTATION PRIORITY AND MAKE PAYMENT

RM350.00

Pharmacy Info

Century Pharmacy

Delivery

Dear Patient, before choosing a pharmacy, please kindly click onto 'Pharmacy Info' and check each pharmacy's delivery coverage to ensure your area is available for delivery. Thank you.

Please ensure your address is up to date and correct for medication delivery purpose. Failure to do so will lead to incorrect deliveries and the company will not be liable. To update your address, please click on your "PROFILE" tab, then click "EDIT", update the Address Field and click "SAVE".



REMARK

I AGREE WITH THE [TERMS OF USE](#).

I AGREE WITH THE [PRIVACY POLICY](#) & CONFIRM ALL THE INPUT DETAILS ARE CORRECT.

BACK

MAKE PAYMENT

AGREE WITH THE TERMS OF USE & PRIVACY POLICY AND CLICK "MAKE PAYMENT"

X

APPOINTMENT DETAILS

CLINIC KLINIK PAKAR JANTUNG
DR LAI

DOCTOR DR. LAI YEE CHEAK

DATE 23-12-2021

METHOD TELE-VIDEO

PRIORITY ELECTIVE

SYMPTOM

CHARGES RM350.00

DURATION : 25 min(s)

IMPORTANT:
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NO REFUNDS ARE AVAILABLE FOR ANY SERVICES (OR PART OF SERVICES) WHICH HAVE BEEN RENDERED OR WHEN THE REQUEST HAS BEEN CONFIRMED OR ACCEPTED BY THE HEALTHCARE PROVIDERS. REFUNDS ARE ONLY AVAILABLE WHEN YOU CANCEL THE REQUEST BEFORE IT IS

CONFIRM AND MAKE PAYMENT

MAKE SURE APPOINTMENT DETAILS ARE CORRECT AND CLICK "CONFIRM AND MAKE PAYMENT".

X

Credit Card / Debit Card



E-Wallet



Online Banking / FPX



CONFIRM PAYMENT

CONFIRM AND MAKE PAYMENT

SELECT PAYMENT METHOD AND CLICK "CONFIRM PAYMENT"

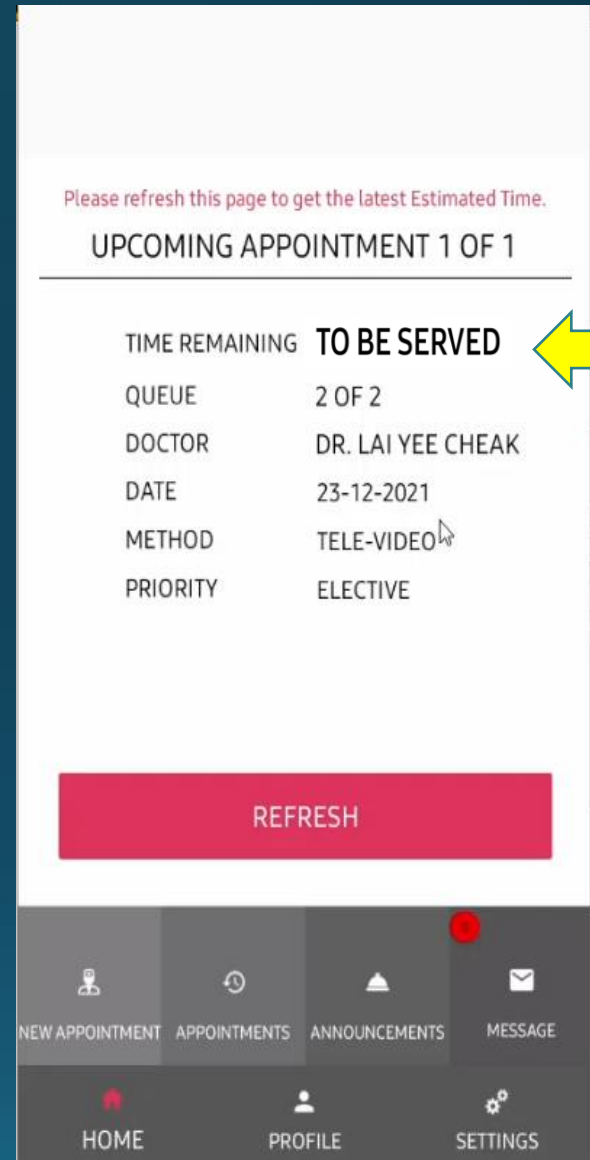
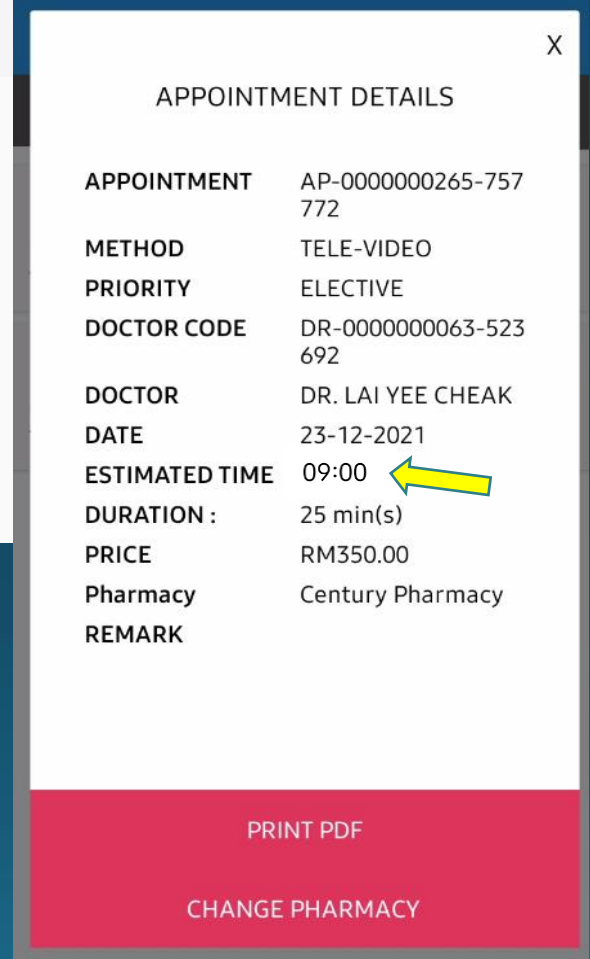
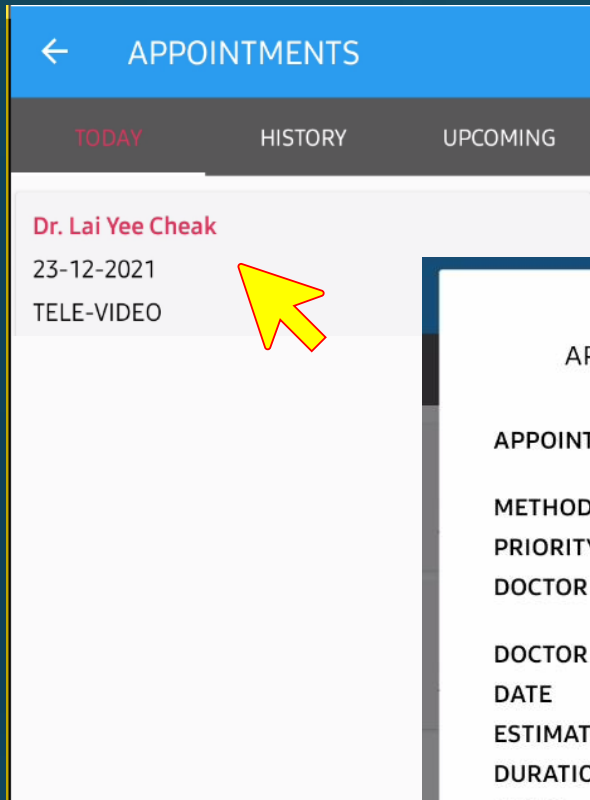
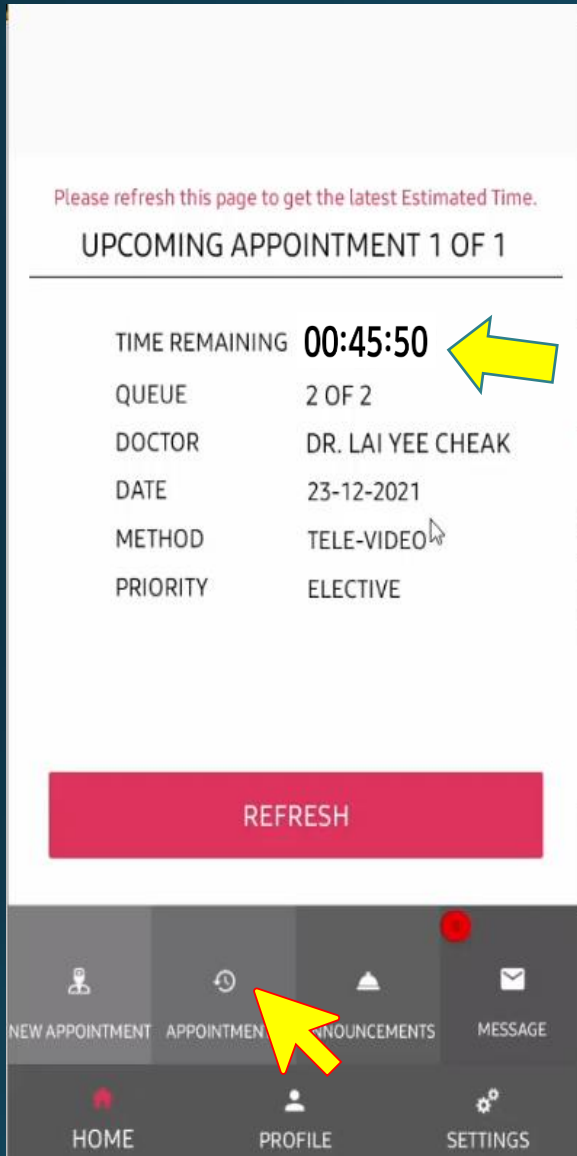
Payment Summary

Payment success. Thank you.



Back

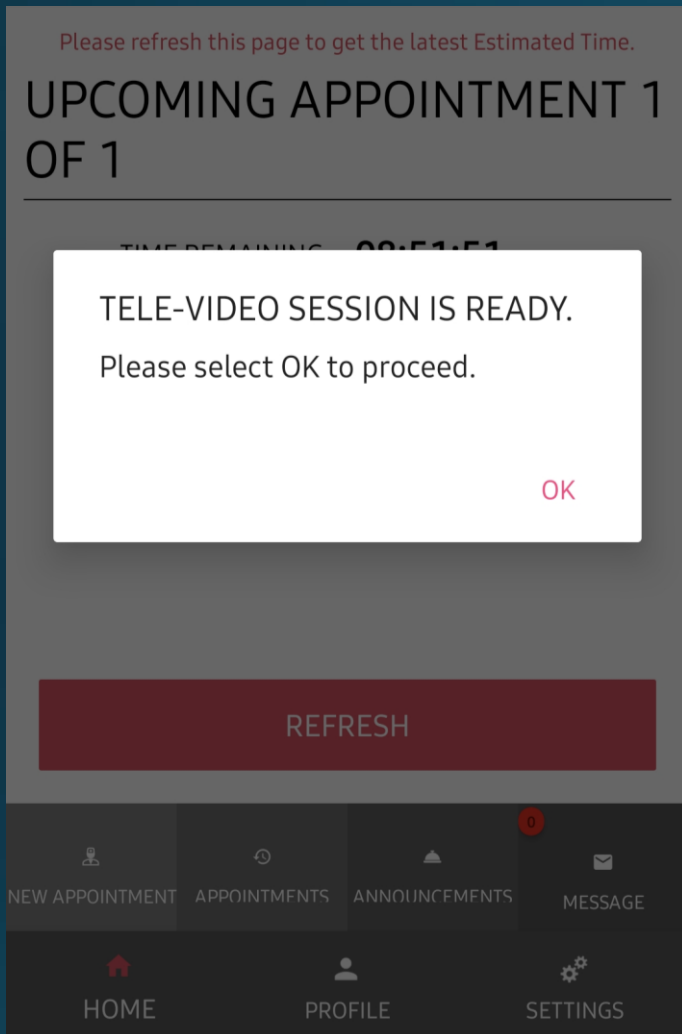
ONCE PAYMENT IS SUCCESSFULLY MADE. CLICK "BACK".



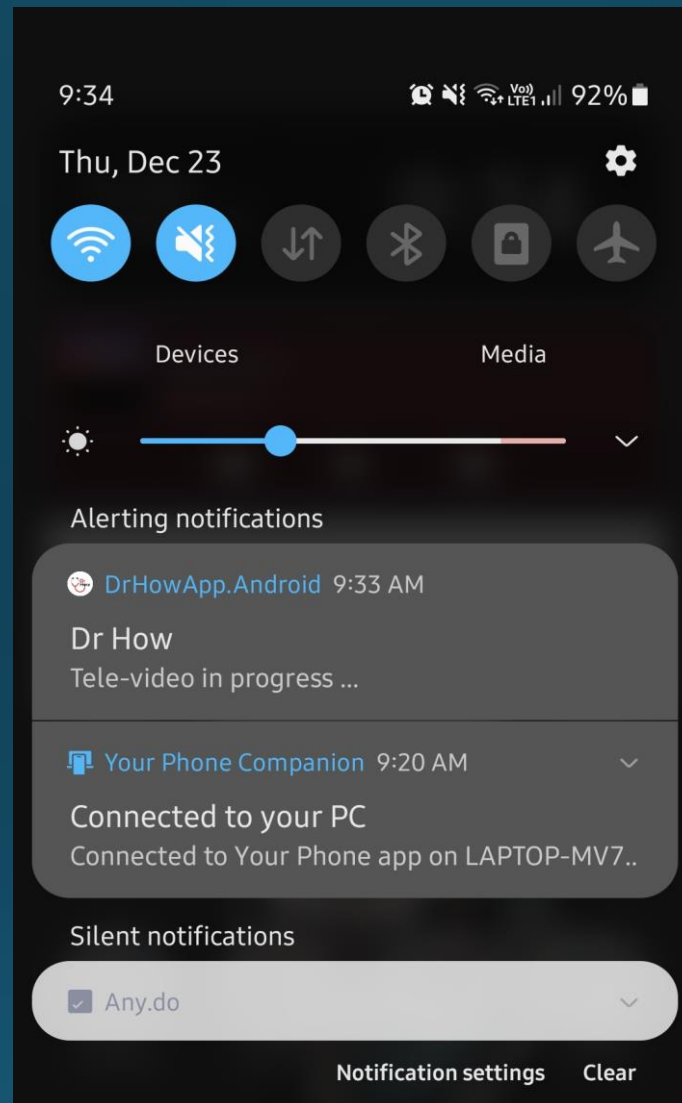
CLICK "REFRESH"
TO CHECK REMAINING TIME
UNTIL CONSULTATION

TO CHECK ESTIMATED TIME.
CLICK "APPOINTMENTS" AT HOME PAGE.

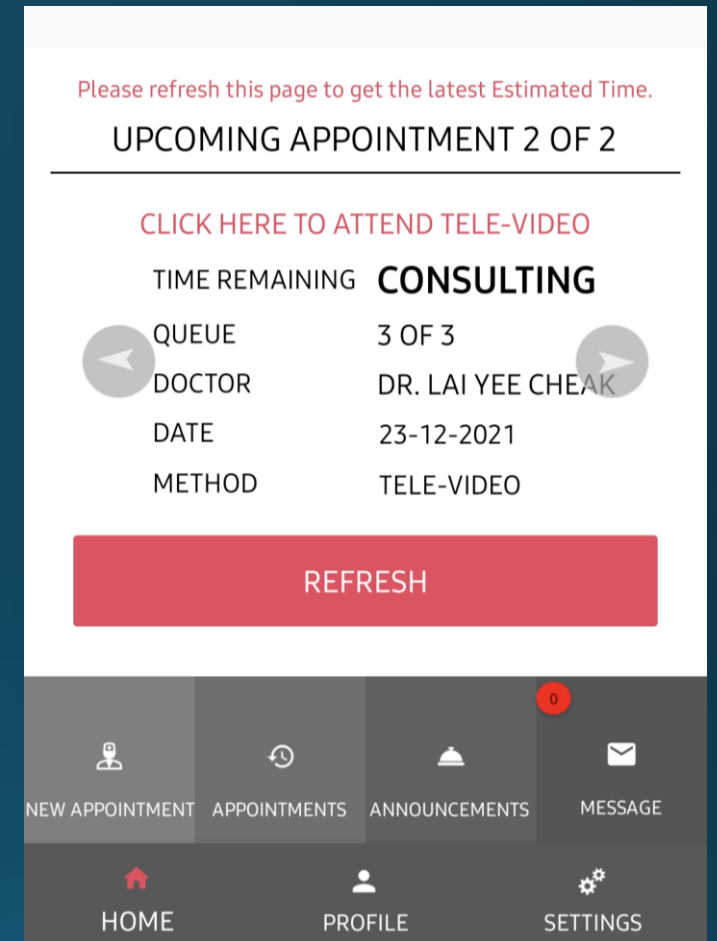
WHEN IS "TO BE SERVED"
BE READY FOR YOUR VIDEO CALL



WHEN THIS MESSAGE POPS UP,
YOUR TELE-VIDEO
CONSULTATION IS READY.
CLICK "OK" TO JOIN IN THE
VIDEO CHAT ROOM.



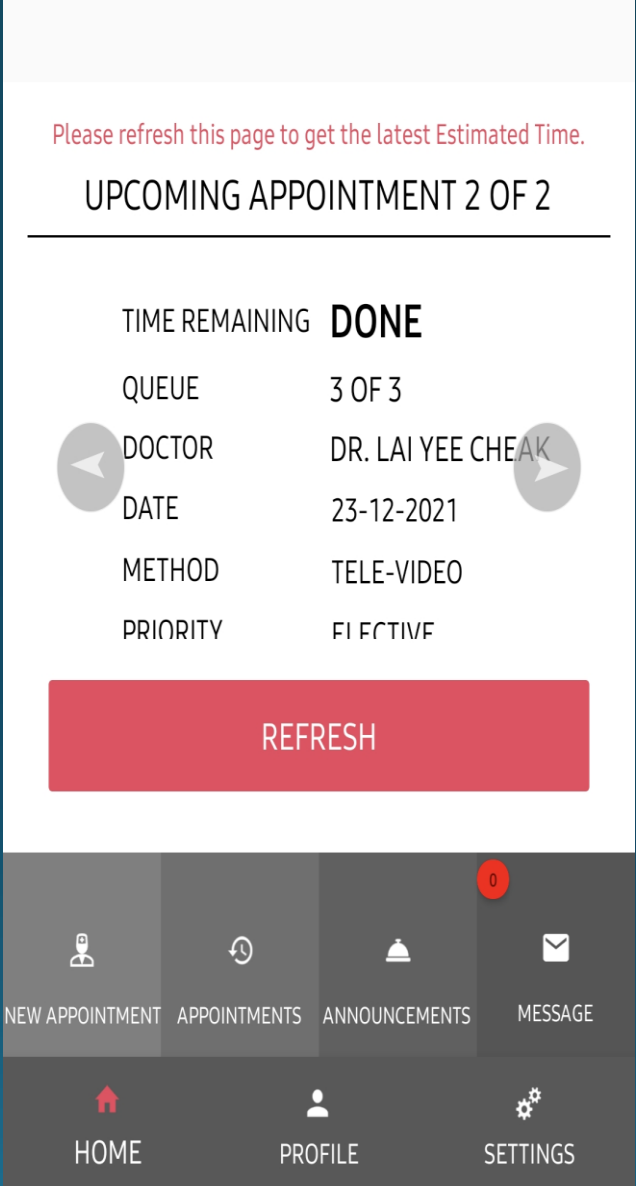
IF THE APP IS NOT OPENED.
A NOTIFICATION WILL BE
SHOWN AS ABOVE.
CLICK ON THE NOTIFICATION OR
LAUNCH THE APP.



THE APP WILL LAUNCH TO THE HOME
PAGE. CLICK "REFRESH" BUTTON AND
"CLICK HERE TO ATTEND TELE VIDEO"
BUTTON WILL SHOW UP.
CLICK ON THAT TO JOIN THE VIDEO CHAT
ROOM.

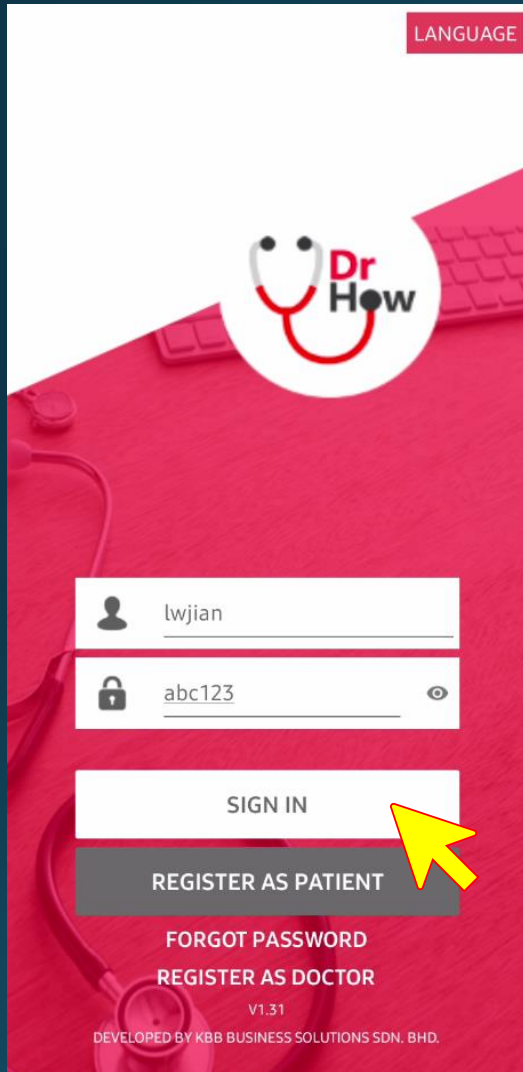


THIS IS THE VIDEO CHAT ROOM. YOU WILL SEE YOURSELF ON THE BOTTOM LEFT SIDE AND THE DOCTOR WILL BE AT THE CENTER. WHEN DOCTOR HAS ENDED THE CALL. CLICK "BACK" ON YOUR PHONE AND YOU WILL BE REDIRECTED BACK TO THE HOME PAGE.

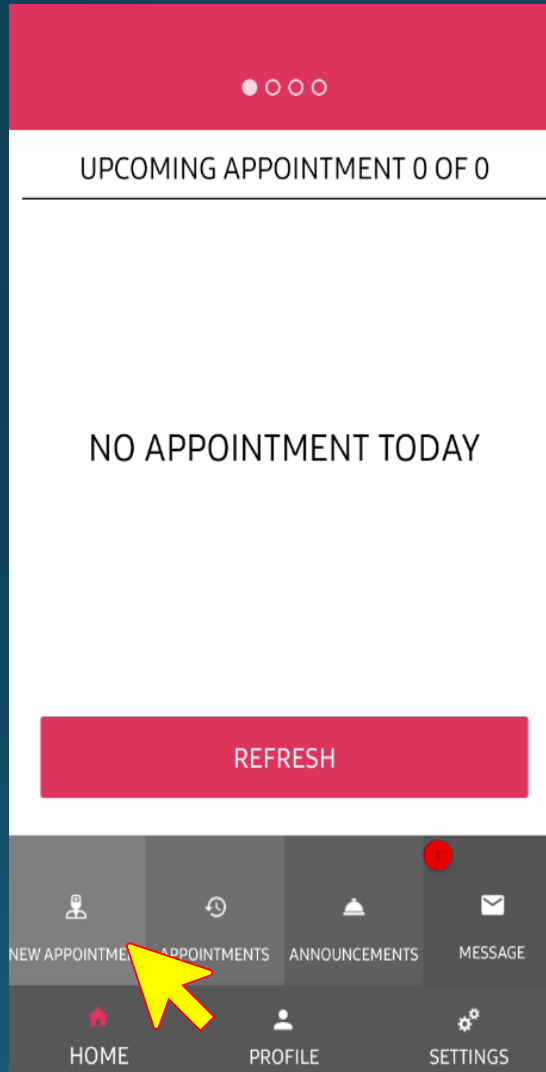


WHEN YOU ARE BACK TO THE HOME PAGE, THE TIME REMAINING WILL BE SHOWN AS DONE. THIS CONCLUDES YOUR TELEVIDEO SESSION.

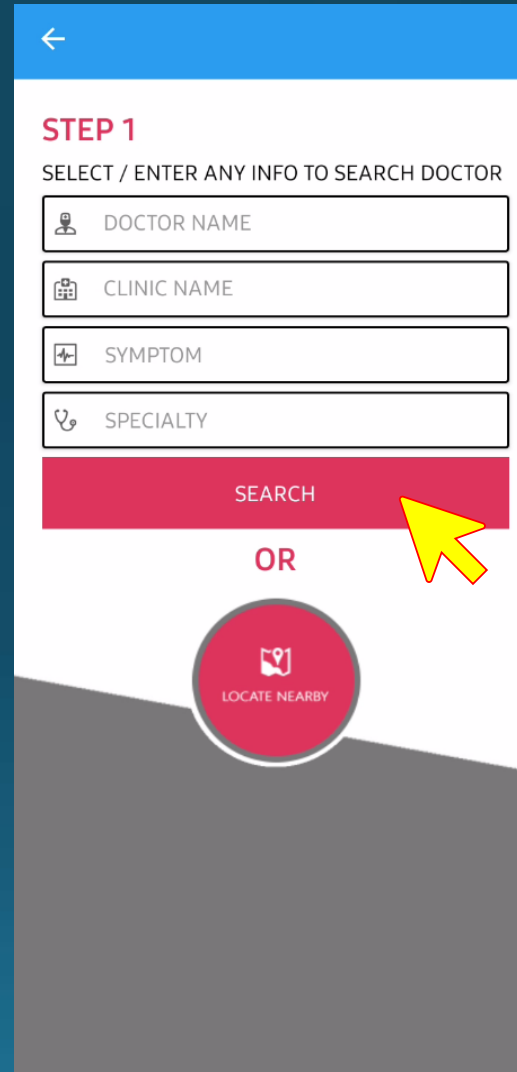
TEXT MESSAGE – PROCESS FLOW



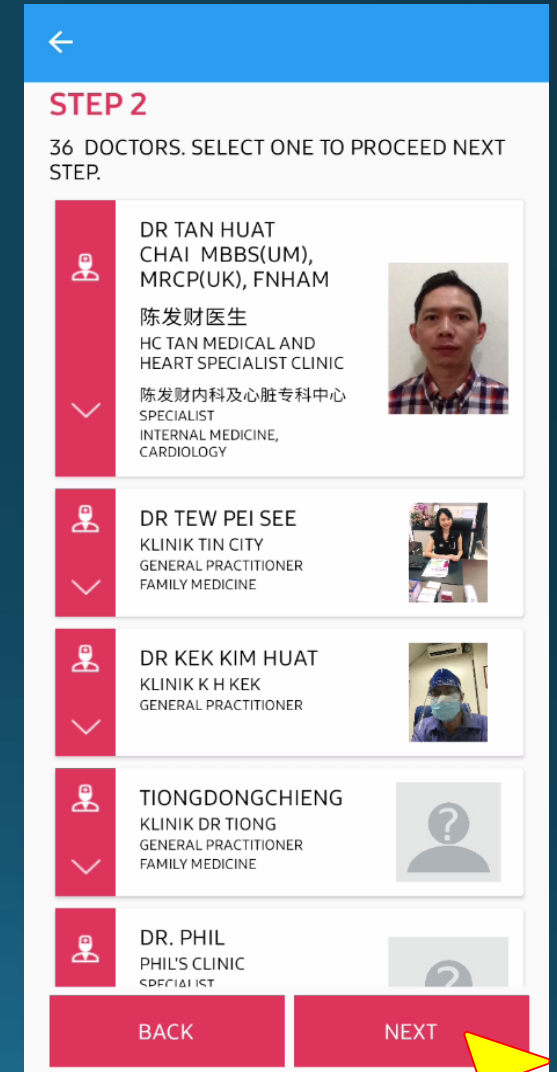
SIGN IN



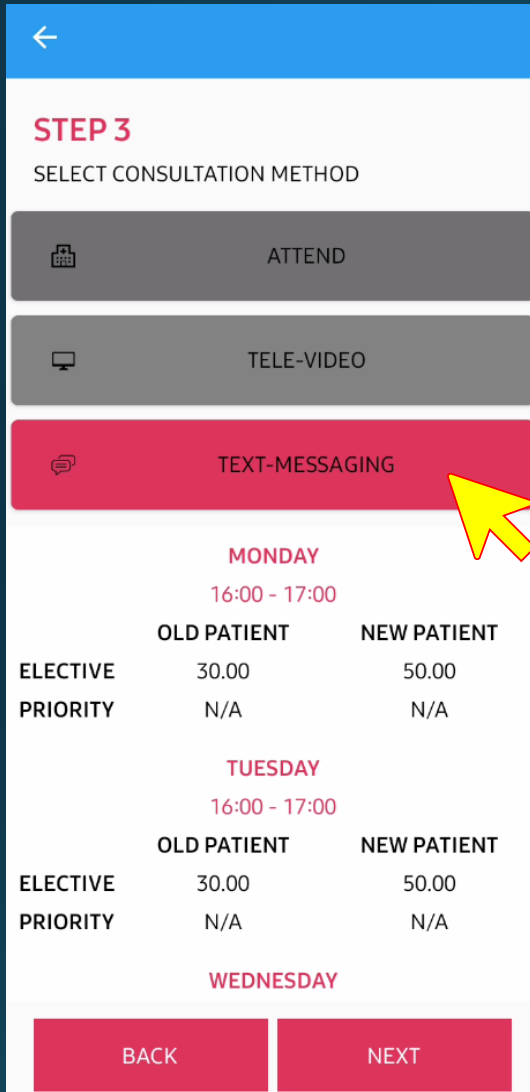
CLICK NEW APPOINTMENT



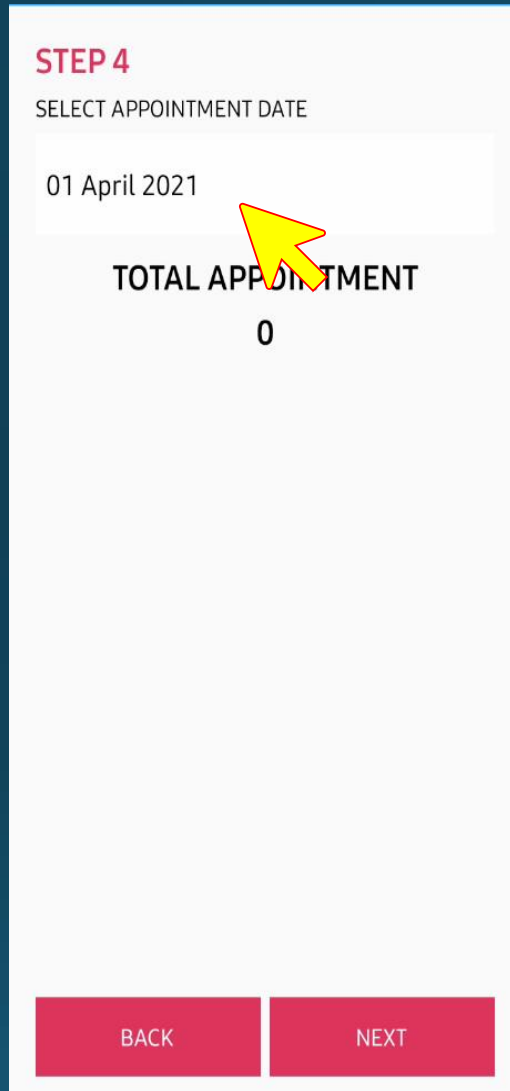
SEARCH DOCTOR



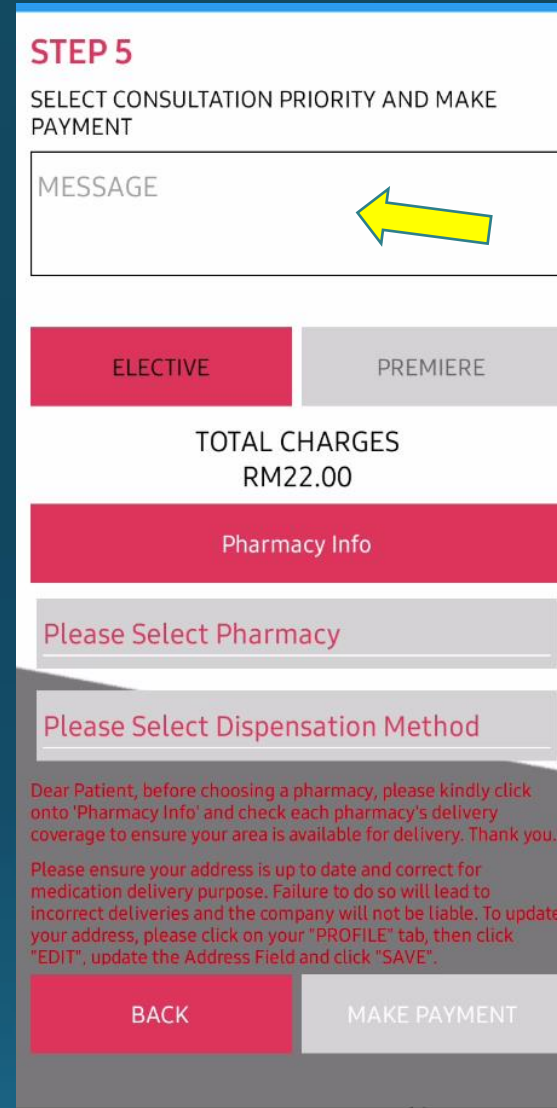
CHOOSE DOCTOR



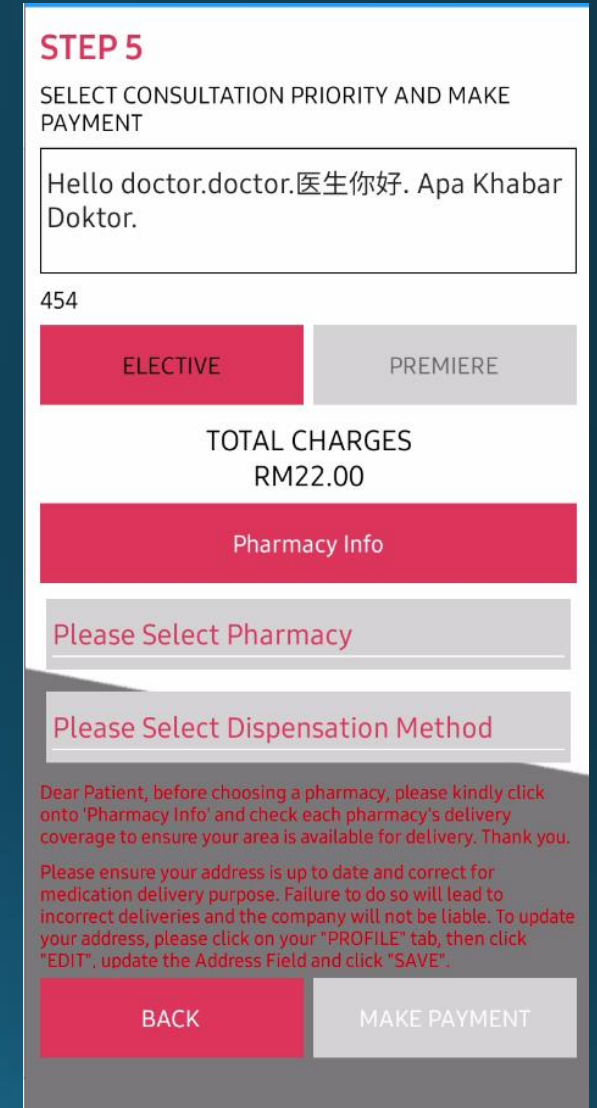
CHOOSE TEXT-MESSAGING



CHOOSE DATE



TYPE IN MESSAGE IN THE MESSAGE BOX.



YOU CAN TYPE YOUR MESSAGE IN ENGLISH, CHINESE OR MALAY.

STEP 5

SELECT CONSULTATION PRIORITY AND MAKE PAYMENT

RM22.00

Pharmacy Info

Please Select Pharmacy

Please Select Dispensation Method

Dear Patient, before choosing a pharmacy, please kindly click onto 'Pharmacy Info' and check each pharmacy's delivery coverage to ensure your area is available for delivery. Thank you.

Please ensure your address is up to date and correct for medication delivery purpose. Failure to do so will lead to incorrect deliveries and the company will not be liable. To update your address, please click on your "PROFILE" tab, then click "EDIT", update the Address Field and click "SAVE".



REMARK

I AGREE WITH THE [TERMS OF USE](#).

I AGREE WITH THE [PRIVACY POLICY](#) & CONFIRM ALL THE INPUT DETAILS ARE CORRECT.

BACK

MAKE PAYMENT

AGREE WITH THE TERMS OF USE & PRIVACY POLICY AND CLICK "MAKE PAYMENT"

X

APPOINTMENT DETAILS

CLINIC KLINIK PAKAR JANTUNG
DR LAI

DOCTOR DR. LAI YEE CHEAK

DATE 23-12-2021

METHOD TEXT-MESSAGING

PRIORITY ELECTIVE

SYMPTOM

MESSAGE Hello doctor.doctor.医生你好。Apa Khabar Doktor.

CHARGES RM22.00

IMPORTANT:
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NO REFUNDS ARE AVAILABLE FOR ANY SERVICES (OR PART OF SERVICES) WHICH HAVE BEEN RENDERED OR WHEN THE REQUEST HAS BEEN CONFIRMED OR ACCEPTED BY THE HEALTHCARE PROVIDERS. REFUNDS

CONFIRM AND MAKE PAYMENT

MAKE SURE APPOINTMENT DETAILS ARE CORRECT AND CLICK "CONFIRM AND MAKE PAYMENT".

X

Credit Card / Debit Card



E-Wallet



Online Banking / FPX



CONFIRM PAYMENT

SELECT PAYMENT METHOD AND CLICK "CONFIRM PAYMENT"

Payment Summary

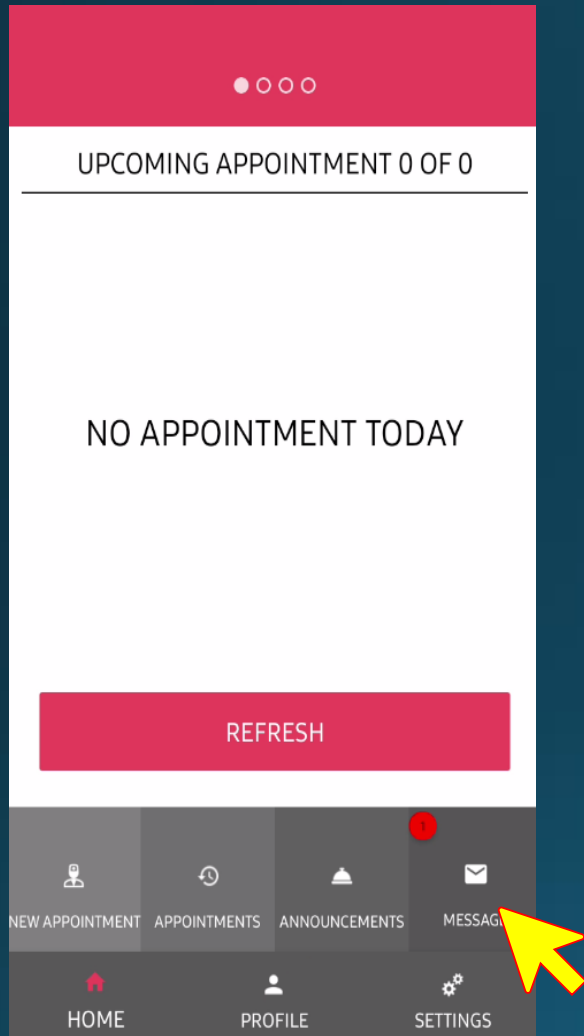
Payment success. Thank you.



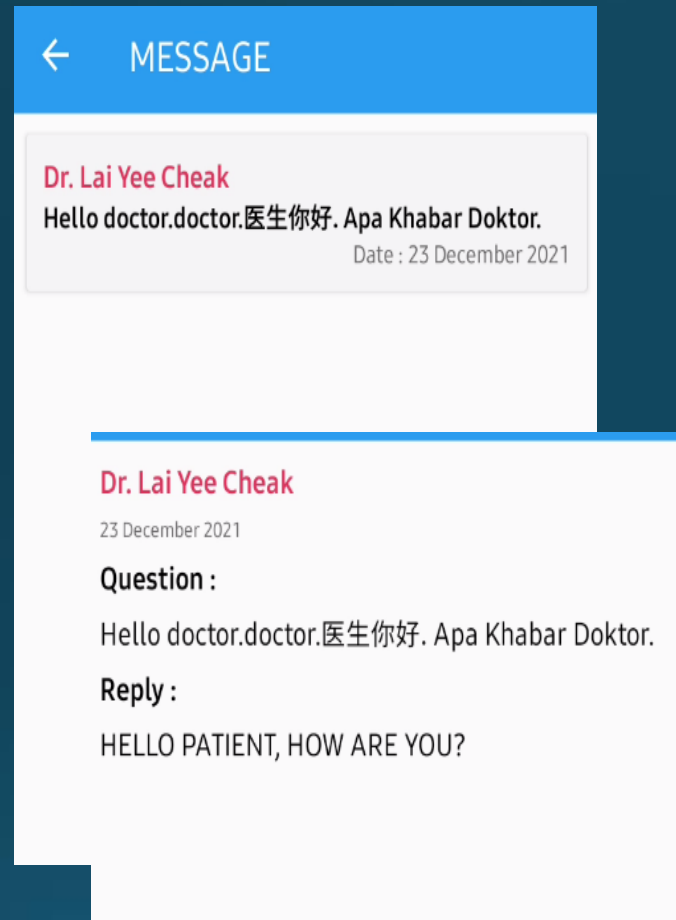
Back

ONCE PAYMENT IS SUCCESSFULLY MADE. CLICK "BACK".

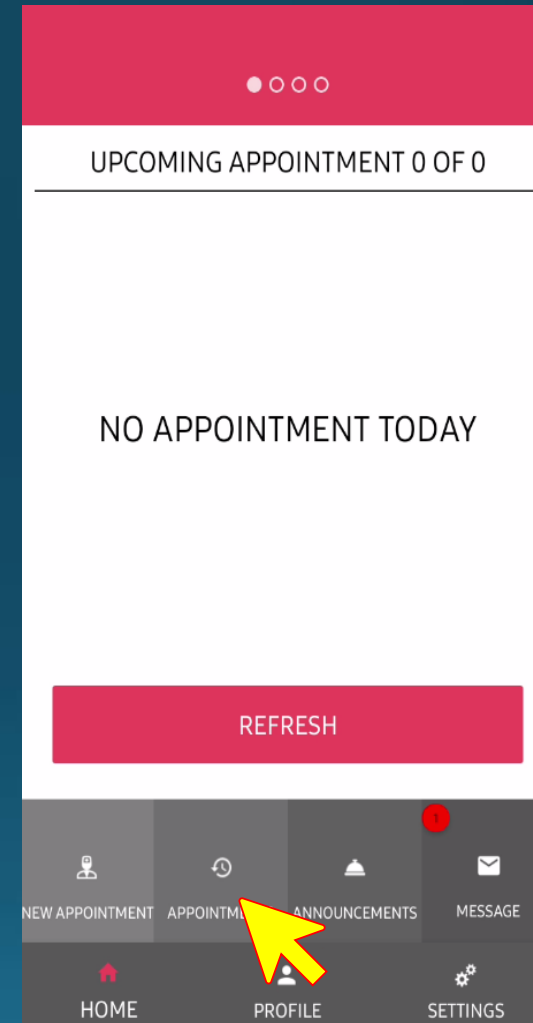
TEXT MESSAGE: PROCESS FLOW (CHECK DOCTOR'S REPLY)



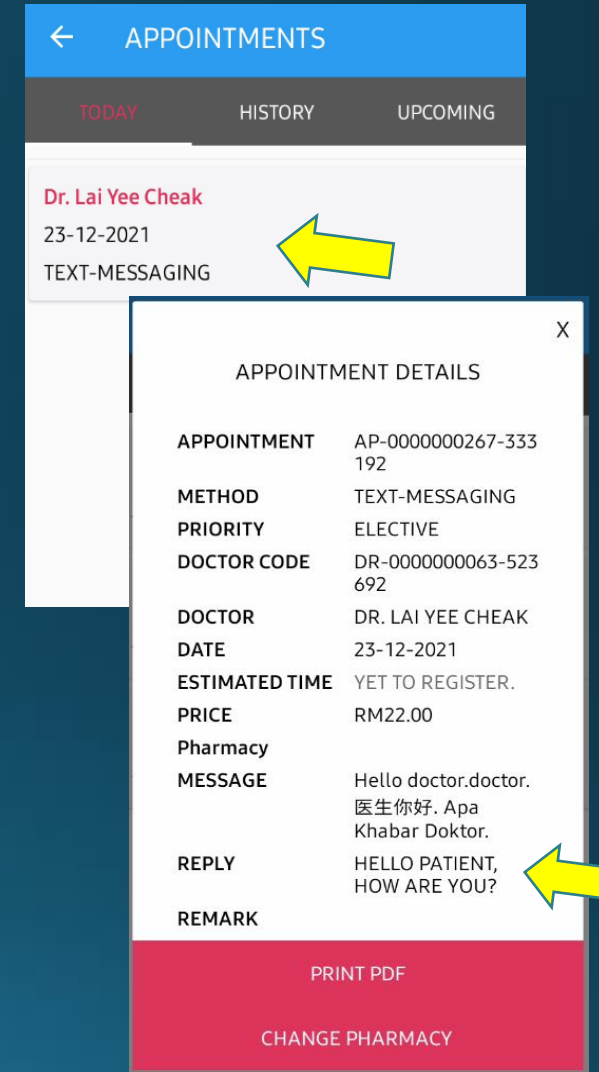
DOCTOR WILL REPLY
WITHIN 24 HOURS.
CLICK ON MESSAGE.



CHECK REPLY



CLICK APPOINTMENTS



CHECK REPLY

CHOOSING A PHARMACY

*** (FOR TELEVIDEO & TEXT MESSAGE CONSULTATION ONLY)

STEP 5
SELECT CONSULTATION PRIORITY AND MAKE PAYMENT

RM22.00

Pharmacy Info

Please Select Pharmacy

Please Select Dispensation Method

Dear Patient, before choosing a pharmacy, please kindly click onto 'Pharmacy Info' and check each pharmacy's delivery coverage to ensure your area is available for delivery. Thank you.

Please ensure your address is up to date and correct for medication delivery purpose. Failure to do so will lead to incorrect deliveries and the company will not be liable. To update your address, please click on your "PROFILE" tab, then click "EDIT", update the Address Field and click "SAVE".

REMARK

I AGREE WITH THE [TERMS OF USE](#).

I AGREE WITH THE [PRIVACY POLICY](#) & CONFIRM ALL THE INPUT DETAILS ARE CORRECT.

BACK MAKE PAYMENT

- Farmasi FMB Sdn Bhd
- Century Pharmacy
- Pharma Pharmacy
- SUNRISE HOMECARE PHARMACY SDN BHD(PERAI)

Century Pharmacy

Please Select Dispensation Method

Self Pick-Up

Delivery

CANCEL

LIST OF REGISTERED PHARMACY WILL BE DISPLAYED

SELECT YOUR DISPENSATION METHOD. **SUBJECT TO INDIVIDUAL PHARMACY'S AVAILABILITY.**

FARMASI FMB SDN BHD

PERAK
IPOH
052461887

Dispensation Method
SELF PICK-UP & DELIVERY

Delivery Coverage Area
PERAK

Business Hour

MONDAY : 10:00 AM - 06:00 PM

TUESDAY : 10:00 AM - 06:00 PM

WEDNESDAY : 10:00 AM - 06:00 PM

THURSDAY : 10:00 AM - 06:00 PM

FRIDAY : 10:00 AM - 06:00 PM

SATURDAY : CLOSED

SUNDAY : CLOSED

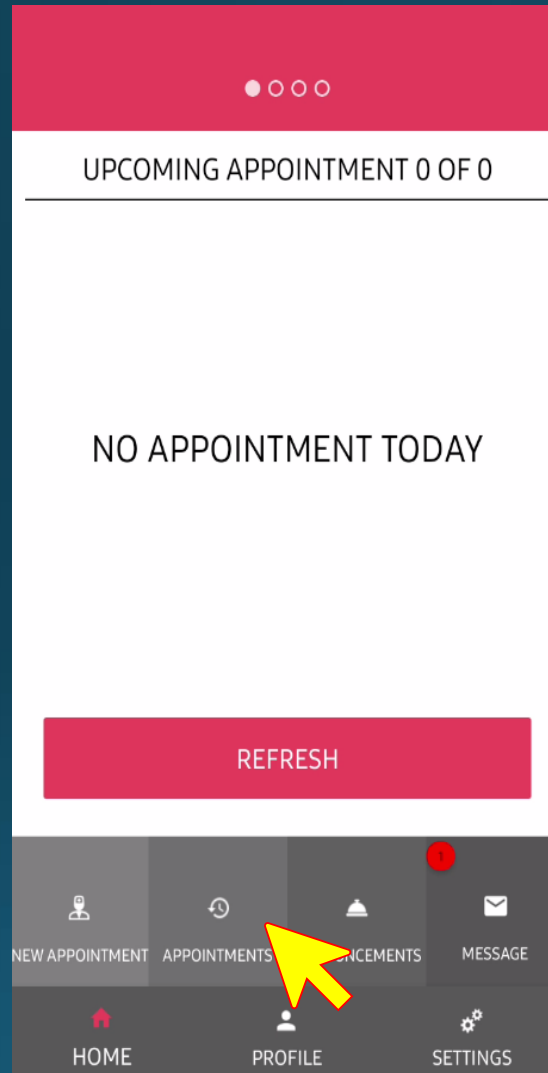
SHOWS THE PHARMACY INFO. **TAKE NOTE OF THE PHARMACY'S DELIVERY COVERAGE AREA.**

YOU CAN CHOOSE A PHARMACY AT STEP 5 WHEN MAKING YOUR APPOINTMENT.

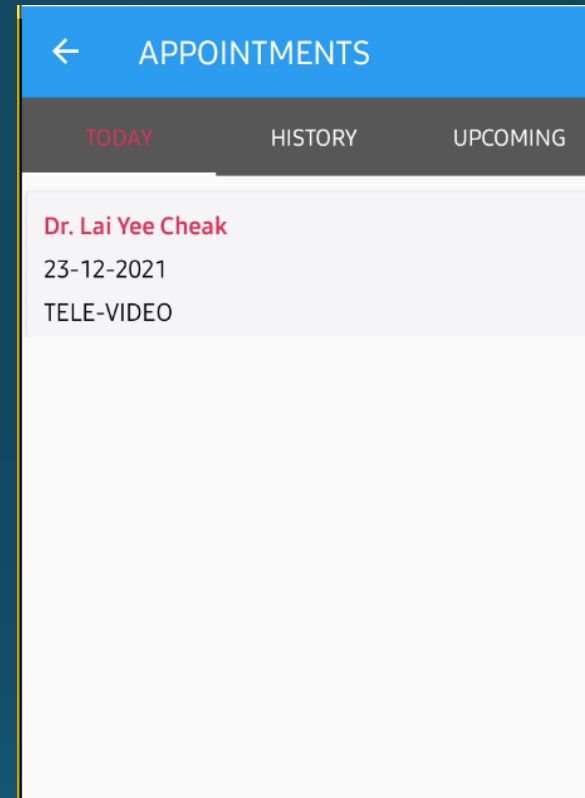
CHANGING PHARMACY

***(FOR TELEVIDEO & TEXT MESSAGE CONSULTATION ONLY)

IN THE EVENT THAT A PHARMACY YOU PREVIOUSLY CHOSEN CANNOT PROVIDE THE MEDICATION FOR YOU, YOU CAN CHANGE IT TO ANOTHER PHARMACY LISTED IN OUR APP.



AT HOME PAGE, CLICK "APPOINTMENTS".



CLICK ON THE APPOINTMENT LISTED BE IT TELEVIDEO OR TEXT MESSAGE.



CLICK "CHANGE PHARMACY" TO CHOOSE ANOTHER PHARMACY.

X

CHANGE PHARMACY

Original Pharmacy

Century Pharmacy

Original Dispensation Method

Delivery

New Pharmacy

New Dispensation Method

SAVE

- Farmasi FMB Sdn Bhd
- Century Pharmacy
- Pharma Pharmacy
- SUNRISE HOMECARE PHARMACY SDN BHD(PERAI)

SELECT ANOTHER PHARMACY LISTED IN OUR APP.

- Century Pharmacy
- Please Select Dispensation Method
- Self Pick-Up
 - Delivery
- CANCEL

CHOOSE DISPENSATION METHOD.

APPOINTMENT AP-0000000265-757 X

CHANGE PHARMACY

Original Pharmacy
Century Pharmacy


Original Dispensation Method
Delivery

New Pharmacy

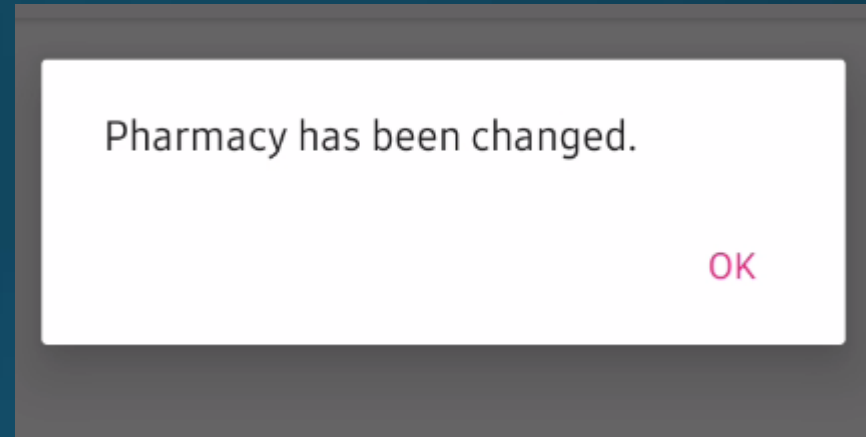
Farmasi FMB Sdn Bhd

New Dispensation Method

Delivery

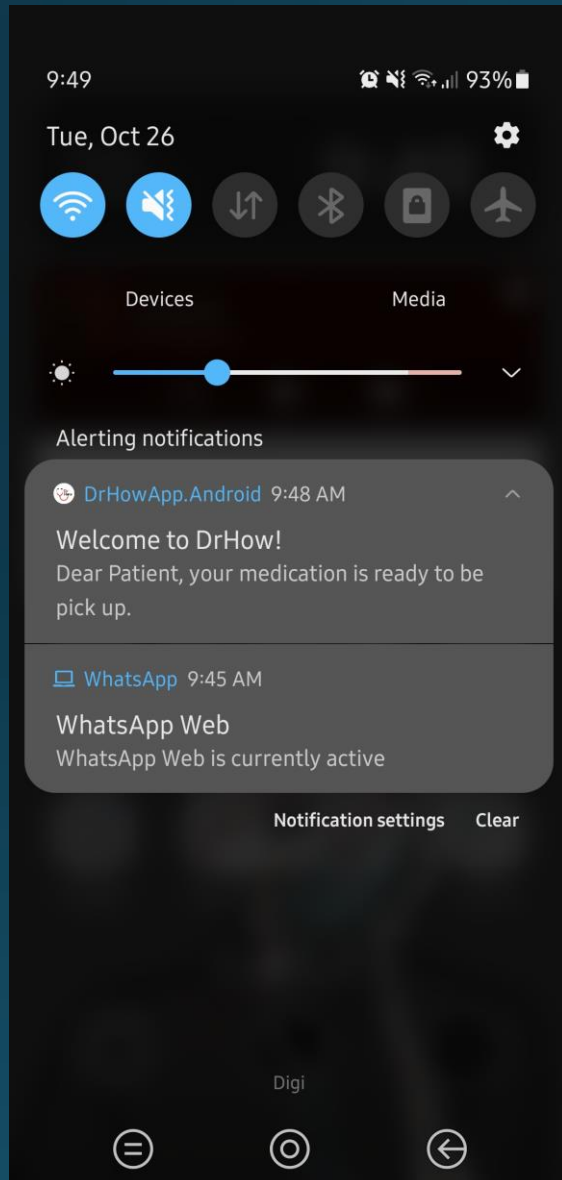
SAVE 

ONCE YOU HAVE CHOSEN
A NEW PHARMACY.
CLICK "SAVE".

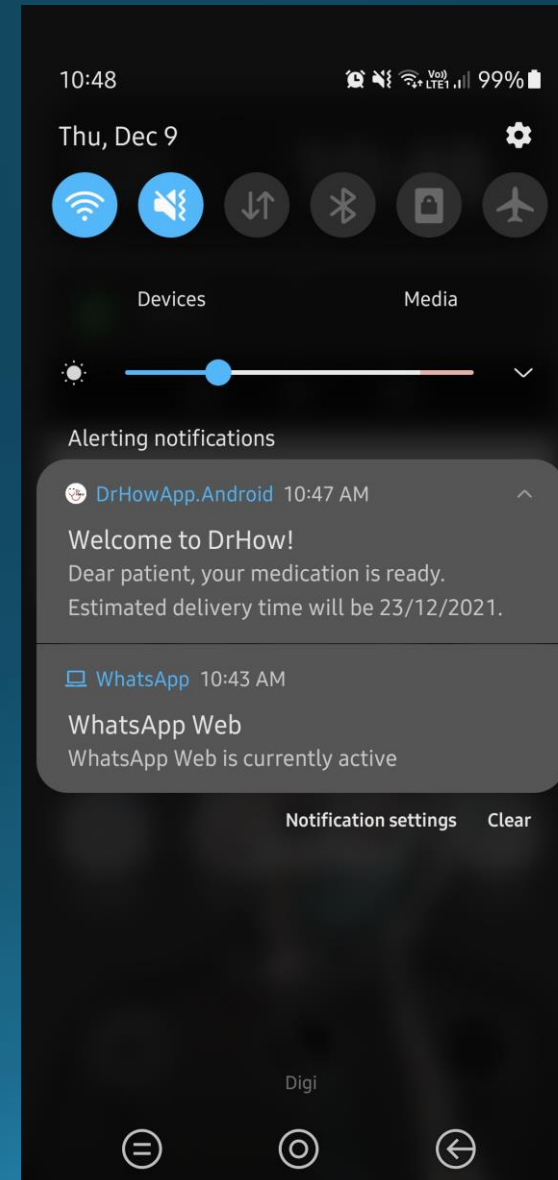


THIS MESSAGE WILL BE
DISPLAYED ONCE
PHARMACY HAS BEEN
SUCCESSFULLY CHANGED.
CLICK "OK" TO PROCEED.

NOTIFICATION ON MEDICATION



YOU WILL BE NOTIFIED WHEN YOUR MEDICATION IS READY TO BE PICKED UP.



YOU WILL BE NOTIFIED WHEN YOUR MEDICATION IS READY TO BE DELIVERED. AN ESTIMATED DELIVERY DATE WILL BE SHOWN.



To Heal Everyone.

THANK YOU!

FOR MORE INFO OR INQUIRIES, PLEASE VISIT
OR E-MAIL US:

WEBSITE: WWW.DRHOW.COM.MY

E-MAIL: SUPPORT@DRHOW.COM.MY

DOWNLOAD OUR APP ON ANDROID & IOS

