

# Sehat Kahani

## About

Sehat Kahani is a notable telemedicine platform in Pakistan, primarily focused on connecting home-based doctors with patients in areas where access to quality healthcare is limited. This innovative approach has been instrumental in addressing the healthcare needs of underserved communities while empowering female healthcare professionals.

## ENTITLEMENT TO THE BENEFIT:

Subject to the following, Definitions, Conditions, Exclusion and Termination clauses, the benefit assured would be paid under the PMD.

Balance Bands	Offer	Coverage
PKR 75K to PKR 150K	Hospital Cash + Sehat Kahani	PKR 10,000 per day for 10 days (Maximum PKR 100,000) & Unlimited Free Doctor online consultation
PKR 150K to PKR 300K	Hospital Cash + Sehat Kahani	PKR 20,000 per day for 15 days (Maximum PKR 300,000) & Unlimited Free Doctor online consultation
PKR 300k to PKR 750K	Hospital Cash + Sehat Kahani	PKR 20,000 per day for 15 days (Maximum PKR 300,000) & Unlimited Free Doctor online consultation
Above PKR 750K	Hospital Cash + Sehat Kahani	PKR 25,000 per day for 15 days (Maximum PKR 375,000) & Unlimited Free Doctor online consultation

## Process:

Sehat Kahani operates through a network of e-Health clinics and a mobile application. The e-Health clinics are physical centers equipped with devices that link patients to doctors via Sehat Kahani's online platform. Community health workers or nurses at these clinics assist patients in using the system and facilitate online consultations. This model not only overcomes the shortage of primary care providers in Pakistan but also offers a more affordable healthcare solution for people in low-income communities.

The mobile application further extends these services, providing features like self-screening for Covid-19, access to treatment services, health information, referrals, and emergency medical responses. Patients can receive video consultations, making healthcare more accessible and convenient.

## Onboarding Process for HBL @Work Islamic Customers:

Eligible customers of HBL@Work Islamic can access the Sehat Kahani (Corporate) app by following these steps:

- Download the App:** Visit the Play Store or App Store to download the *Sehat Kahani (Corporate)* app.
- Sign Up:** Open the app and sign up by selecting the *HBL@Work/HAW Head* option provided.
- Enter Details:** Complete the registration by entering your required details.
- Enjoy Telehealth Services:** Once registered, you can enjoy free access to telehealth services.

## Product Features:

### Access to Online Doctors

- Sehat Kahani Mobile Application equipped with a Panel of Healthcare professionals ranging from GP to Specialist Doctors.
- Objective: Enabling easy access to patients with primary healthcare needs, needing to access specialists
- Expected Outcome: To enable access to online physicians

### **Sehat Kahani E-Health App Solution**

- Digital healthcare accessible 24/7 anywhere with internet coverage
- Chat, Audio, and Video-Based Consultation
- Connect to a doctor in less than 60 seconds
- E-Prescriptions through In-App notifications as well as Email.
- Records health history and conducts medical consultations
- Unlimited Duration and Number of Consultations through instant consultation or Appointments

### **Global Network of Sehat Kahani Healthcare Professionals**

- 7,000 healthcare professionals
- 81% Pakistan based and 19% international based

### **Value Added Services:**

- Dedicated 24/7 Covid-19 response centers
- 24/7 Customer care services for immediate assistance

### **Process Utilization:**

Sehat Kahani has been effective in reaching a large number of beneficiaries, providing more than 2 million consultations through its network of 49 E-Clinics and mobile health applications, benefitting around 3.2 million people cumulatively. The platform is utilized by more than 650 corporations and organizations across Pakistan.

Sehat Kahani stands out as a transformative healthcare initiative that leverages digital technology to make healthcare services more accessible and inclusive, particularly in underserved areas of Pakistan. Its focus on employing doctors and providing remote health services reflects a unique approach to addressing both healthcare accessibility and gender disparities in the medical profession.

### **Contact Details**

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