



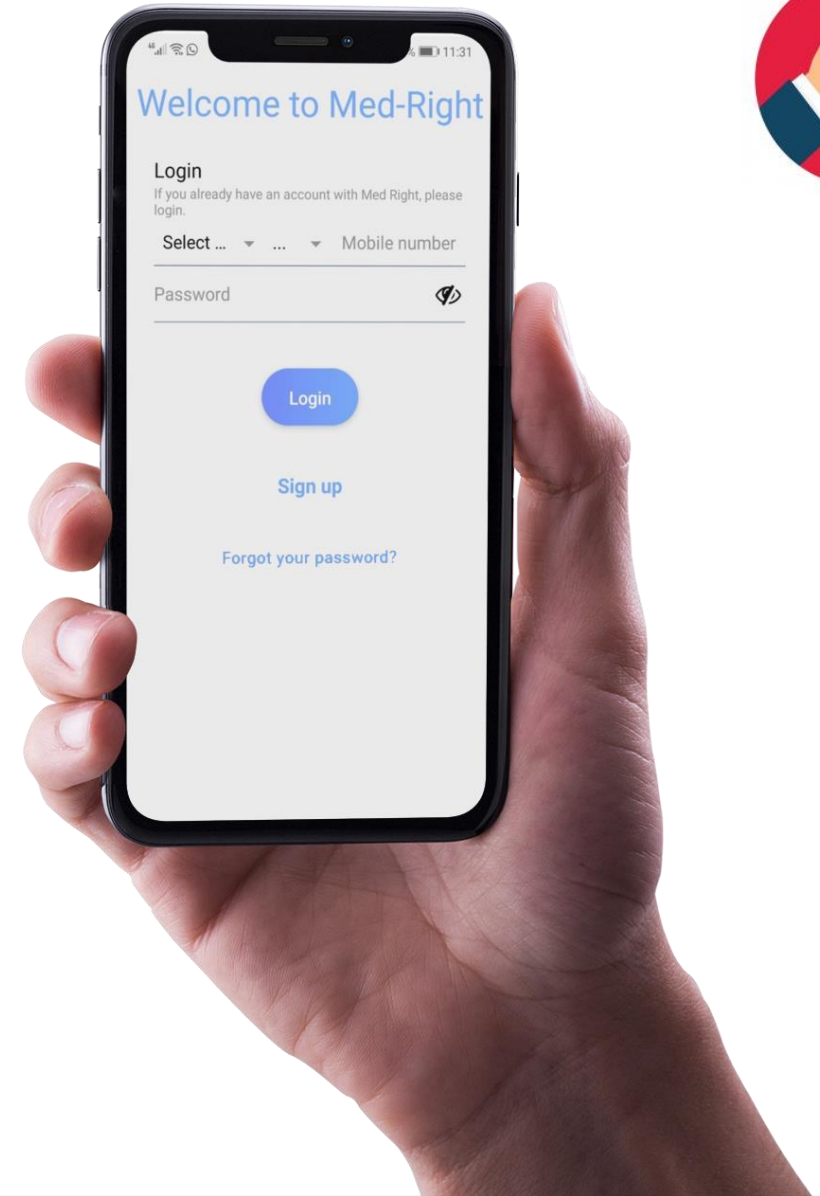
# Mobile Application Manual

**MED**  **RIGHT**

Powered By  **METIS**

# Login Steps

- If you don't have a registered account on Med Right application, click on [Sign up](#).
- If you already have an account, login using the following:
  1. Your registered mobile number.
  2. Your password.



# Sign Up

Choose your City

Select ...

Write down your address here:

Address

Done

Add the requested data to activate your account.

SAMSUNG

Welcome to Med-Right

Sign up

Enter a user name and a password to activate your account.

First name

Middle name

Last name

Date of birth

Gender

Male  Female

Enter your Mobile No.

Select ... Mobile number

Enter your e-mail:

E-mail

Make sure to add the registered mobile number

# 1- My Card

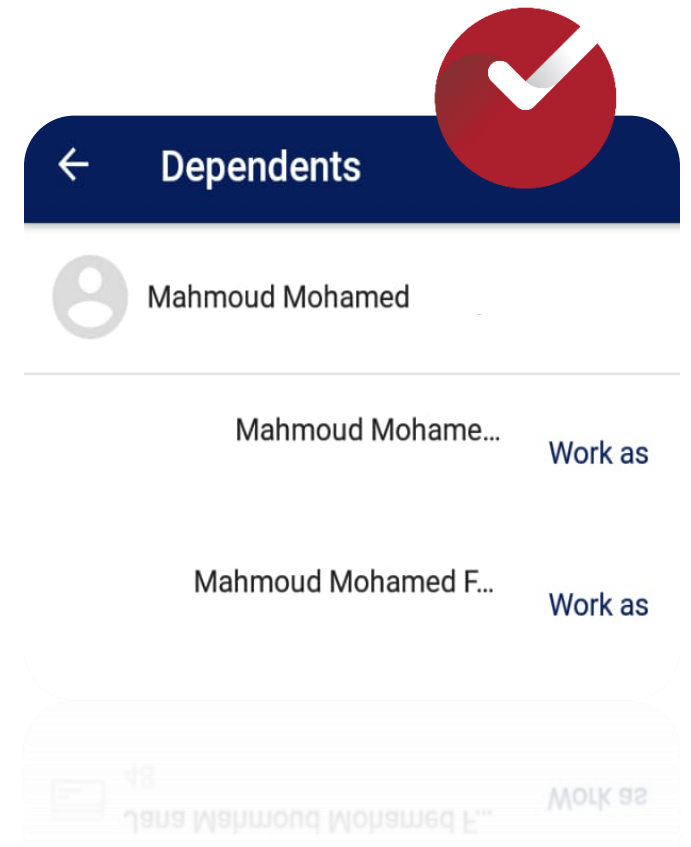
- The application shows the details of the membership card.
- **Examples:** print, expiry date and the benefits

**Note:** the print date is activated with every app use



# 2- Dependents

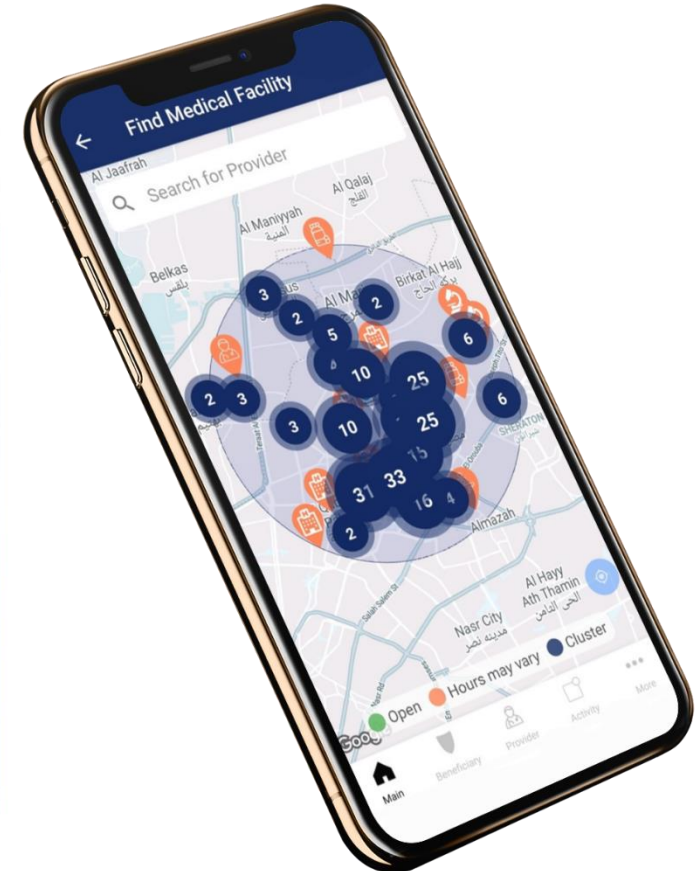
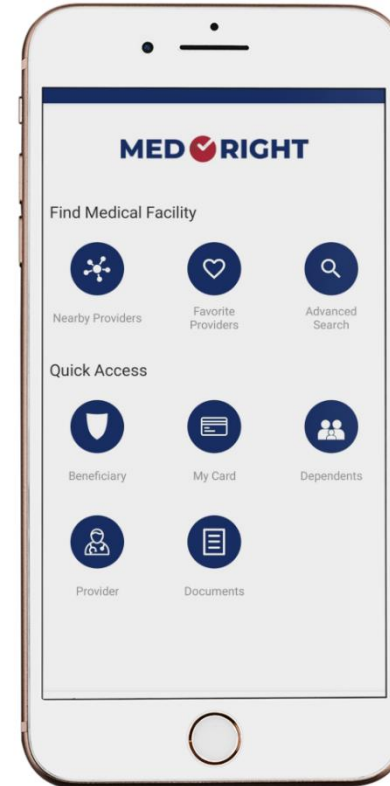
You can follow up with the approvals of your dependents through the application.



# 3-Searching for providers



The application shows the nearby providers to your location





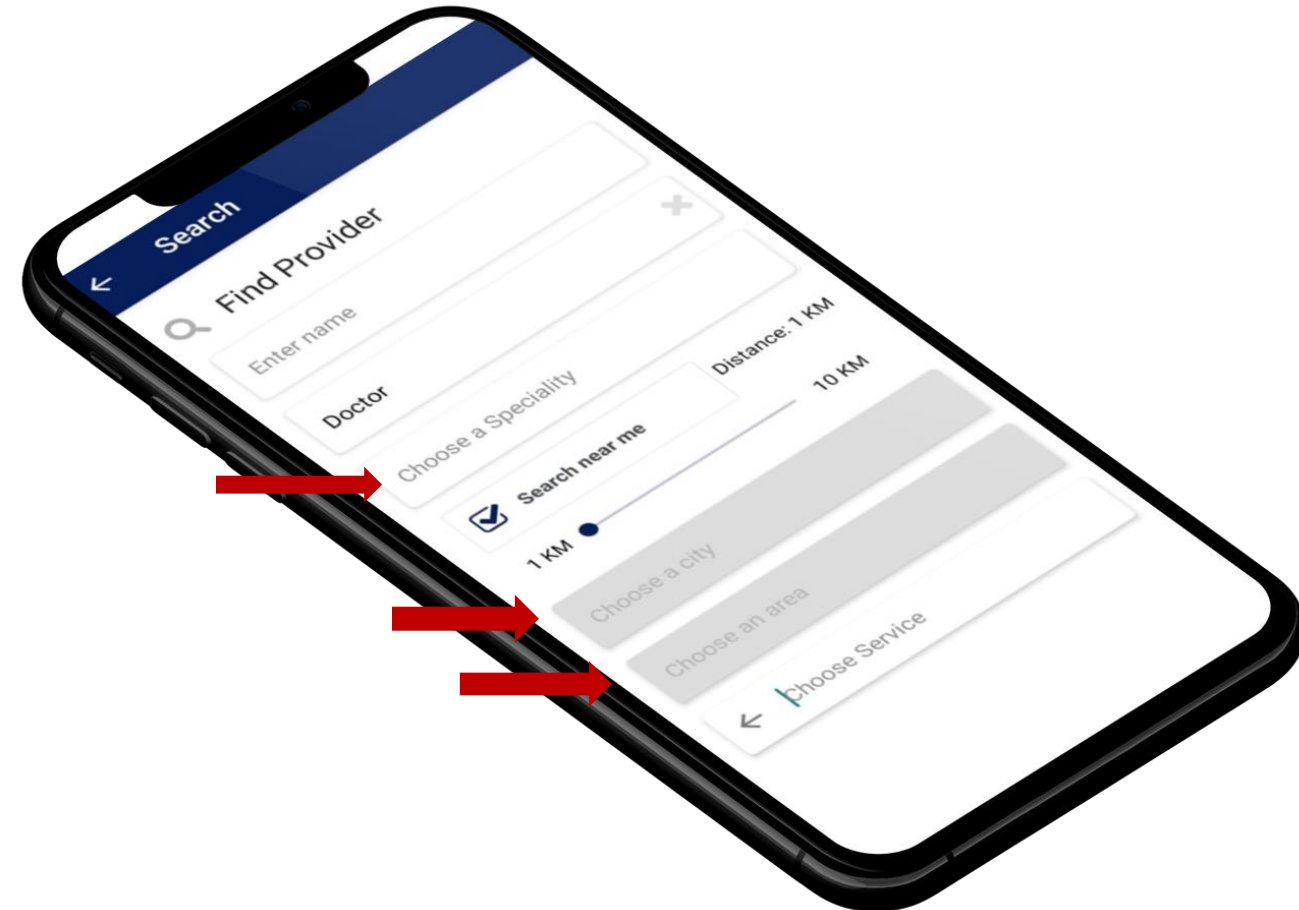
# Nearby providers

- Address, phone number and location are available in each provider.



# 4-Advanced search

The application facilitates searching for providers by using filters like (medical field, specialty, city and area)

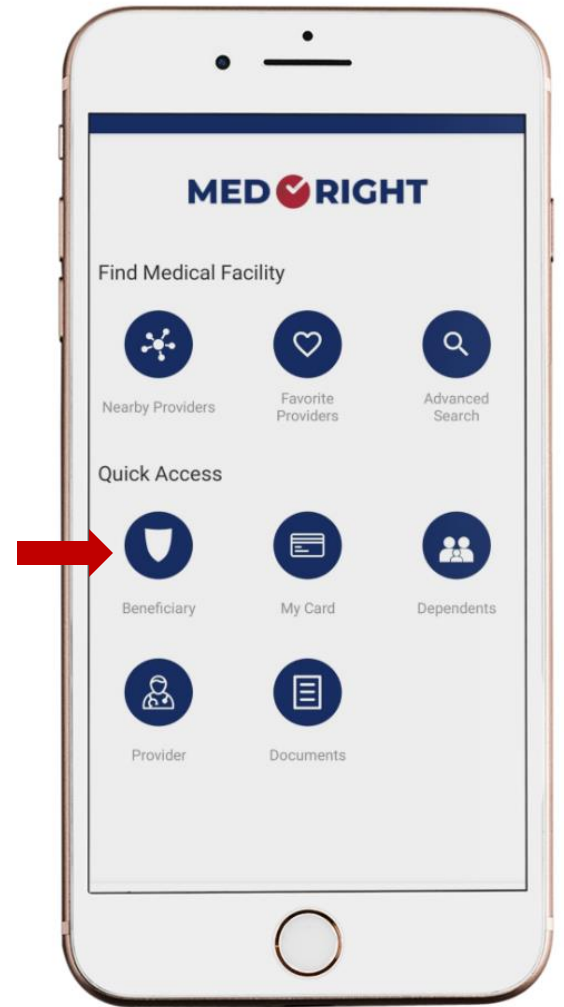




# 5- Beneficiary workspace

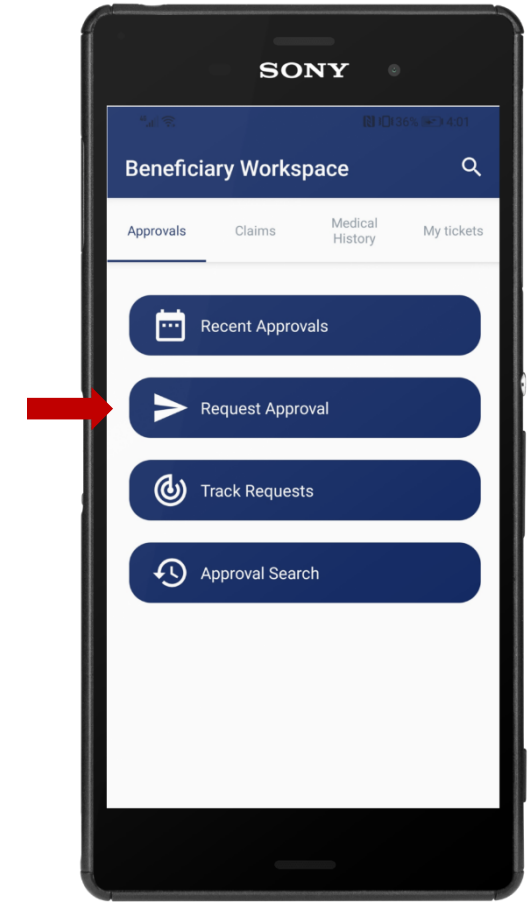
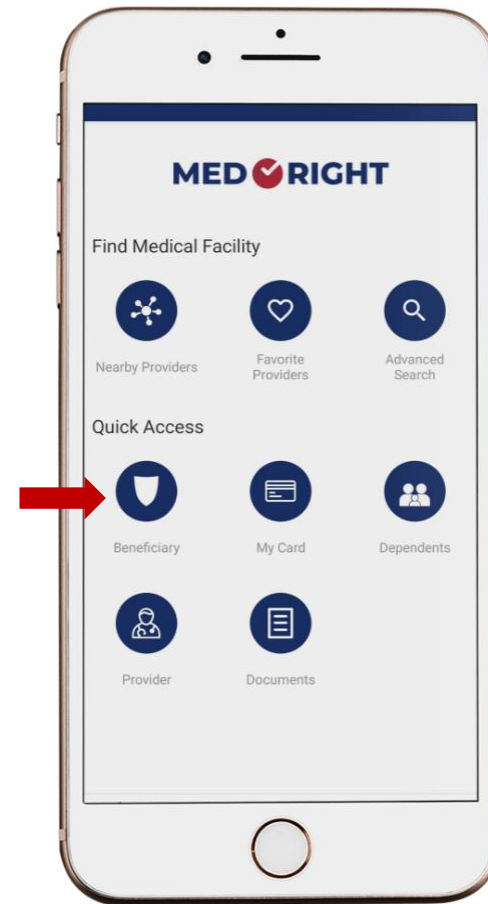
Through the application you can:

1. Request new approvals
2. Track your approval requests
3. Submit reimbursement claims and track your claims
4. Follow up the chronic medications
5. Submit tickets to the call center directly

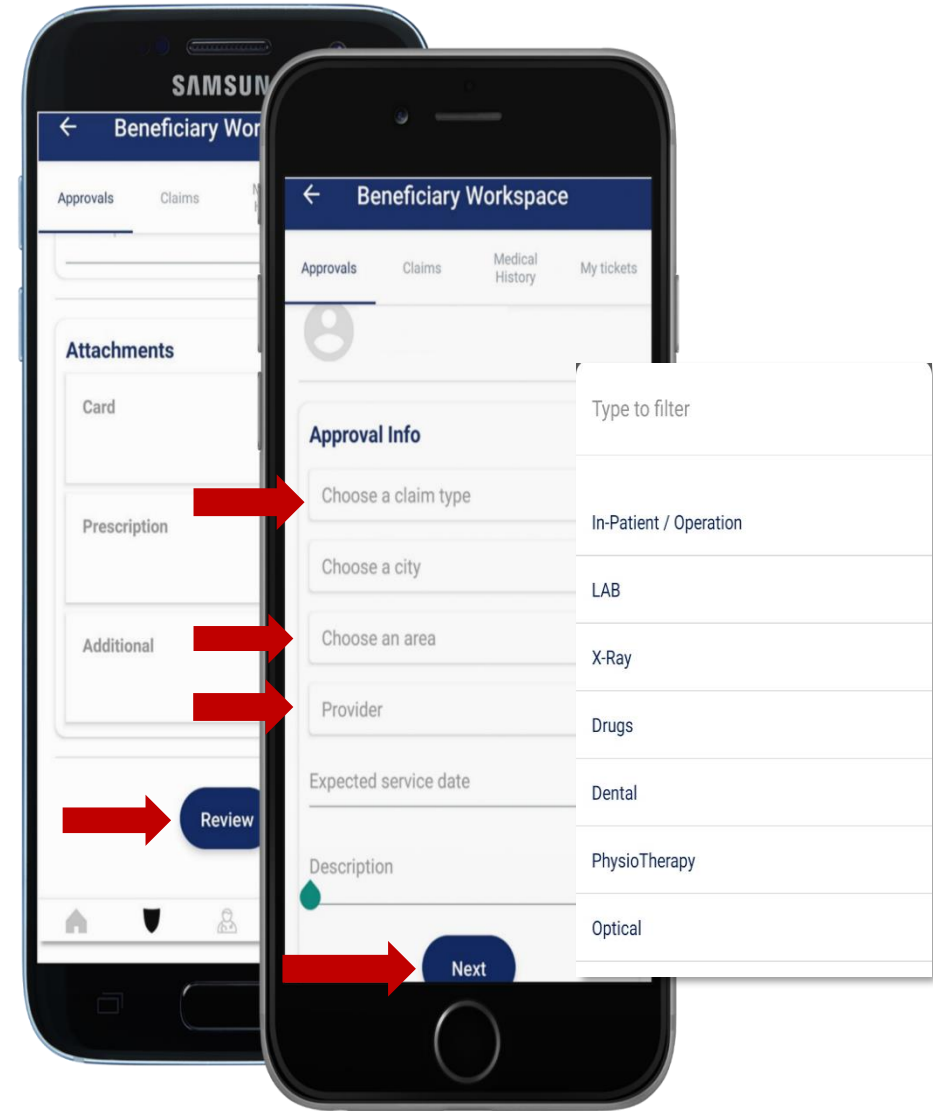


# Approval Request Steps

1. Click on "beneficiary"
2. Click on "request approval"
3. Start choosing claim type (pharmacy, optical, x-ray..)
4. Choose the area and the provider
5. Click "next"
6. Add attachments like the member card and medical reports, then click "review"
7. Click "submit" to send the request
8. Click "update" to make any changes in the request.



# Approval Request Steps



# Approval Request Tracking

1. Click on "beneficiary"
2. Click on "track requests"



**Beneficiary Worksp**

The request status is shown  
Example: "new" the request is not sent yet

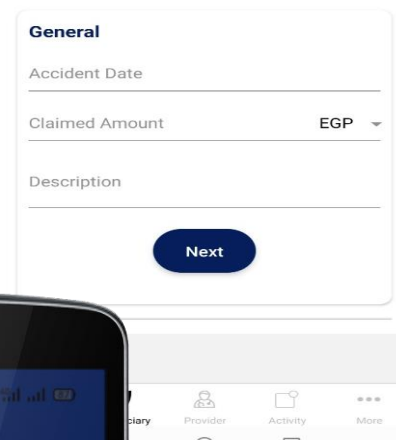
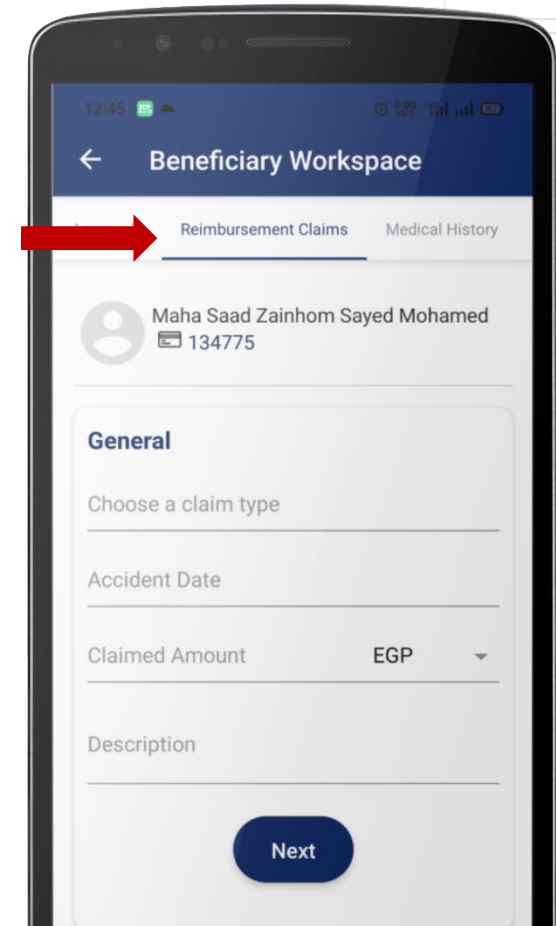
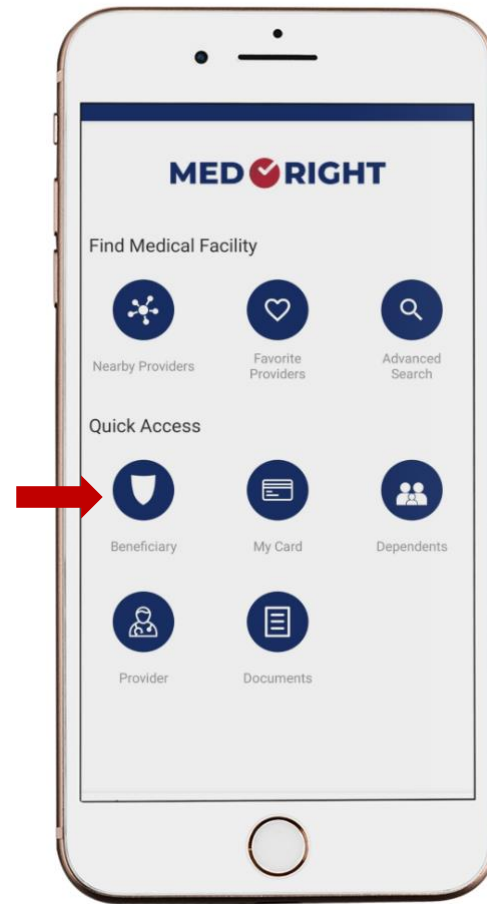
Approvals	Claims	Medical History
Request ID 52892 - New		
Claim Type X-Ray		
Provider Delta Radiology Center		
Location Cairo / Abbasya		
Expected service date	Request date	
01/02/2021	01/02/2021	

Request ID 52887 - New		
Claim Type X-Ray		
Provider Delta Radiology Center		
Location Cairo / Abbasya		
Expected service date	Request date	
01/02/2021	01/02/2021	

# Reimbursement claims (Refund):

1. Click on "beneficiary"
2. Choose reimbursement claims tab
3. Click on "submit new claim"
4. Choose the accident date(service date)
5. Add the claimed amount (the cost of the service you had)
6. Add your description and needed documents then click "next"



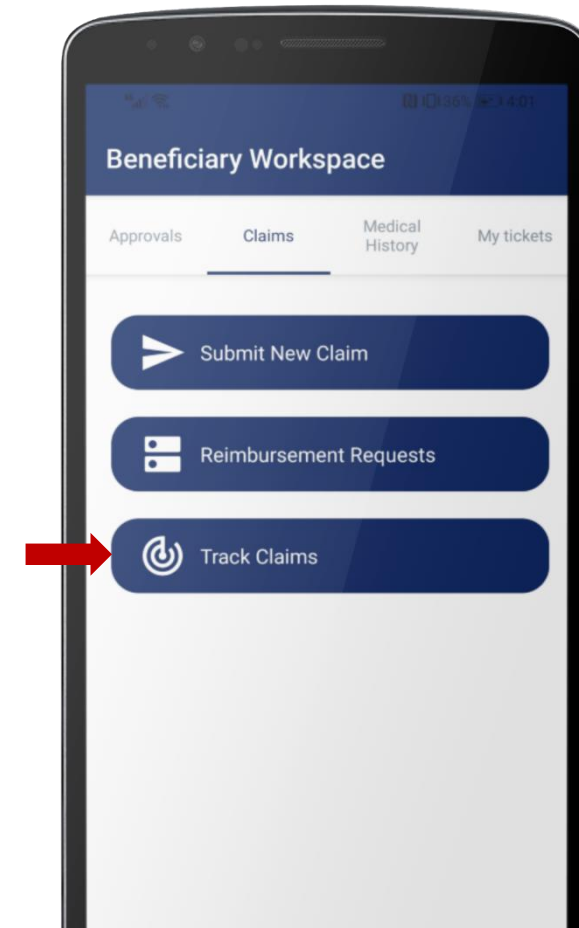
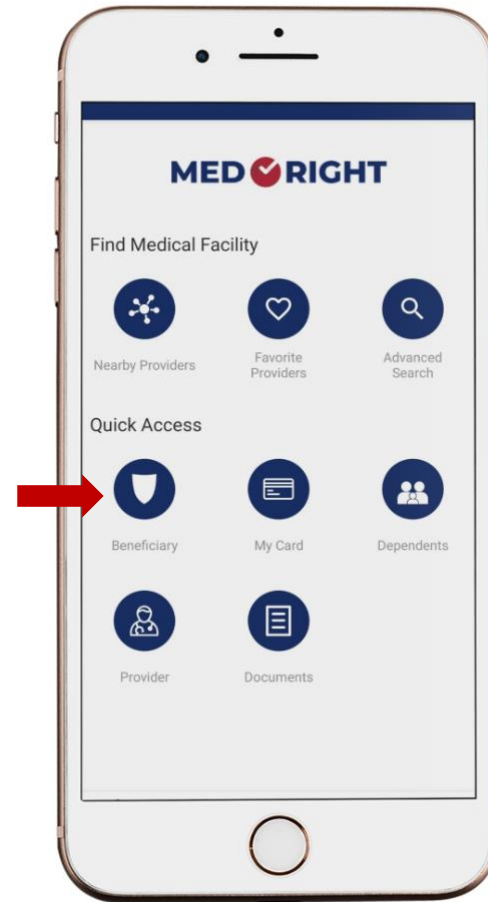
# Claim Tracking Steps

1. Click on "beneficiary"
2. Choose Reimbursement claims tab.
3. Click on "track claims"

The request status is shown

Request ID 29 - Rejected	
Claim Type Doctor Visit	
Claimed Amount 1,000 EGP	
Accident Date	Submission Date
01/02/2021	01/02/2021
Expected Payment Date	
12/02/2021	

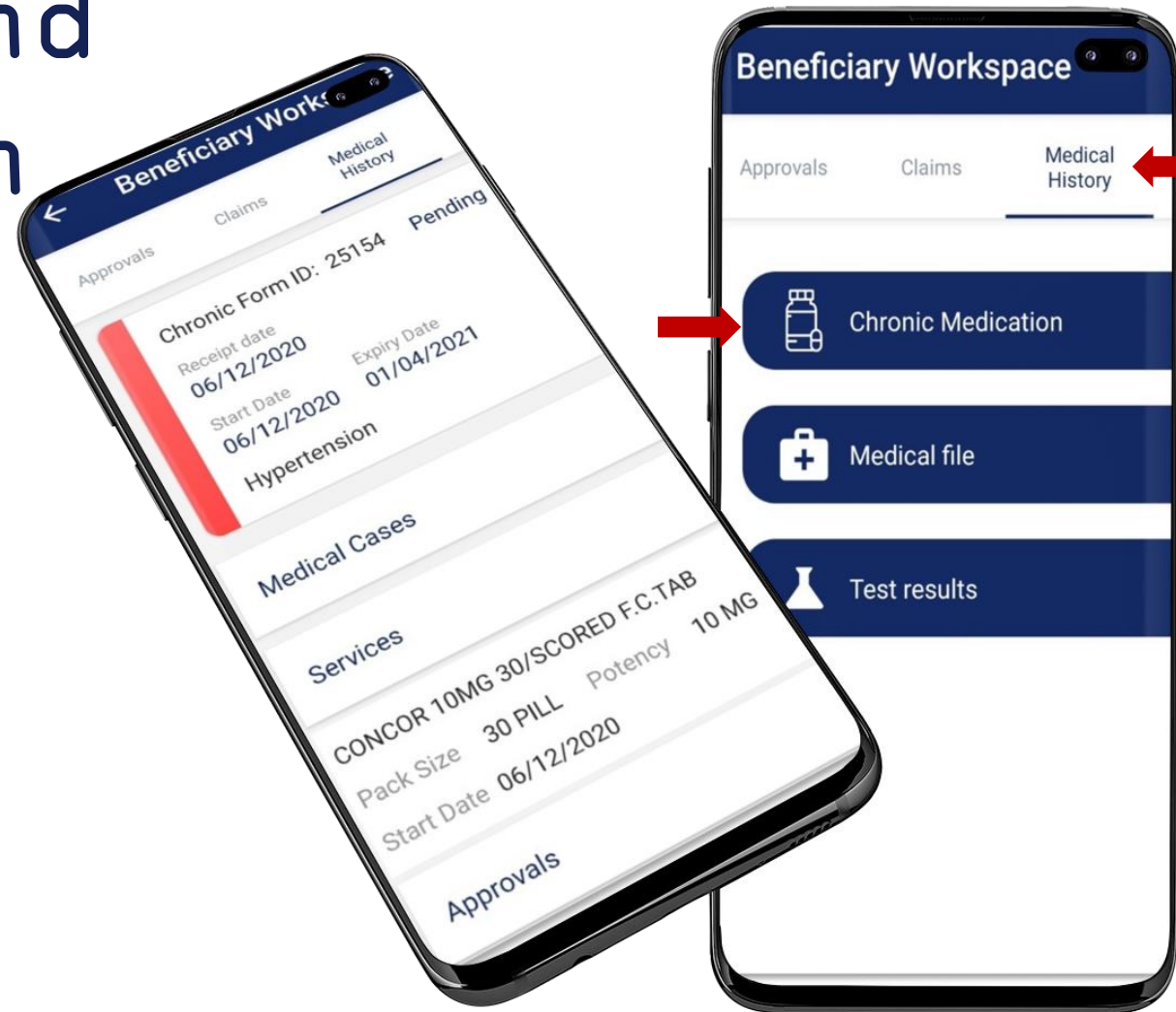
The payment date is shown



# Medical History and Chronic Medication

To check your chronic medications follow those steps:

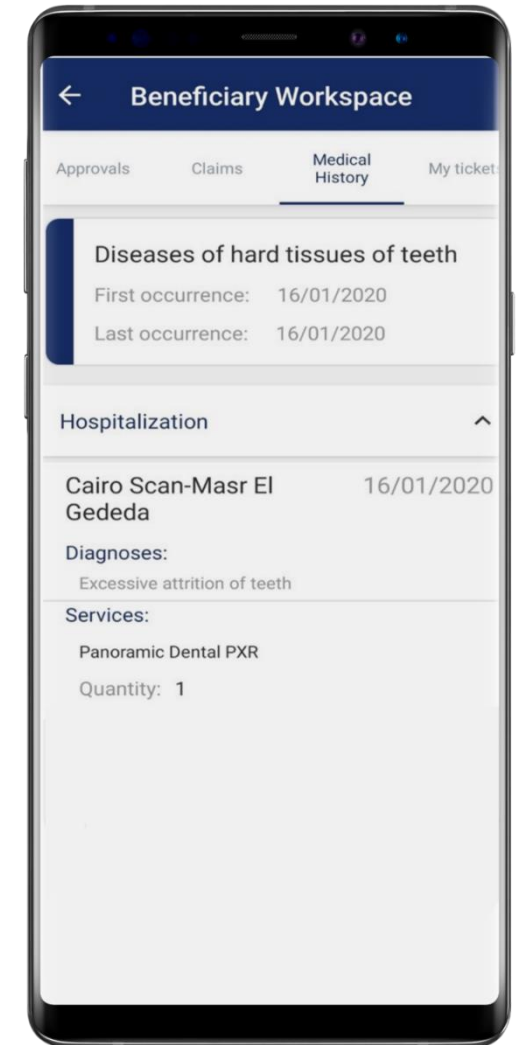
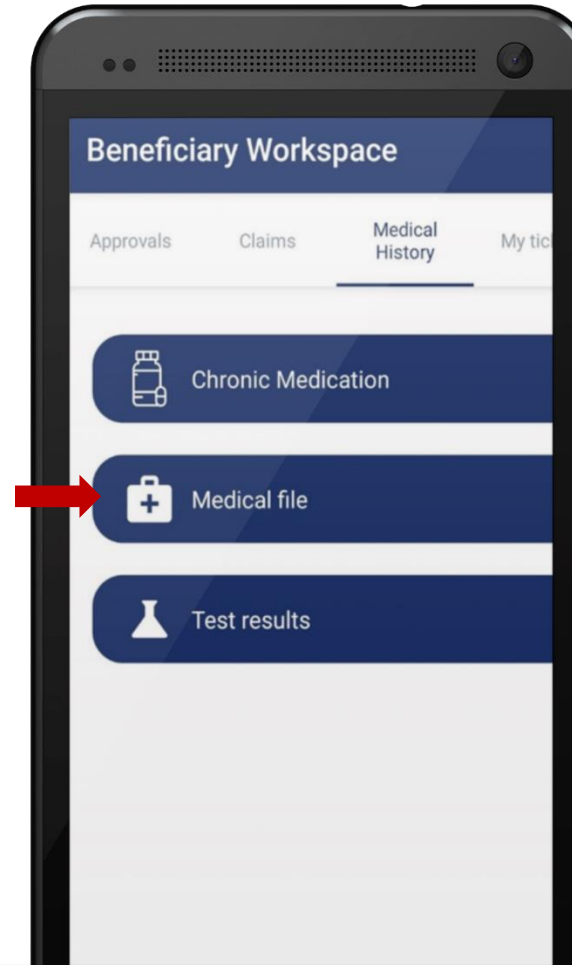
1. Click on "beneficiary"
2. Choose "medical history" tab
3. Click on "chronic medication"



# Medical History and Chronic Medication

To check your medical file follow those steps:

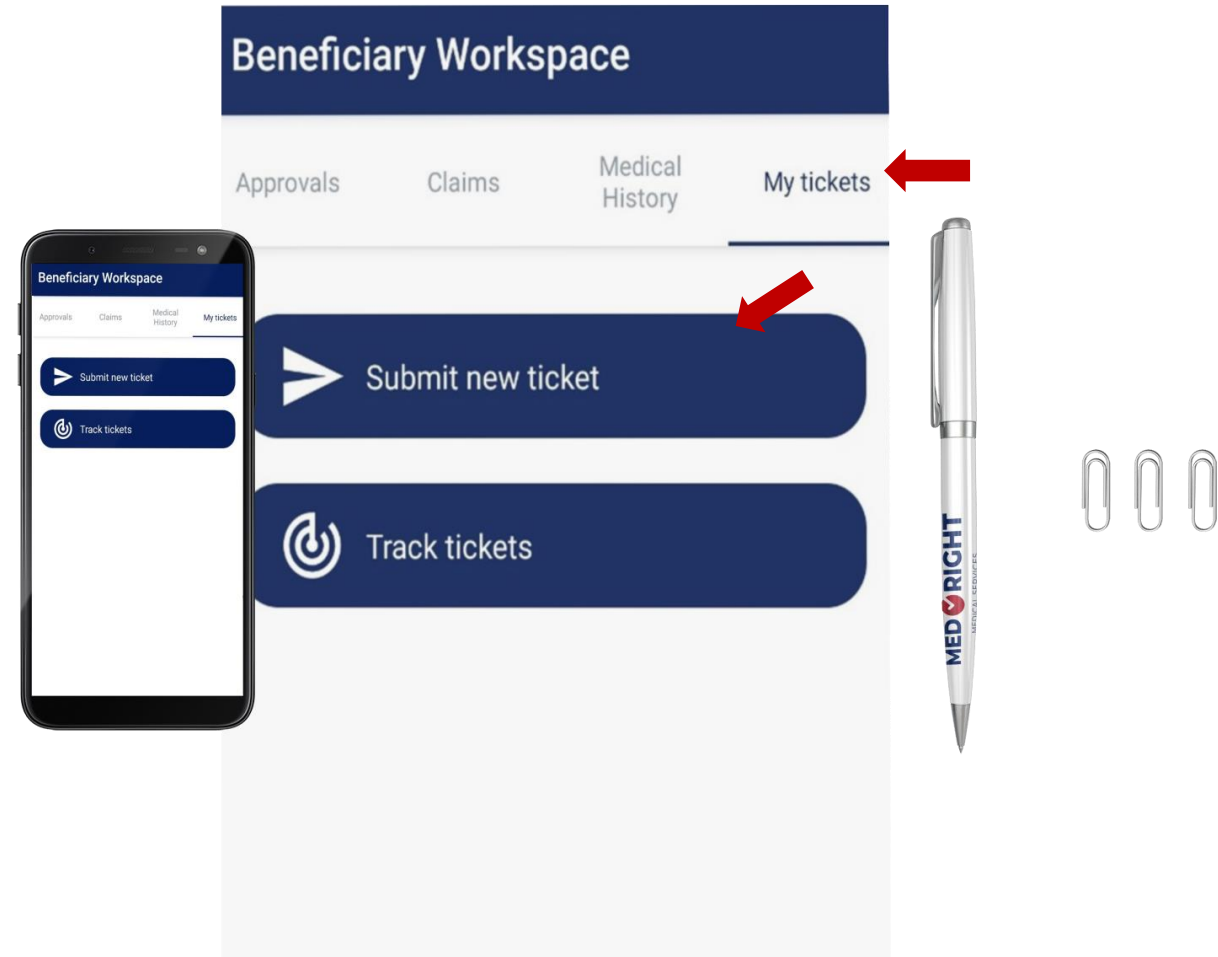
1. Click on "beneficiary"
2. Choose "medical history" tab
3. Click on "medical file"





# Ticket Requests Steps

1. Click on "beneficiary"
2. Open "my tickets" tab
3. Click on "submit new ticket"
4. Write the request description then click send.

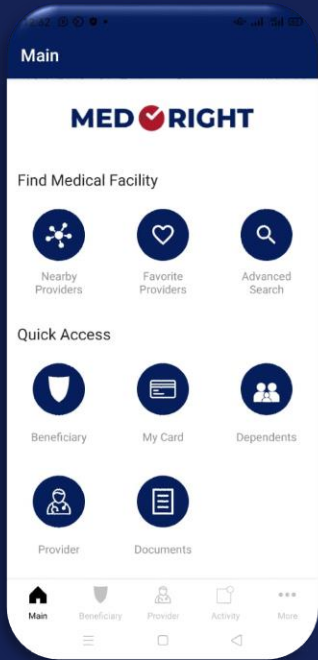


# Tickets Tracking

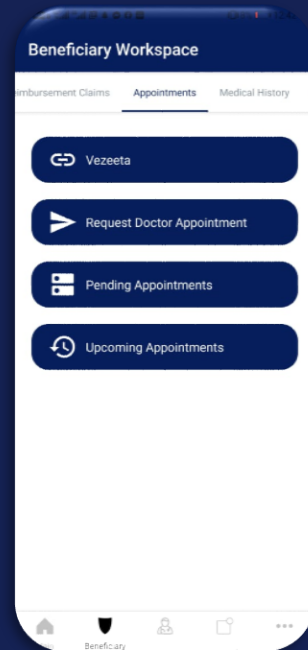
1. Click on "beneficiary"
2. Open "my tickets" tab
3. Click on "track tickets"



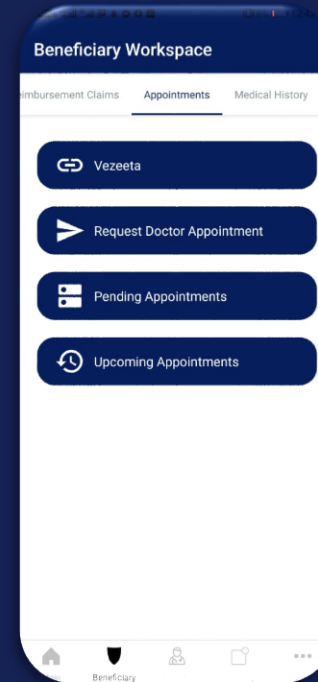
# Booking doctors from our app



Log into Med Right app



Enter the beneficiary workspace and select appointments



After choosing appointments, choose Vezeeta to move to Vezeeta website.

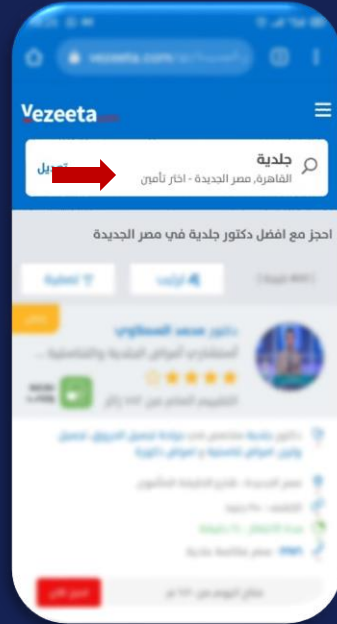


When you are on Vezeeta website, choose search for a doctor.

# Booking doctors from our app



Here you can search for doctors using specialty and location filters.



After choosing specialty and location, select insurance filter to view the available doctors for the medical coverage.

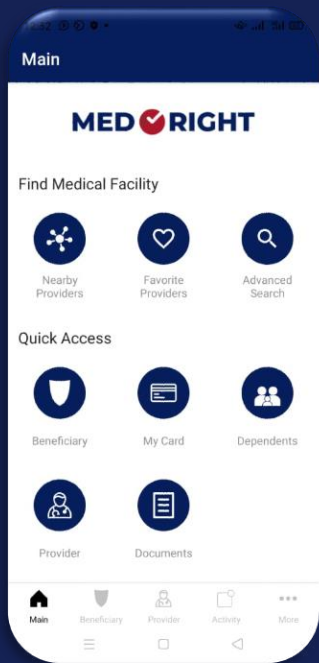


When you select to filter by insurance, choose Med Right and insert your membership ID to get our medical coverage.

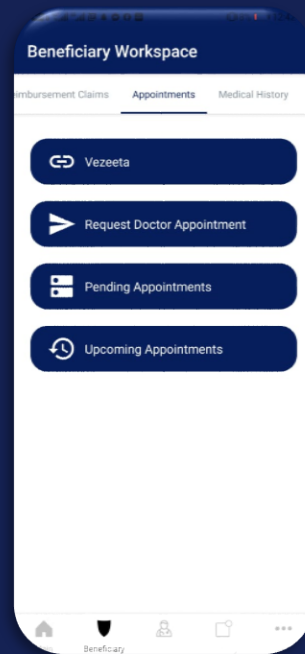


Finally after choosing specialty, location and Med Right coverage, now it's time to proceed and choose your preferred doctor.

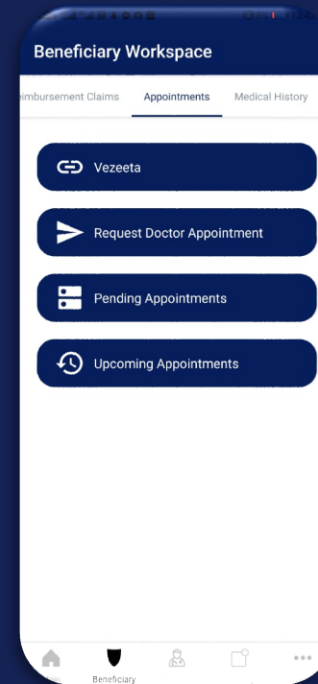
# Order medications online



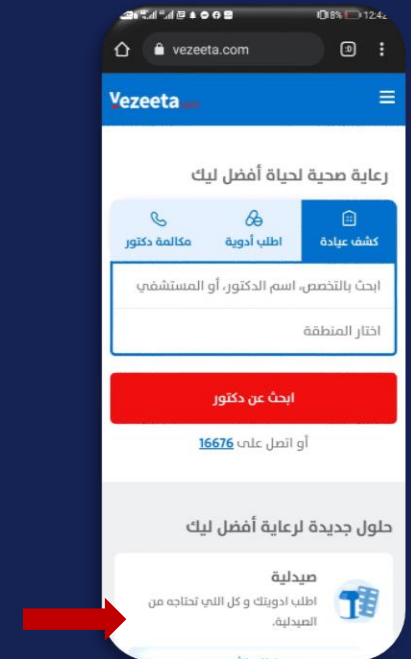
Log into Med Right app



Enter the beneficiary workspace and select appointments

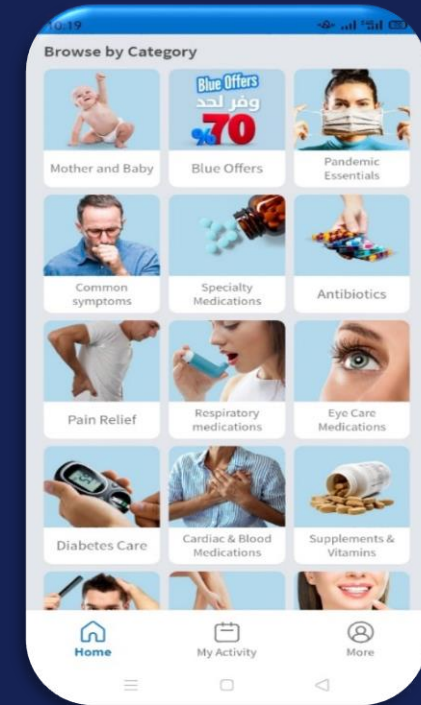
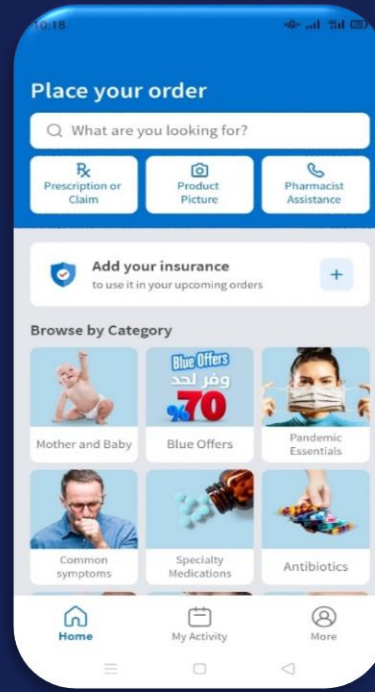
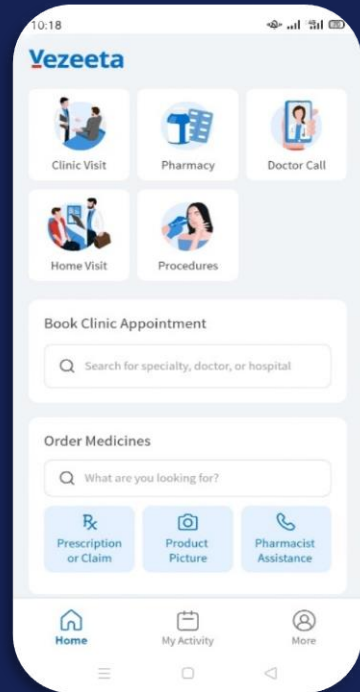


After choosing appointments, choose Vezeeta to move to Vezeeta website.



When you are on Vezeeta website, Click on the pharmacy section.

# Order medications online

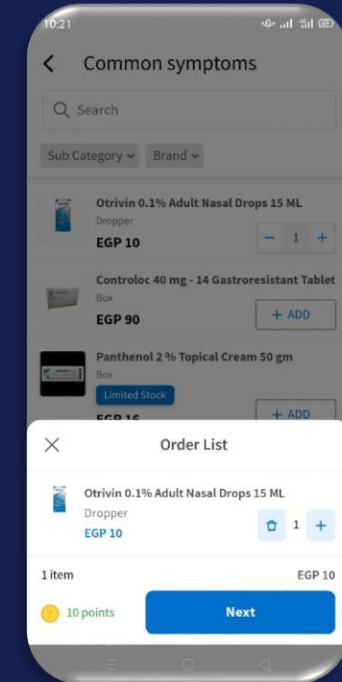
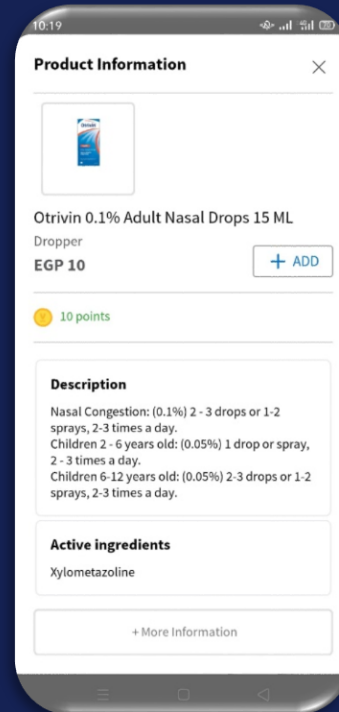
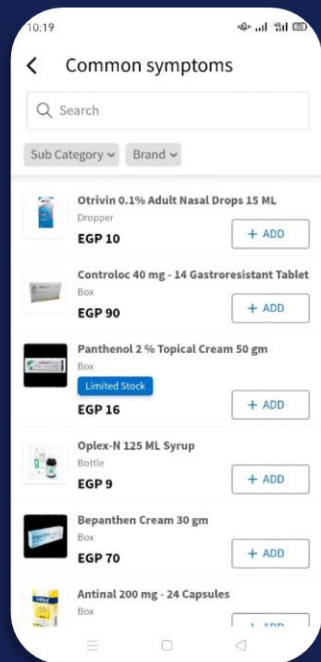


After clicking the pharmacy section, you will be converted to Vezeeta app.

In the pharmacy section you can search your required medication, upload doctor's prescription, upload product photo or call the pharmacist to help. Also you will need to insert your membership ID to enjoy our medical coverage.

You can also choose your medications from the medications category.

# Order medications online



If you preferred to find your medications through categories, here is how a certain category look. You can choose your product from the medications list.

When you choose a product you can see all the product info you will need to know. Then you can add the product to cart.

The last step is to place the order and choose your delivery time and location.

# MED RIGHT

MEDICAL SERVICES



16830



+(2) 02251 74 937



MedRight



[www.med-right.com](http://www.med-right.com)



2G/5 Taksim El Lasilky,  
New Maadi, Cairo, Egypt.