

# PMCare

## Mobile App User Manual Guidelines



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# 1. Check Compatibility



# 1. Check Compatibility

For Android Users:



Requires Android version **8.0 & Above**

For iPhone Users:



Requires iOS version **13.5 & Above**

For Huawei Users:



- **HUAWEI P40 & above**
- **HUAWEI Mate 30 & above**
- **HUAWEI Nova 7.0 & above**
- **HUAWEI Y7 & above**

Note:

For HUAWEI phone models listed above (incompatible with Google Services), you will only be able to enjoy the **basic features/functions i.e. Profile, Utilization, GL, ePC, eFarma** of the PMCare mobile app for now, stay tuned for future updates!

## 2. Installation



# 2. Installation

Step1 :  
Tap on Store



For Android users:  
Google Play Store



For iPhone users:  
App Store



For Huawei users:  
Huawei App Gallery



Step 2 :  
Search "PMCare"



Download Link:  
[PMCare App on Google Play](#)



Download Link:  
[PMCare App on App Store](#)

or scan the QR Code below:



Step3:  
Download "PMCare"



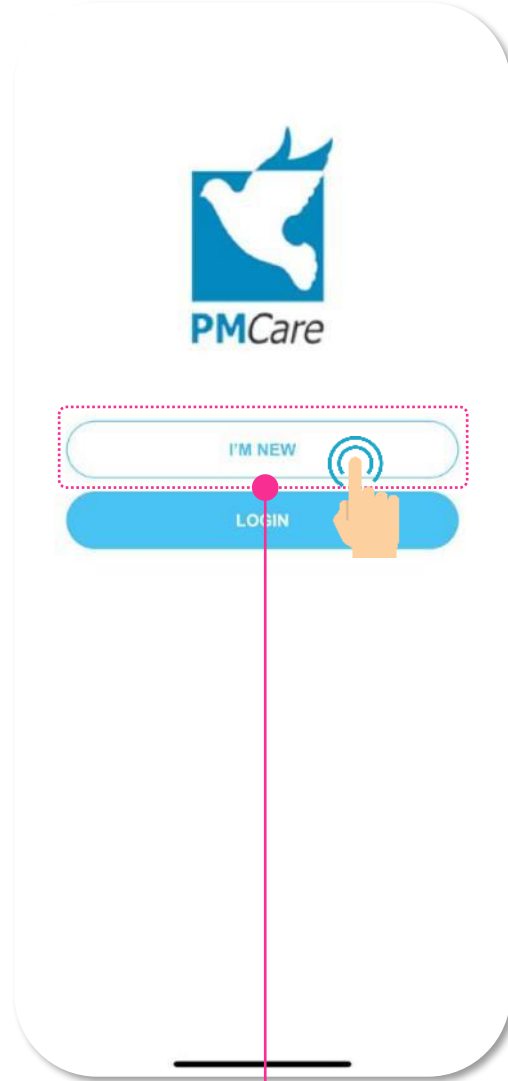
Please choose "PMCare" to  
install the app

# 3. Registration



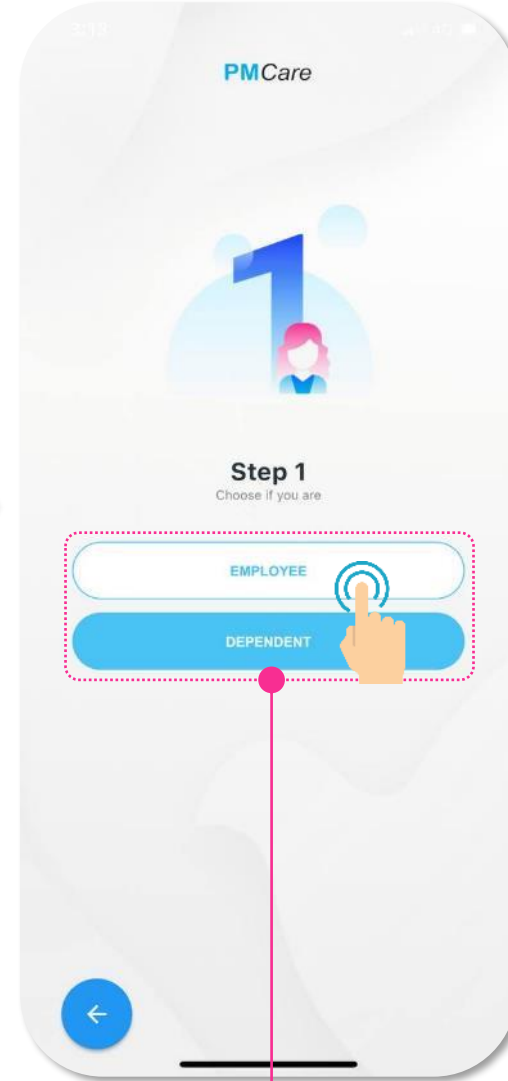
# 3. Registration (page 1/2)

Step 1



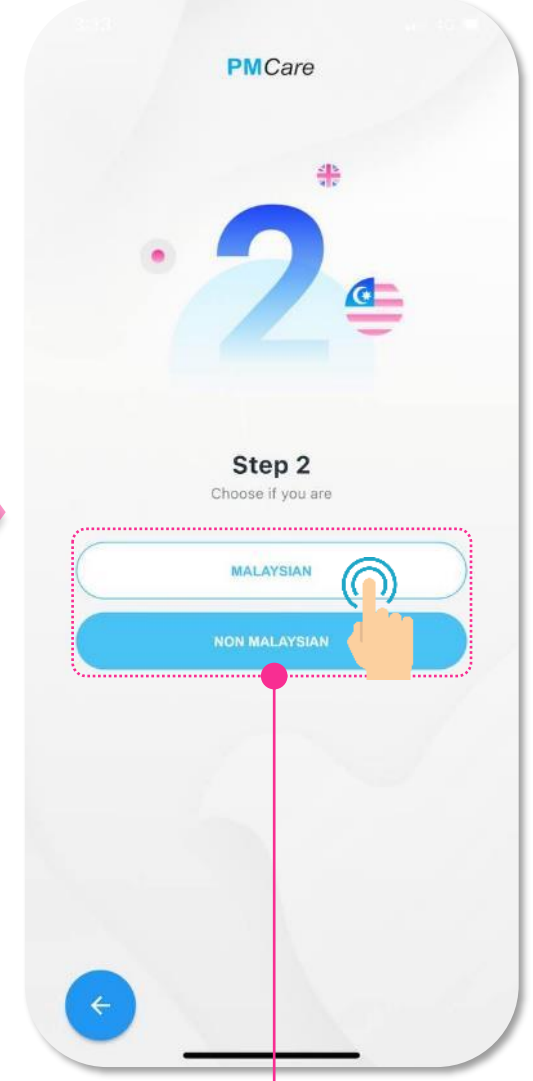
Tap on **"I'M NEW"** for new registration

Step 2



For employee, tap on **"EMPLOYEE"**  
For dependent, tap on **"DEPENDENT"**

Step 3



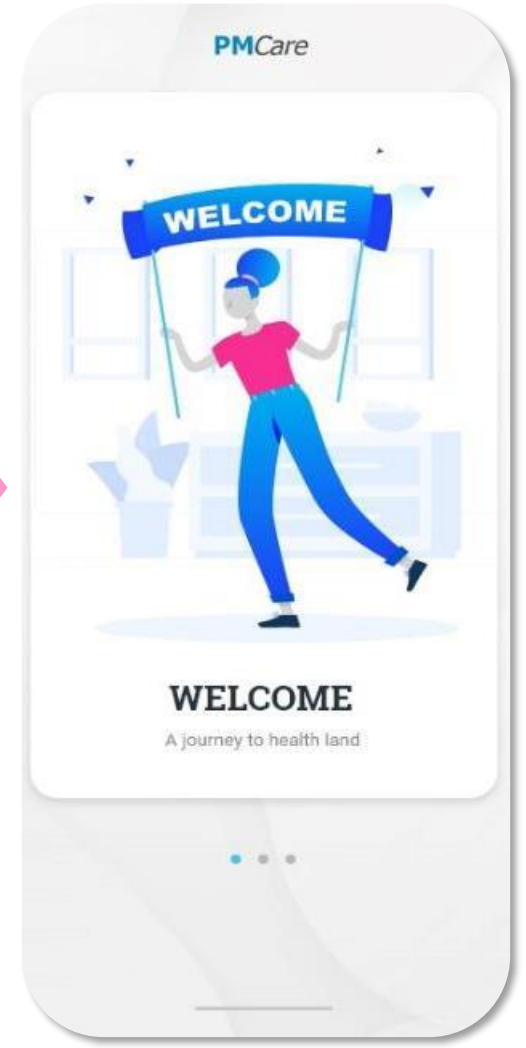
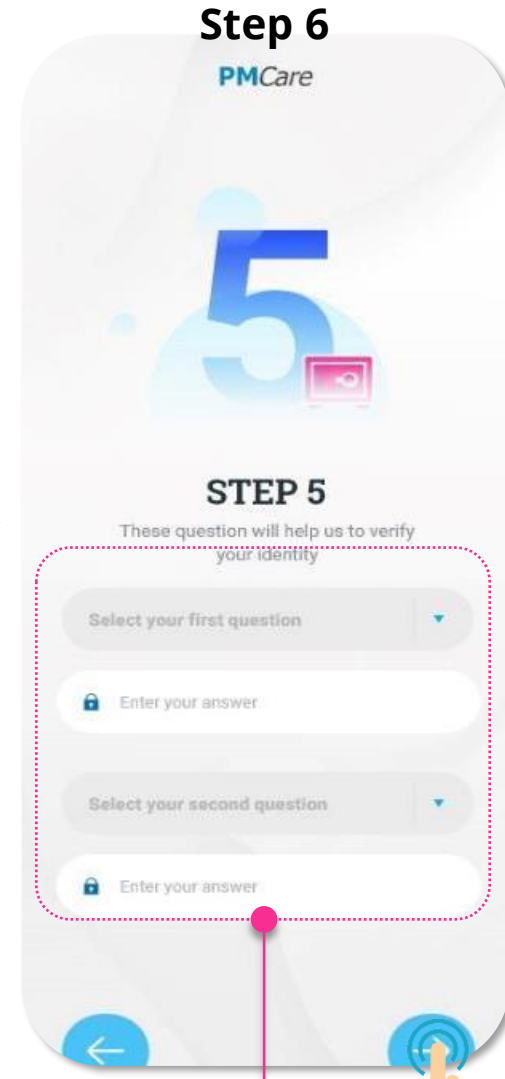
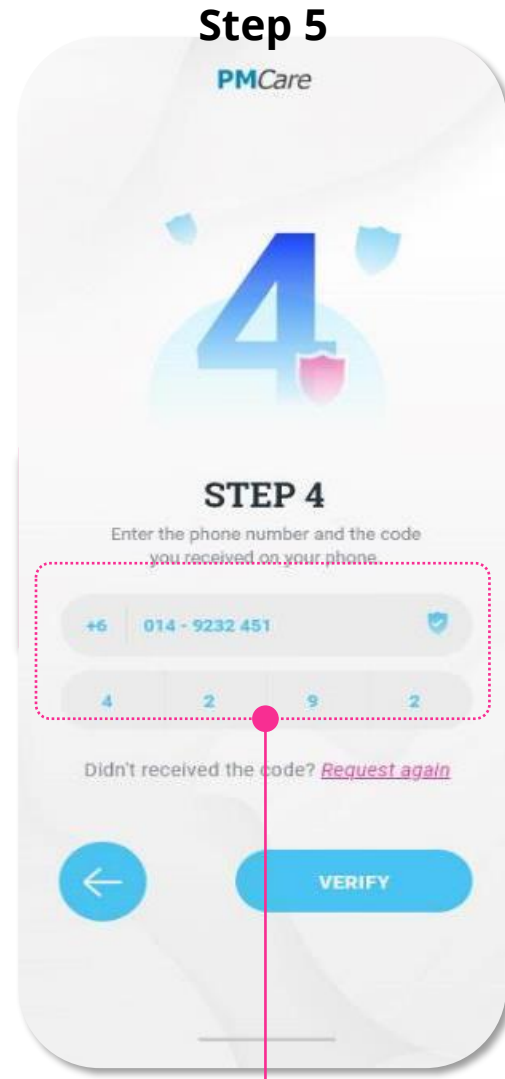
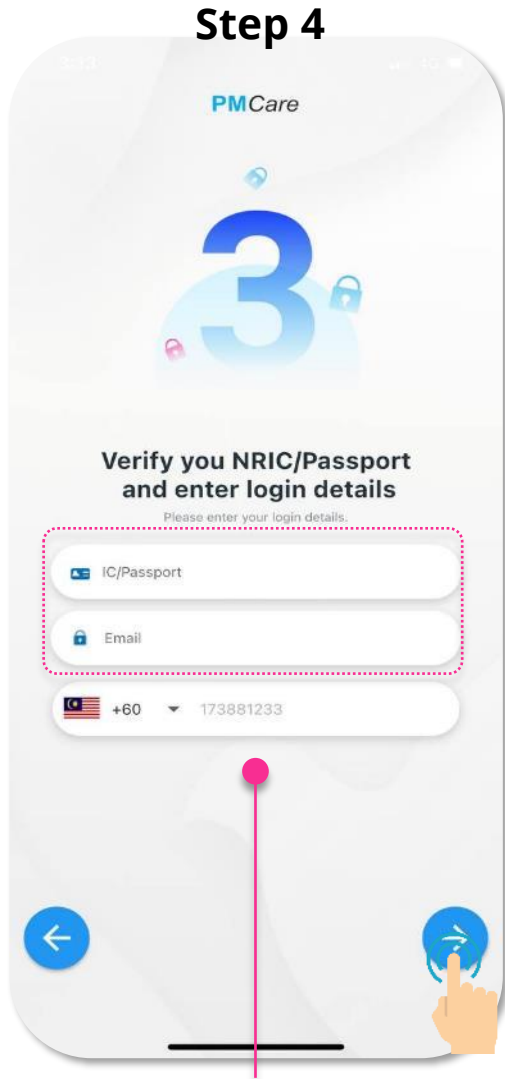
Tap on **"Malaysian"** or **"Non-Malaysian"** 6

**IMPORTANT NOTES:**

Please register as New User



# 3. Registration (page 2/2)



- Key in IC Number without dash for Malaysian(eg: 7801xxxxxx)
- Key in Passport Number without dash for Non-Malaysian (eg: EC47xxxxx)
- Key in your mobile number

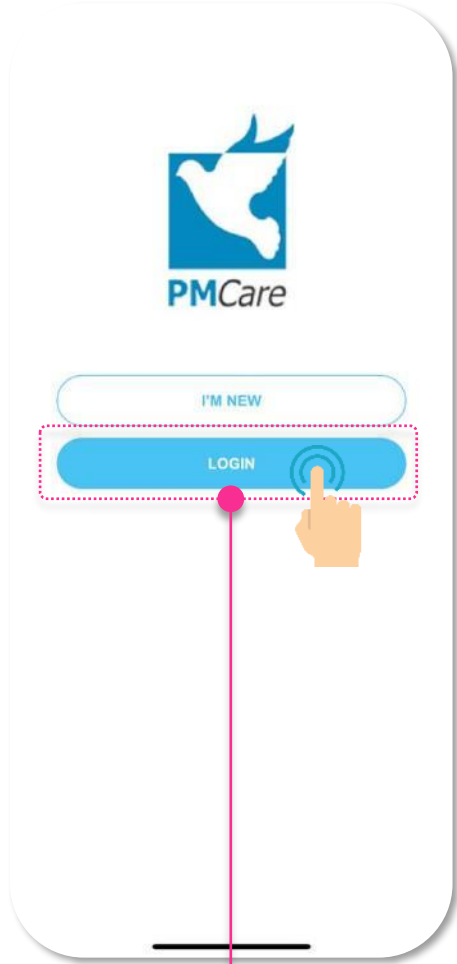
Verification code will be send to this mobile number

Choose your security questions

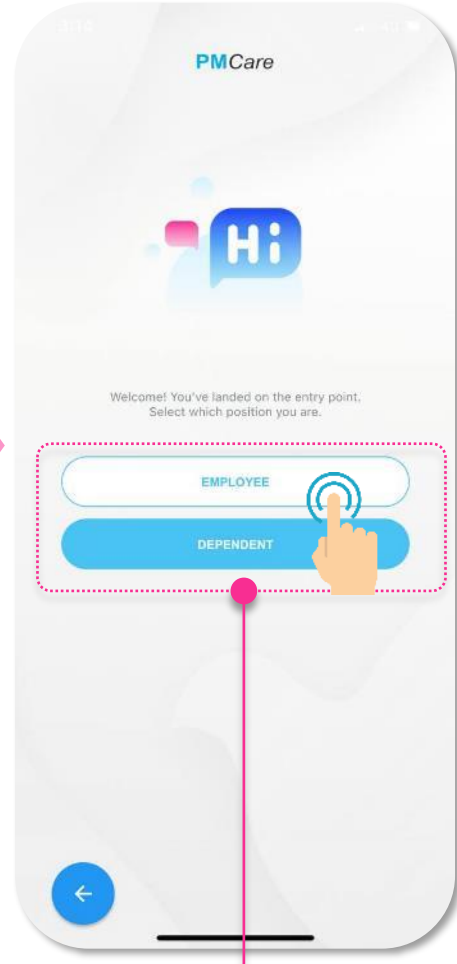
# 4. Login



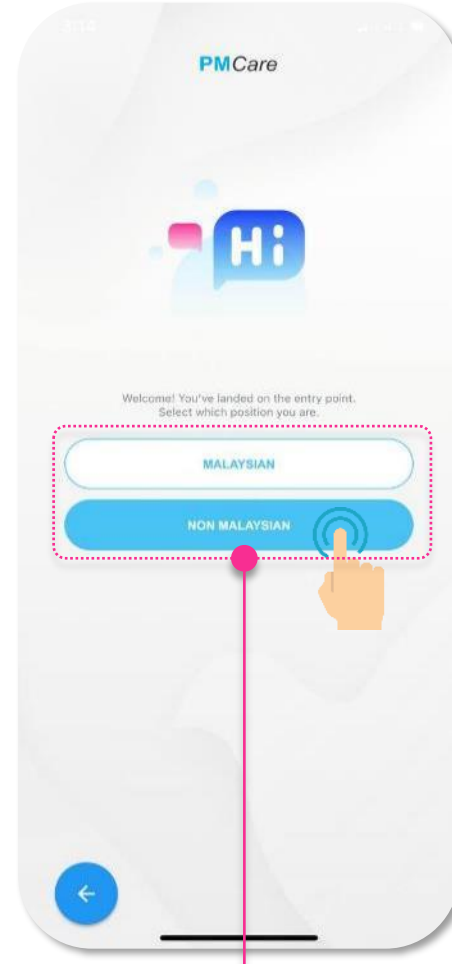
# 4. Login



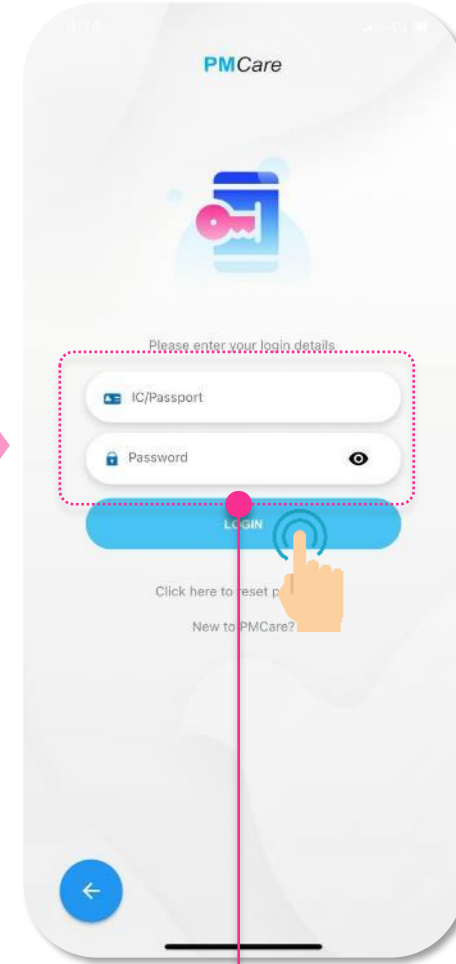
Tap on "LOGIN"



For employee, tap on "EMPLOYEE"  
For dependent, tap on "DEPENDENT"



Tap on  
"Malaysian" or  
"Non-Malaysian"



- Key in IC Number without dash for Malaysian (eg: 7801xxxxxx)
- Key in Passport Number without dash for Non-Malaysian (eg: EC47xxxxx)
- Key in your Password (8 Characters)



# 5. Overview



# 5. Overview

- To Request GL
- To View GL Request Status



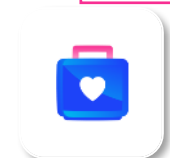
Guarantee Letter

- To locate PMCare Panel Provider



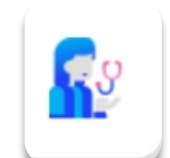
Locator

- To monitor your health performance

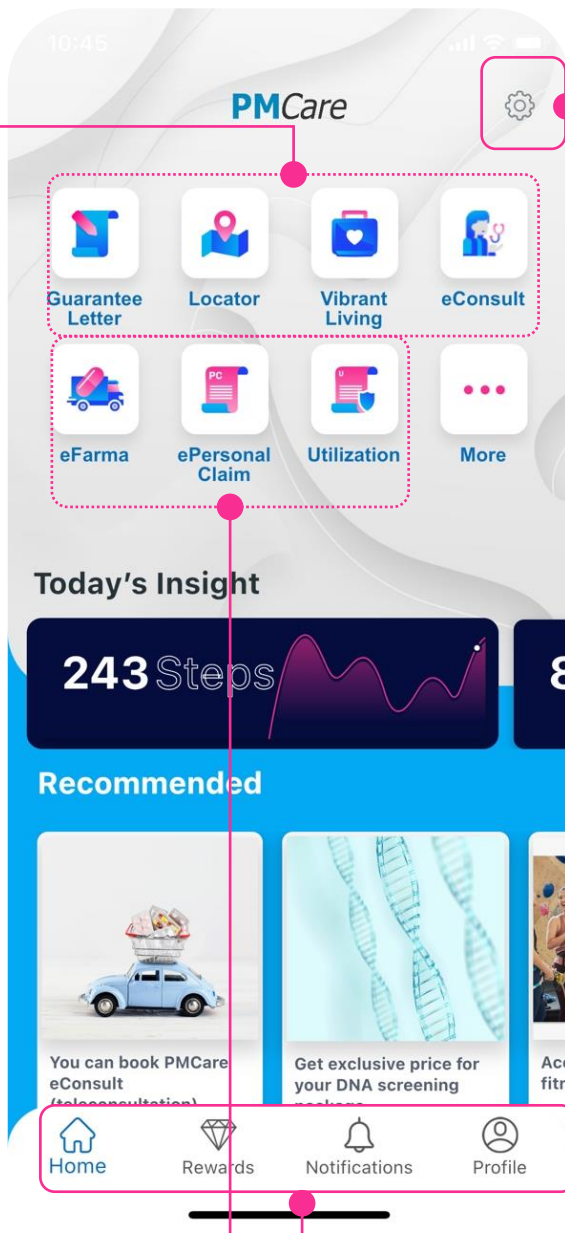


Vibrant Living

- To locate Ambulance services within vicinity

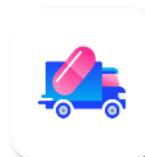


eConsult



Settings:

- Change Password
- Change Email
- Change Phone Number
- Change Postcode
- About PMCare
- FAQ
- Privacy Policy Log Out



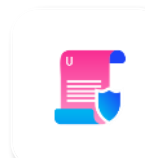
e-Farma

- To request Long Term Medication (LTM)
- To view e-Farma Request Status



e-Personal Claim

- To submit Personal Claim
- To view Personal Claim Status



Utilization

- To view Utilization Details

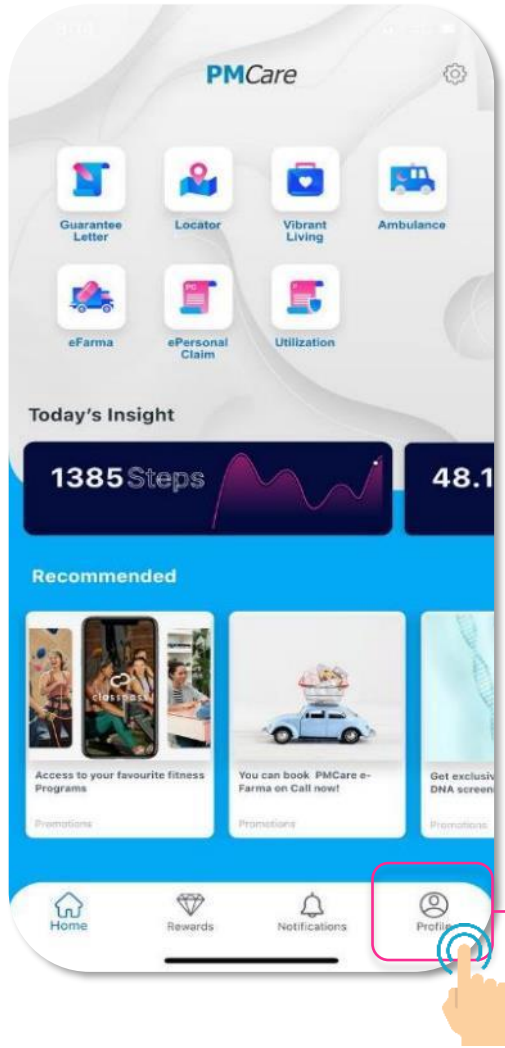
- Home
- Rewards
- Notifications
- Profile

# 6. Profile

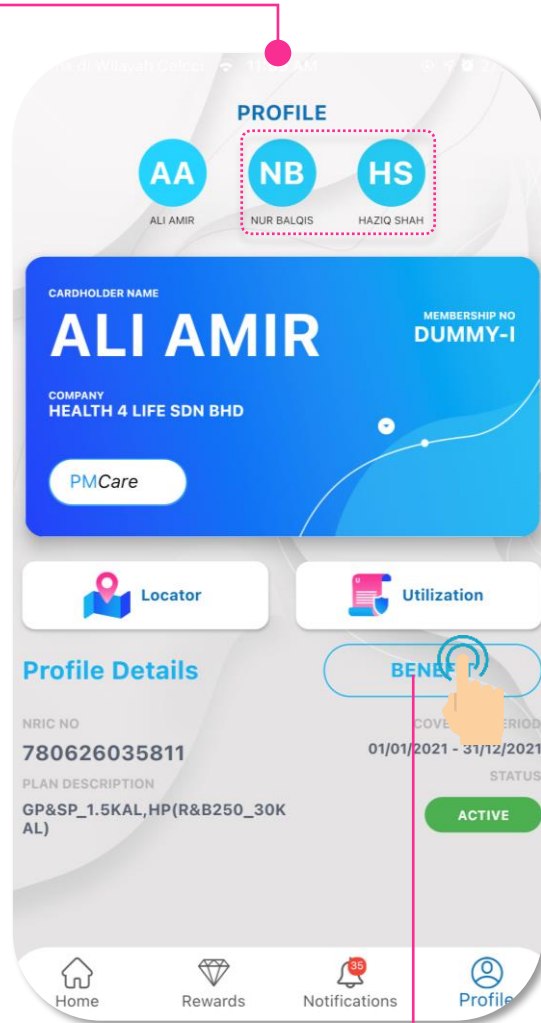




# 6. Profile



Tap on "Profile" to View your Profile Details



Tap on "Benefit" to view your benefits as well as dependents details



You can view your benefits details by Service Type

Tap here to view your Dependents Benefits details

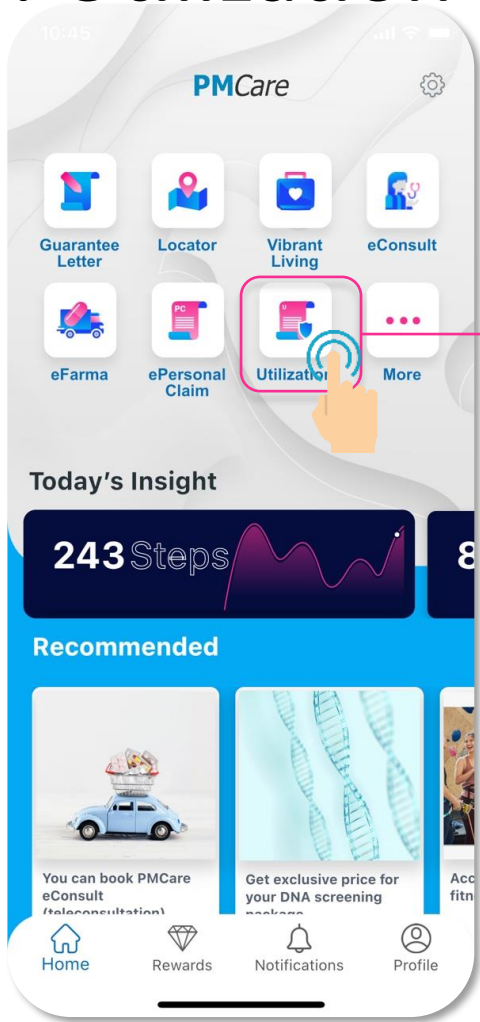
Tap here to expand

# 7. Utilization

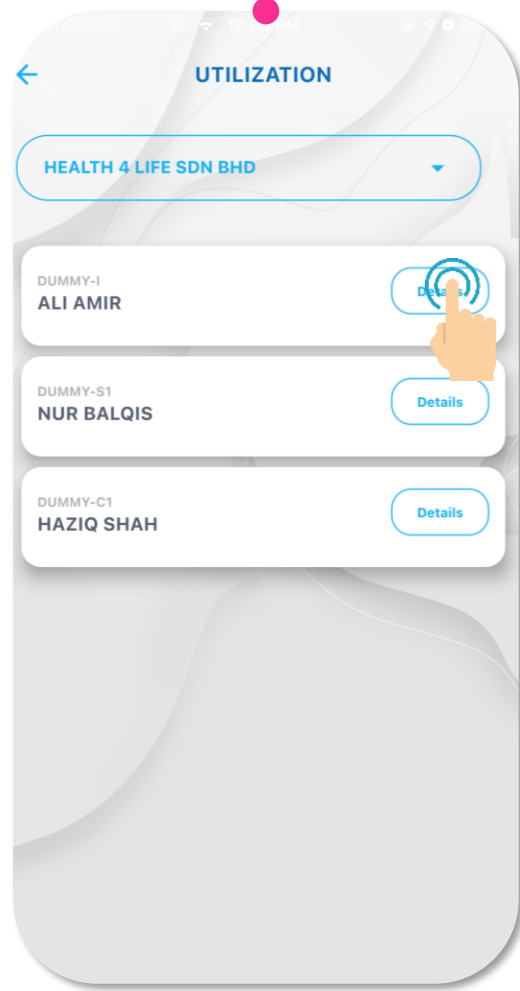




# 7. Utilization



Tap on "Utilization" to View your Utilization Details



Tap on "Details" to view your Utilization details

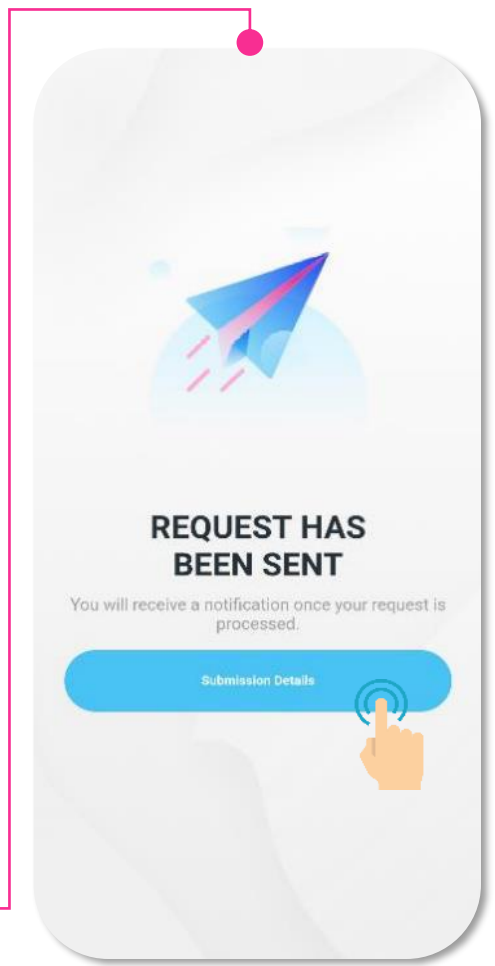
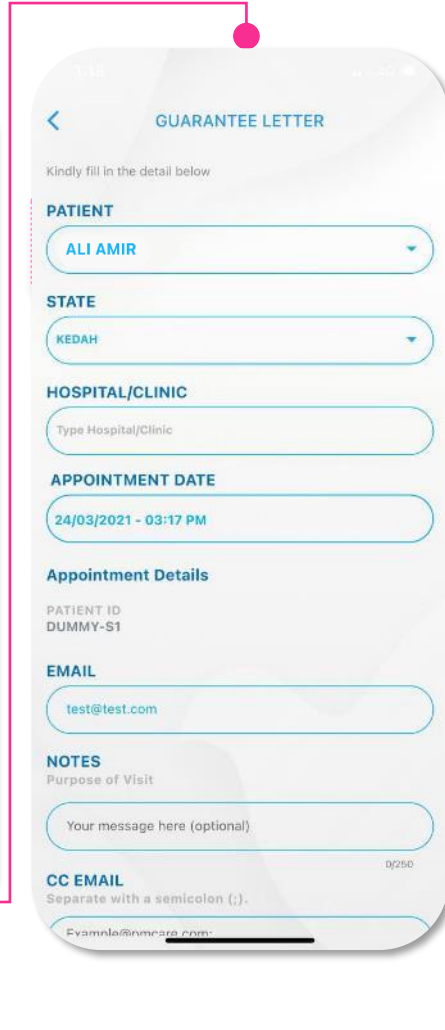
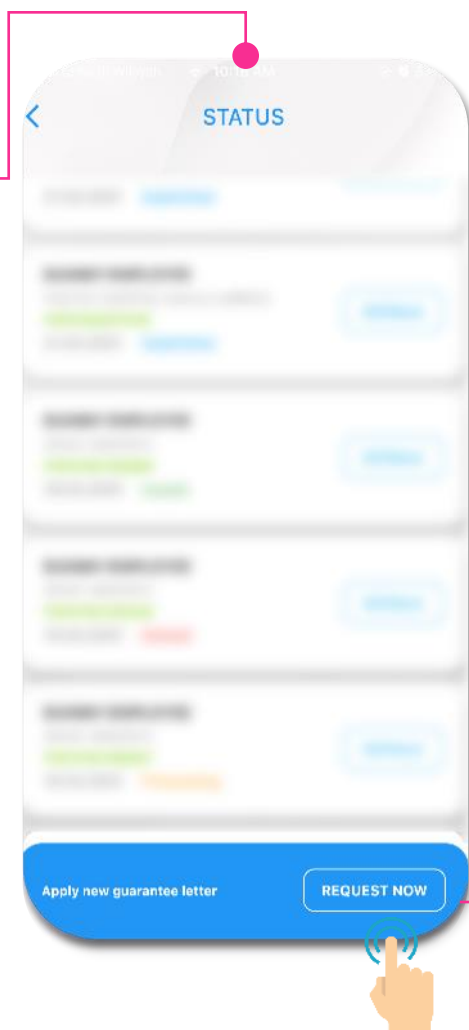
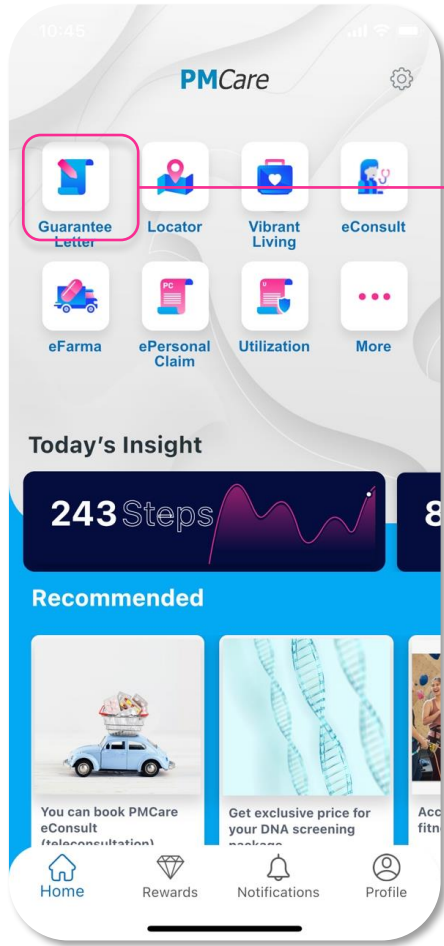


You can view your utilization details by Service Type

You can choose to view your utilization details by Coverage Period

# 8 Guarantee Letter ("GL")

# 8. Guarantee Letter (page 1/2 )



1. Tap on "Guarantee Letter" to:  
Request GL
2. View GL Status



Tap on "Request Now" to Request for GL



Choose the right "Patient" for the GL & fill up all the necessary details

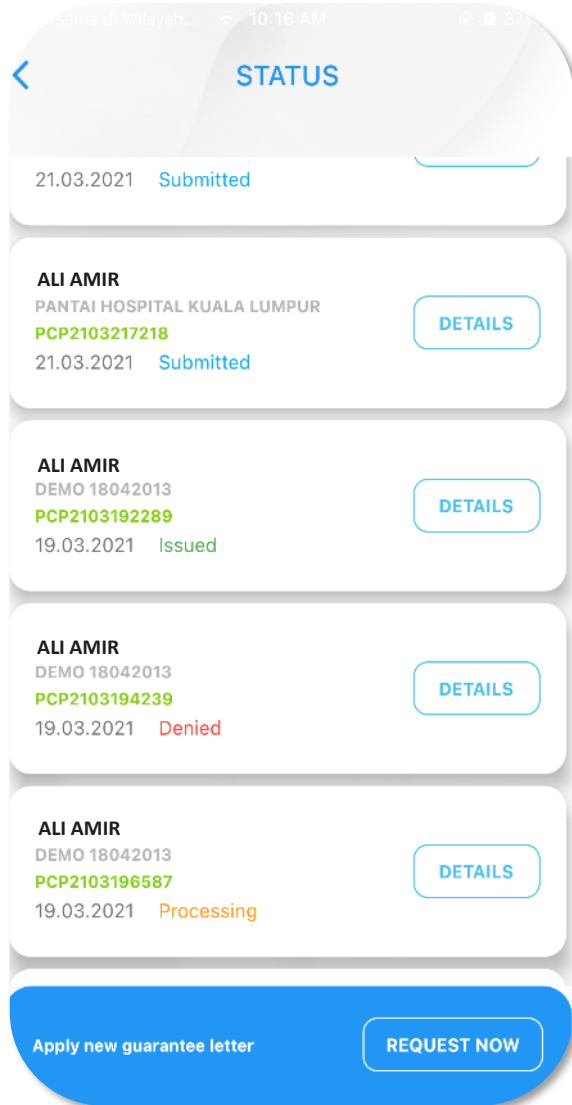


Attach Referral Letter/ Appointment Card either in PDF format or in Image format

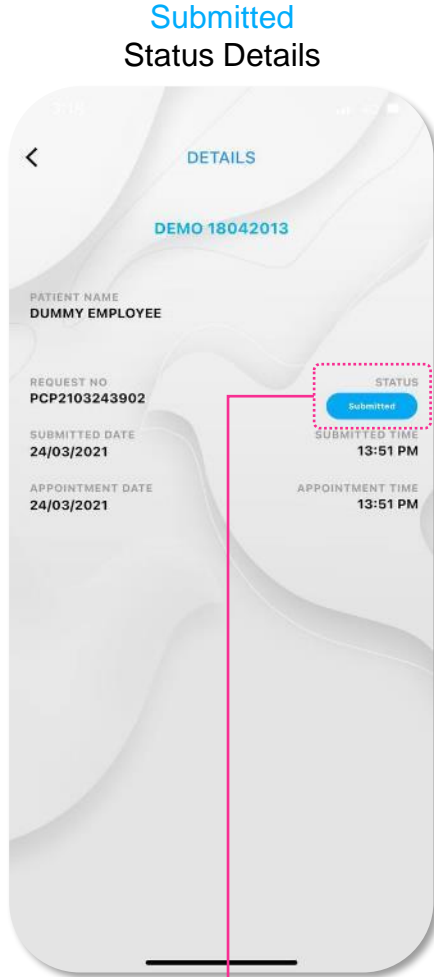


Tap on "Submission Details" to view GL Request Status

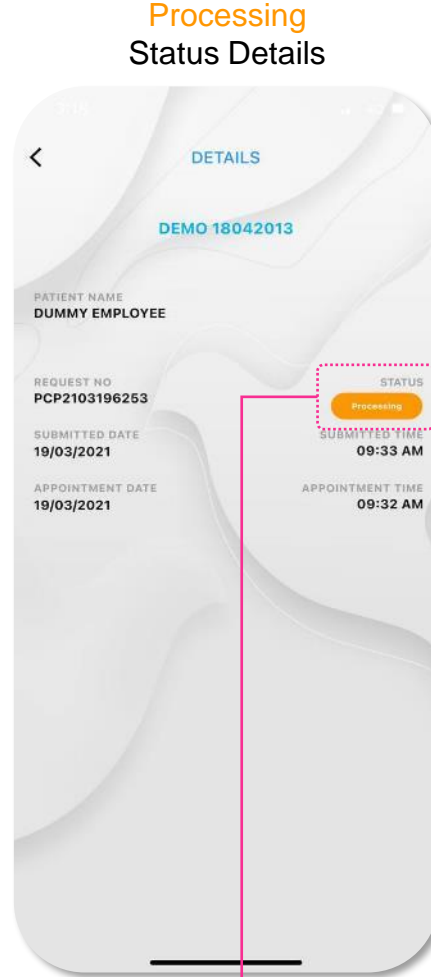
# 8. Guarantee Letter (page 2/2)



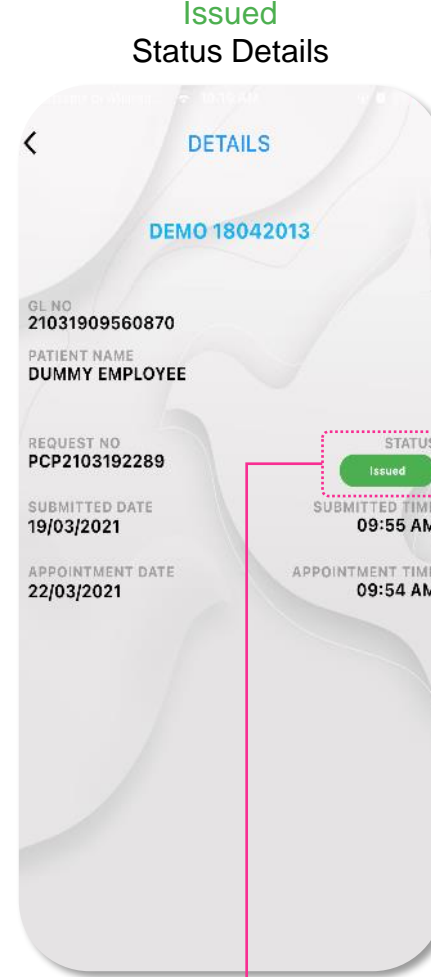
Tap on "Details" to view GL Request Status



GL request has been Submitted



GL is being prepared



GL has been Issued



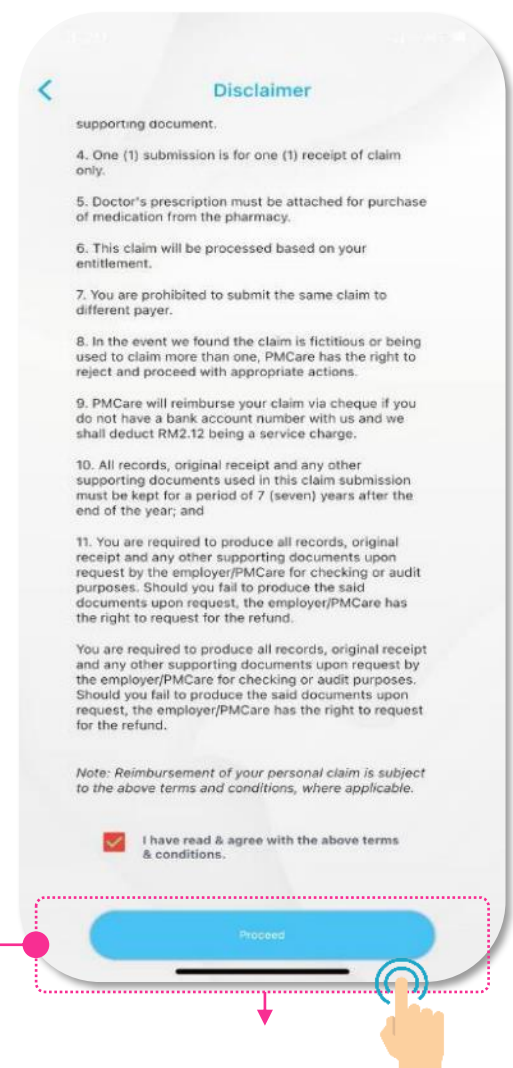
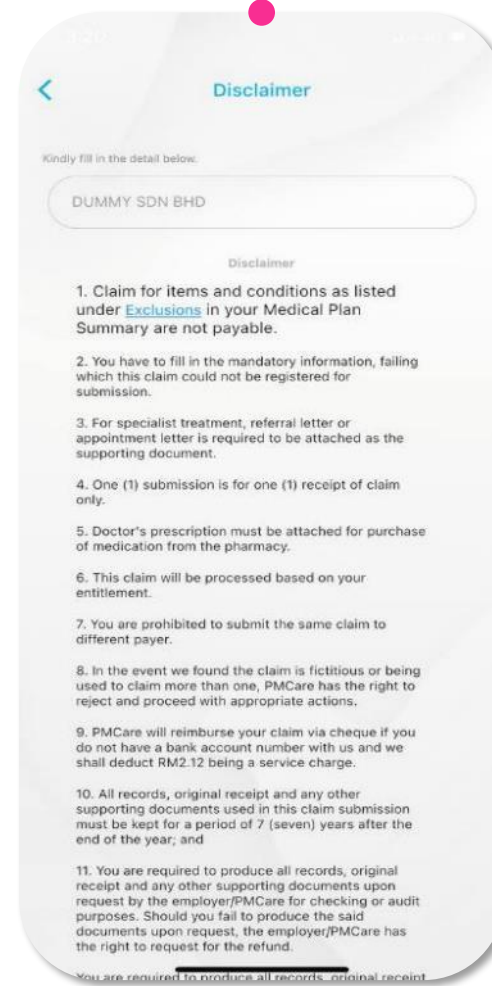
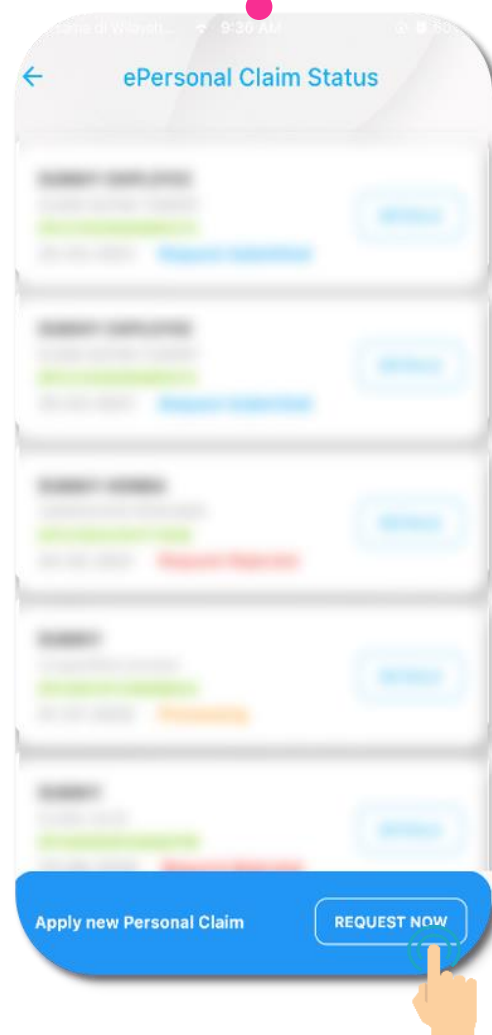
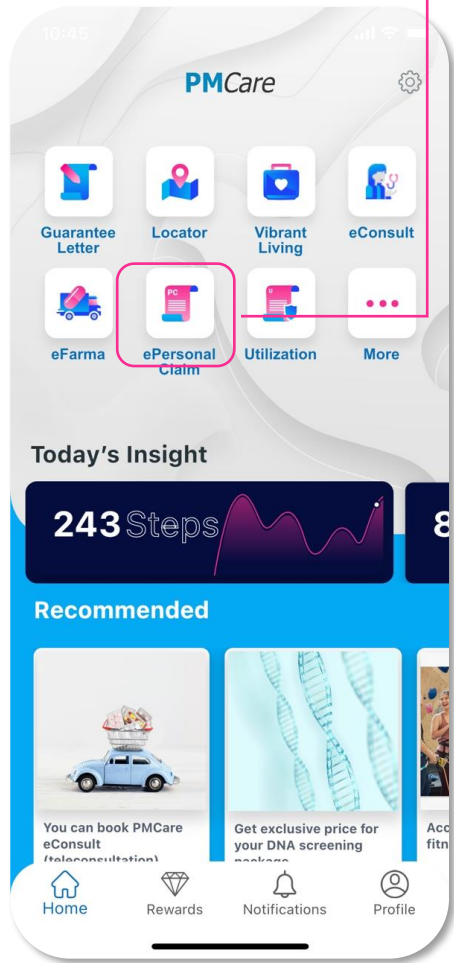
GL request has been Denied

## 9. Personal Claim ("e-PC")





# 9. e-Personal Claim (page 1/4 )



- Tap on "e-Personal Claim" to:
1. Submit Personal Claim
  2. View Personal Claim Status



Tap on "Request Now"



Read "Disclaimer" & scroll down to proceed



Tick box "I have read & agree with the above terms & condition" & tap Proceed

# 9. e-Personal Claim (page 2/4 )

**ePersonal Claim Verification**

Kindly fill in the detail below.

Patient Name  
ALI AMIR

Patient ID  
ALI AMIR

Service Type  
General Physician

Visit Date/Time  
24/03/2021 - 03:20 PM

State  
KEDAH

Provider Name  
Type Provider Name

Reason for seeking treatment  
 Emergency  
 Panel Clinic not Within Vicinity  
 Others

**ePersonal Claim Verification**

24/03/2021 - 03:20 PM

State  
KEDAH

Provider Name  
Type Provider Name

Reason for seeking treatment  
 Emergency  
 Panel Clinic not Within Vicinity  
 Others

Explanation  
Your explanation of the reason  
ALLIANCE BANK BERHAD  
78432994

Note: Please confirm the above bank account number. Otherwise, please advise your IRP accordingly.

Proceed

**ePersonal Claim Details**

**Claim Details**

Claim Amount  
80

Receipt No  
12345678

**Type of medical conditions**

ACUTE SINUSITIS

ACUTE UPPER RESPIRATORY INFECTION

ALLERGY

ASTHMA

CHILD IMMUNIZATION

CONJUNCTIVITIS

COUGH

**ePersonal Claim Details**

VOMITING

Select here if your diagnosis is not mentioned above  
Select here if your diagnosis is not men... ↓

**OTHERS (Please specify the nature of diagnosis)**

Other Medical Conditions

Proceed

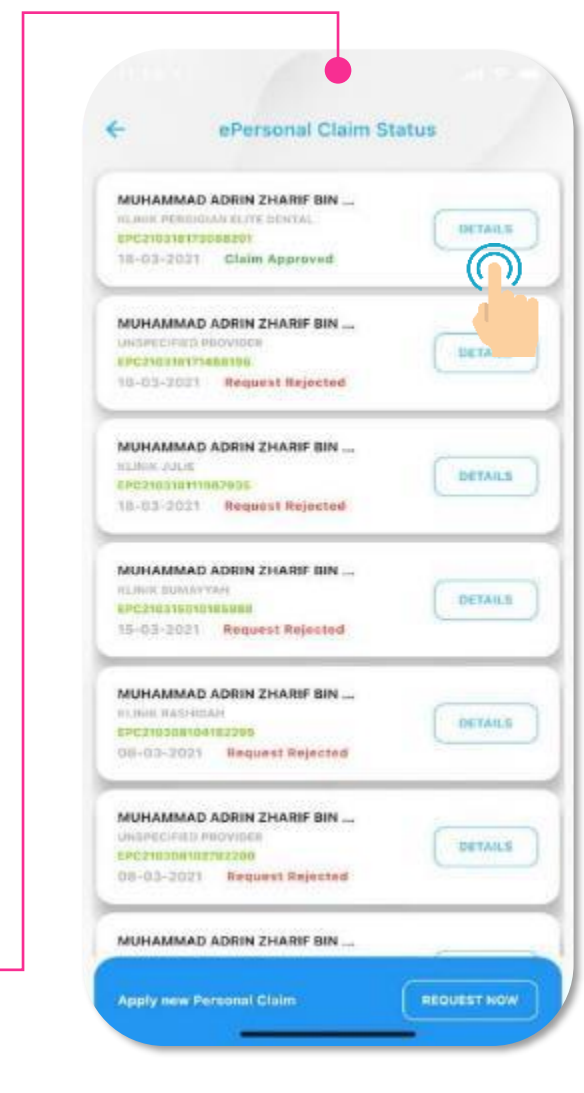
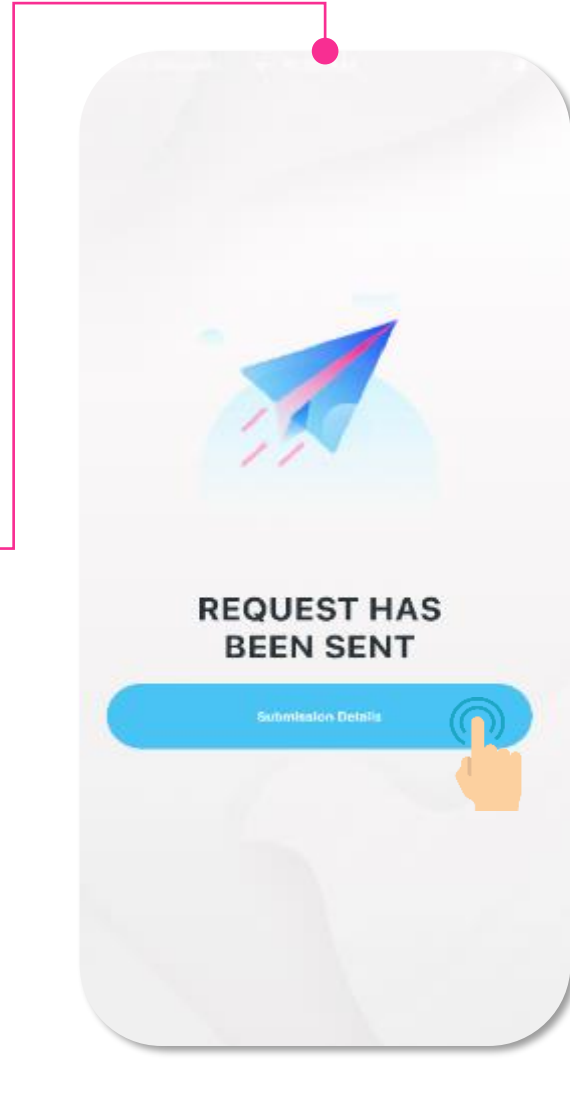
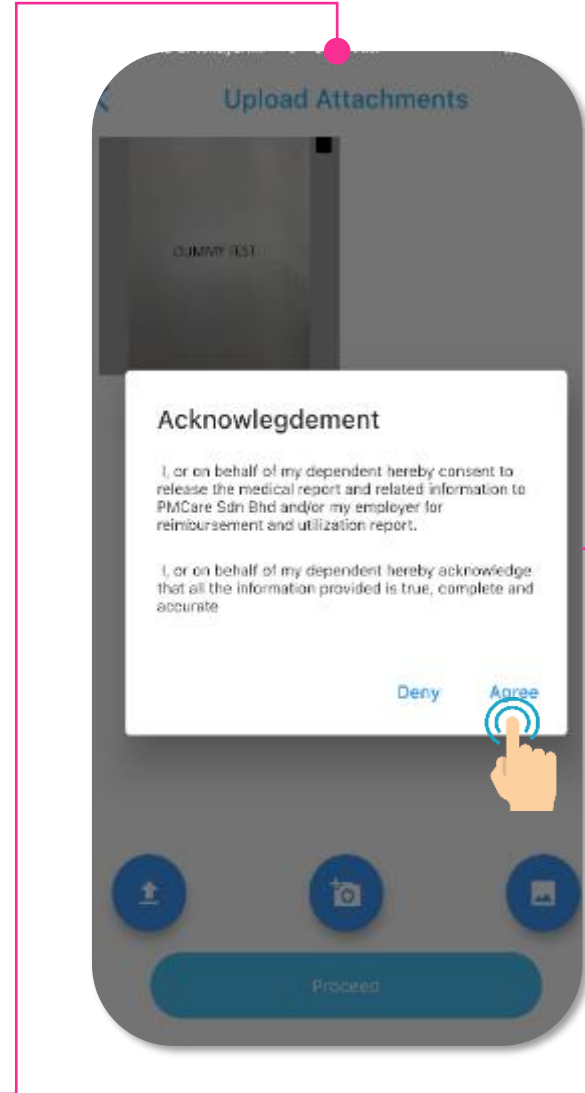
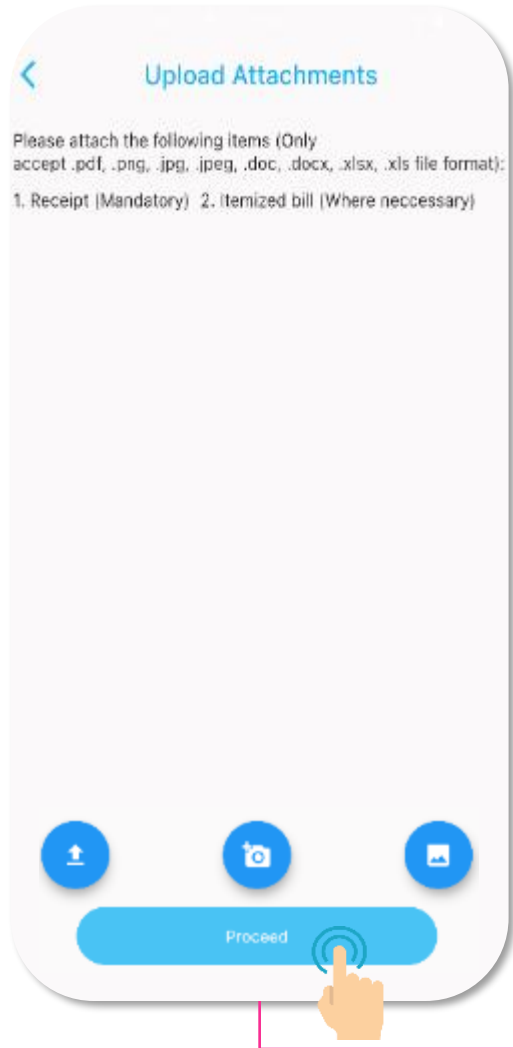
Choose the right "Patient Name" & fill up the necessary details

Compulsory to state the reason of your Personal Claim

Please fill up all necessary details

Please fill up all necessary details

# 9. e-Personal Claim (page 3/4 )



Please attached:  
1. Claim Receipt (Mandatory)  
2. Itemized Bill (Where necessary)

Tap on "Agree"

Tap on "Submission Details"  
to view e-PC Status

Tap on "Details"  
to view e-PC Status

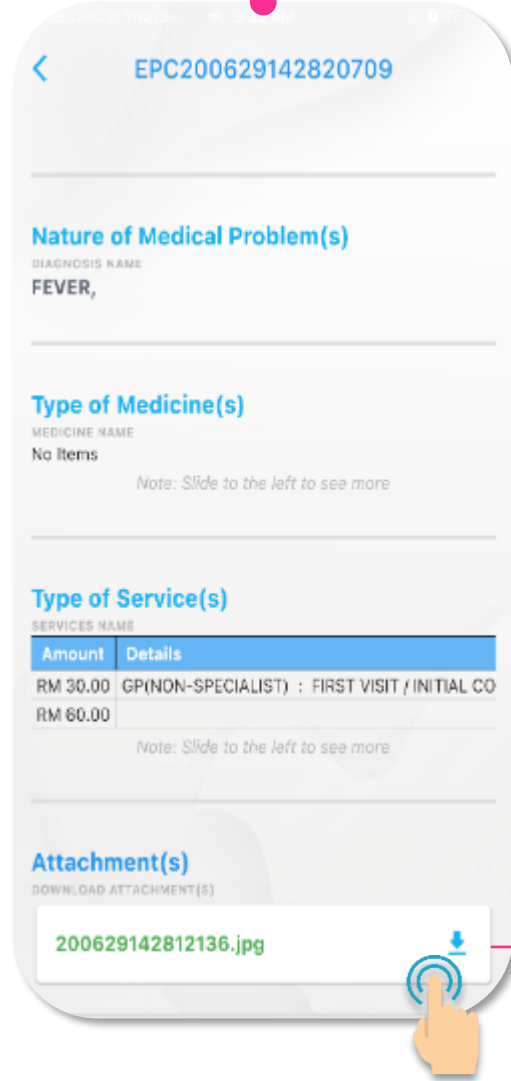


# 9. e-Personal Claim (page 4/4 )



You can view your Claim Details & check the status either:

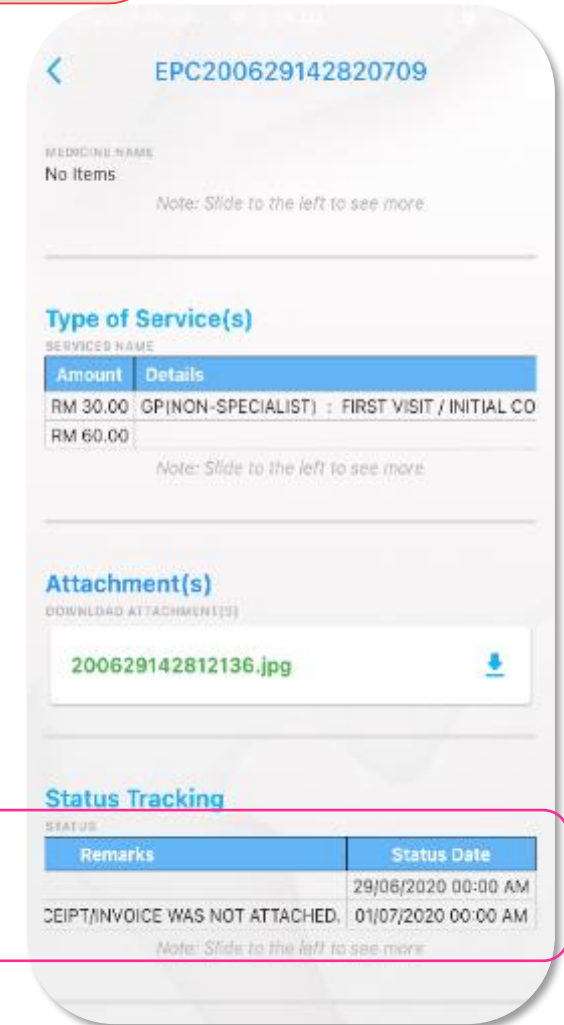
- Submitted
- Processing
- Approved
- Rejected



You can download the submitted attachments



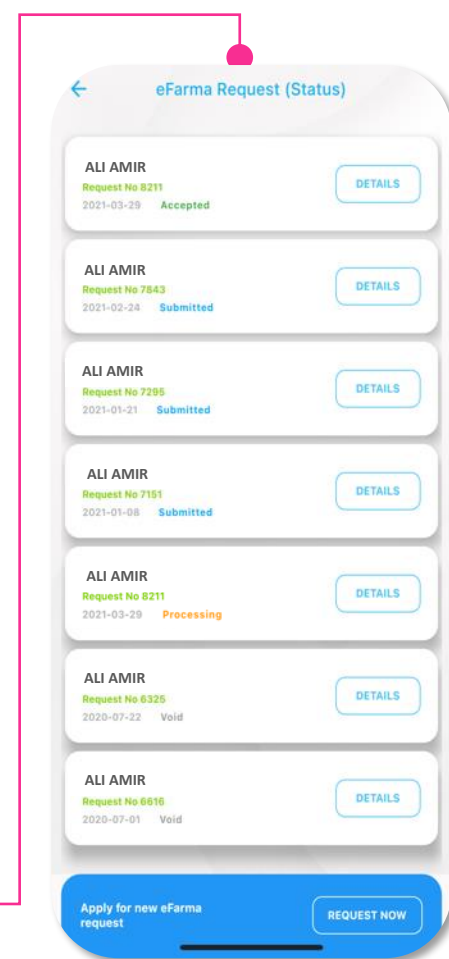
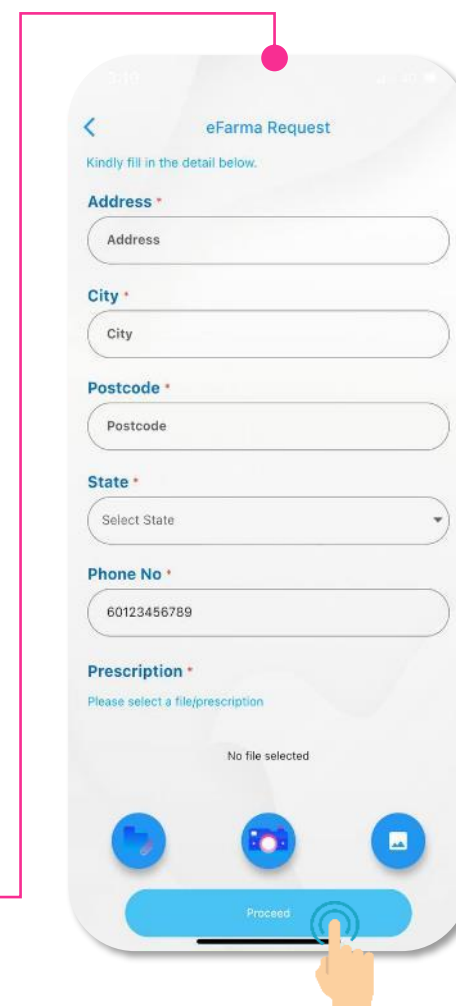
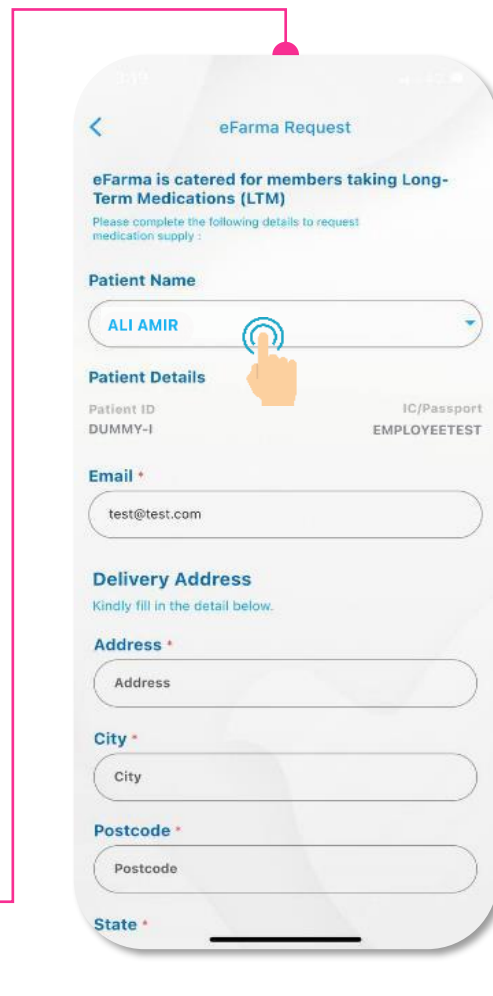
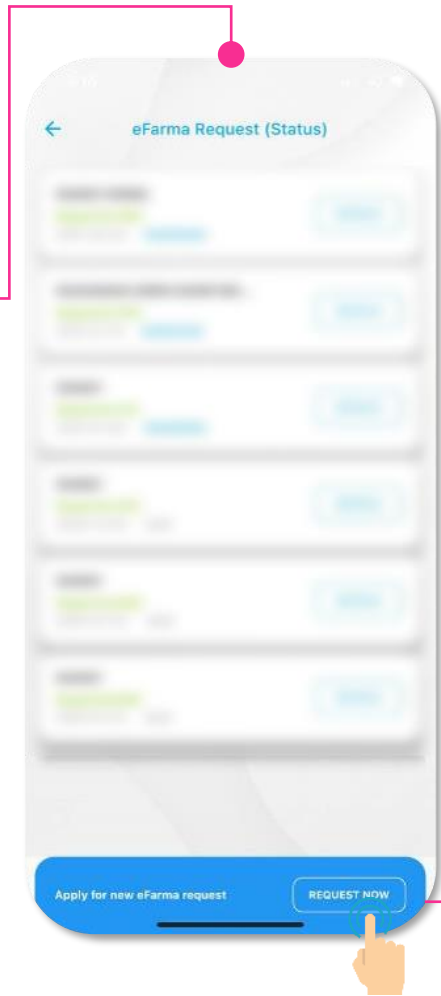
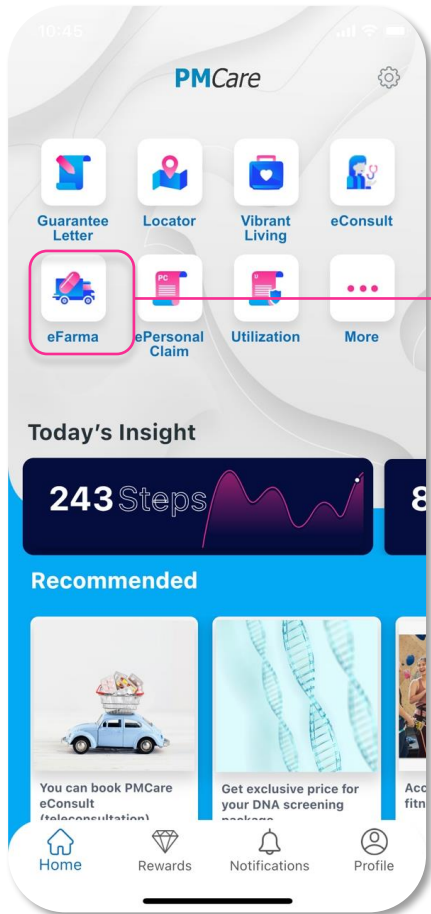
You can check the Status Tracking & Request Rejected reason will be stated on Remarks column  
\*Slide to the Left to see more



# 10.e-Farma



# 10. e-Farma



- Tap on "e-Farma" to:
1. Request for Long Term Medication (LTM)
  2. View request status

Tap on "Request Now"

Choose the right "Patient Name" & fill up the Delivery Address details

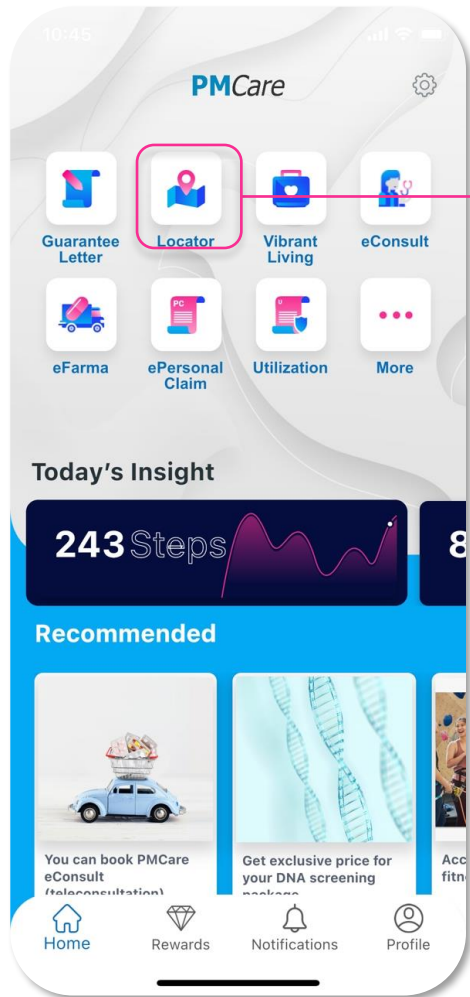
Attach Prescription either in PDF format or in Image for & Tap "Proceed"

Tap on "Details" to view e-Farma Request Status

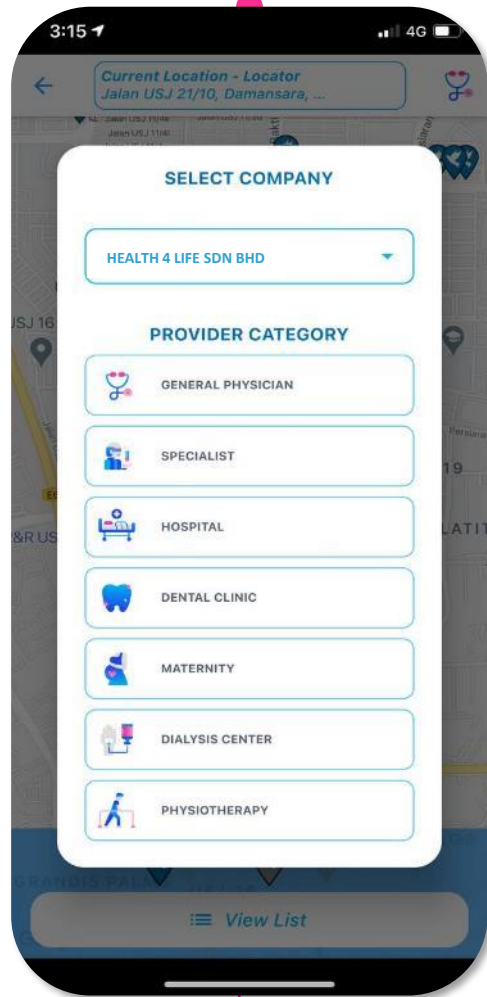
# 11. Provider Locator



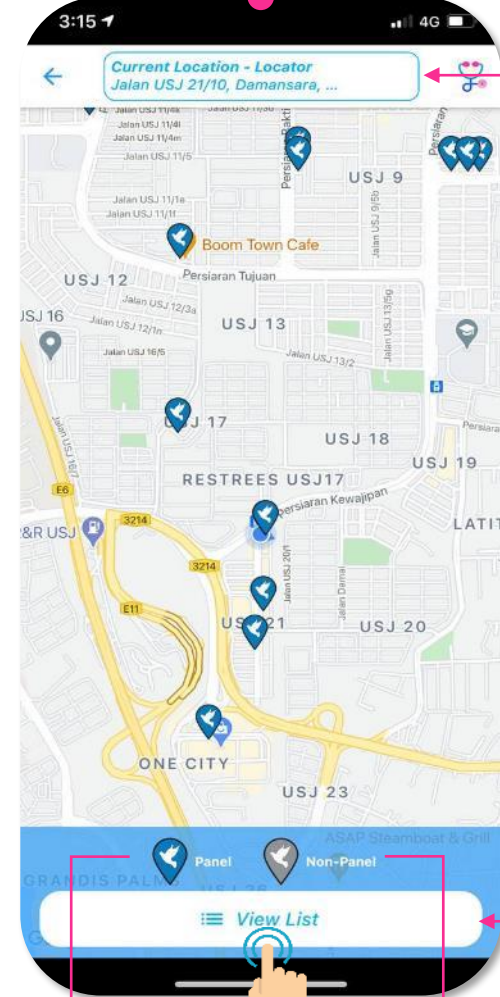
# 11. Provider Locator (page 1/2)



Tap on "Locator" to locate PMCare Panel Provider



You can select "Provider Category"



PMCare Panel Provider

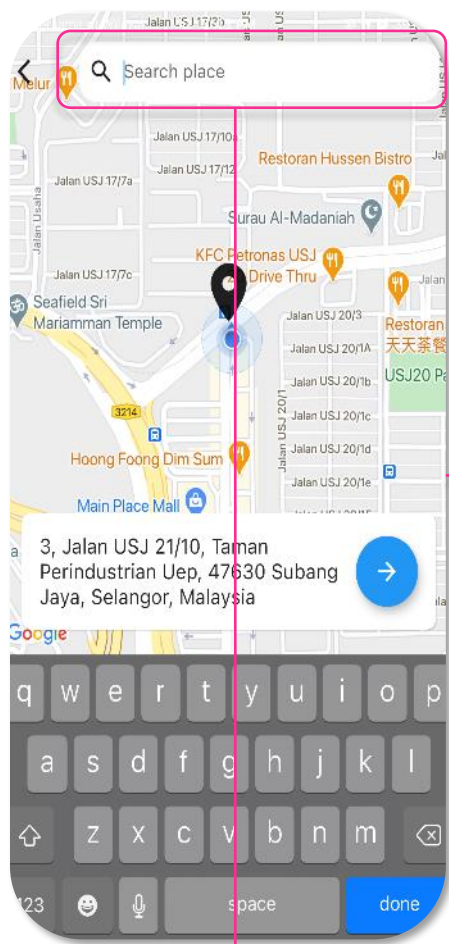
Non- Panel Provider

Address will be auto-located if your Phone GPS Settings is already ON

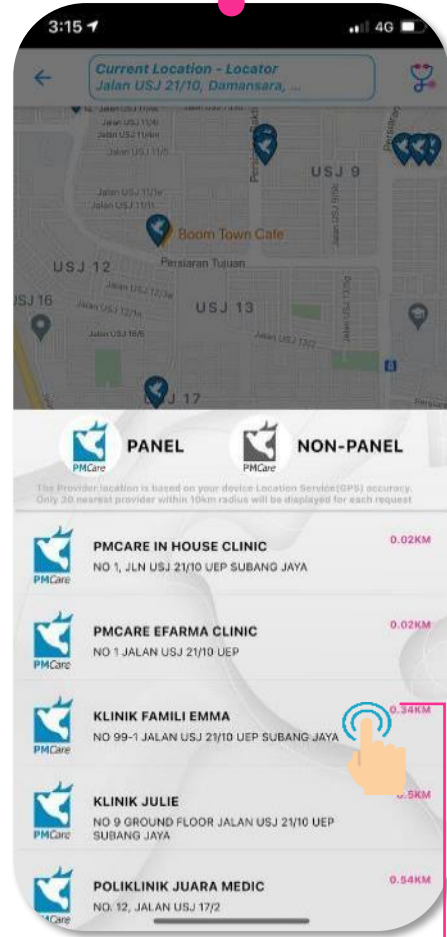
Tap "View List" for Panel Provider List within vicinity



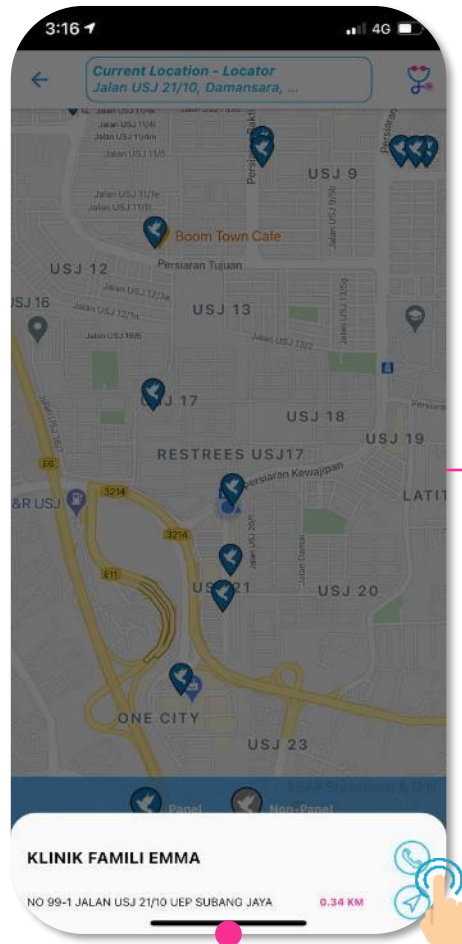
# 11. Provider Locator (page 1/2)



You can also search address your preferred location

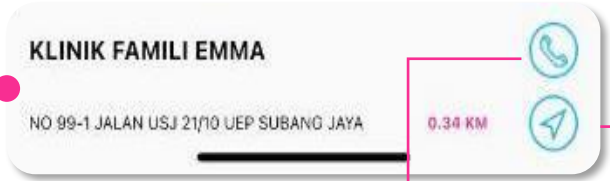


- Non-Panel will appear in Gray Color Logo
- Tap on Provider Name to view details

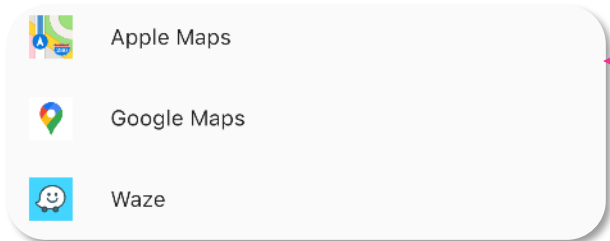


You can view Panel Provider details

- Clinic Name
- Address



Phone Number



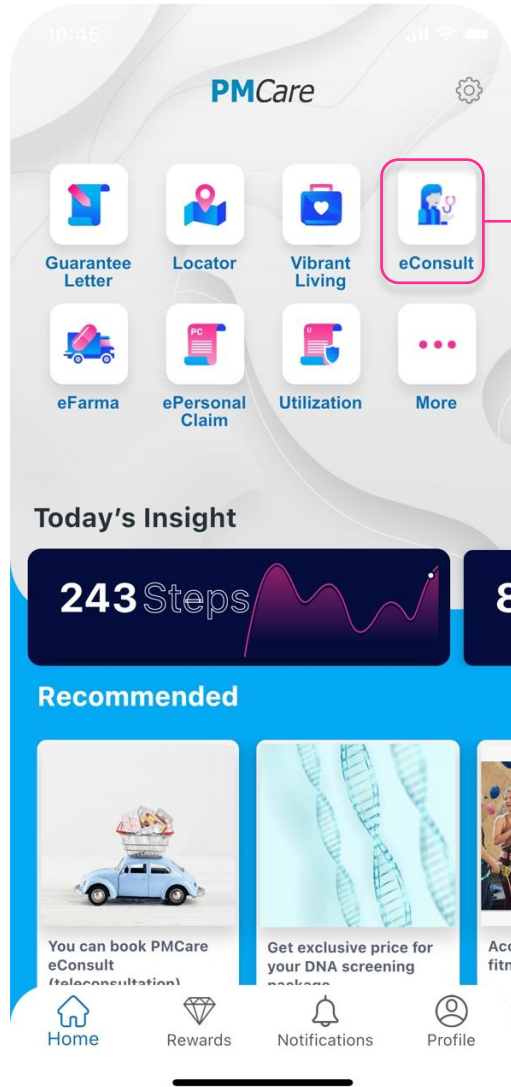
Navigation Apps

- Apple Maps
- Google Maps
- Waze

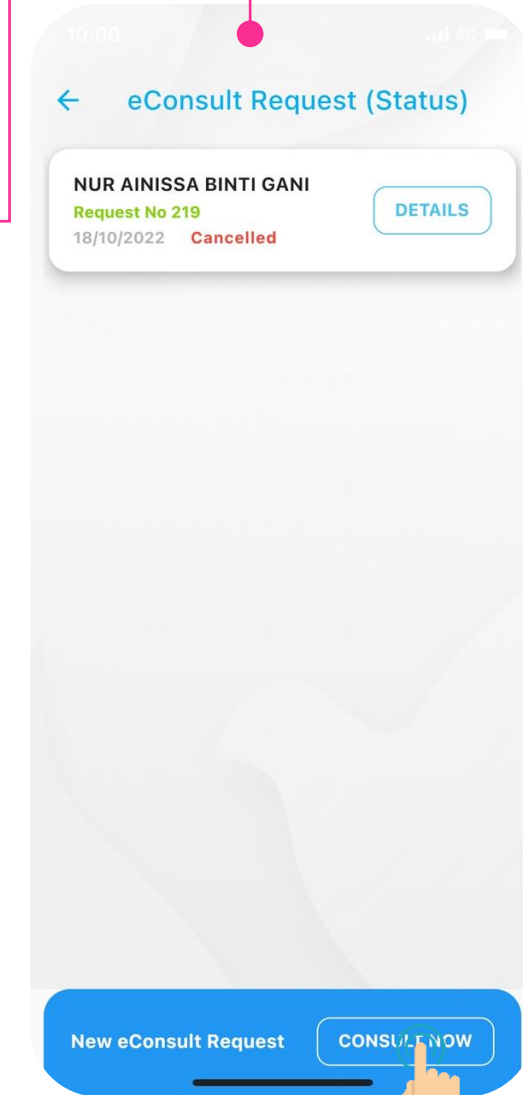
## 12. eConsult



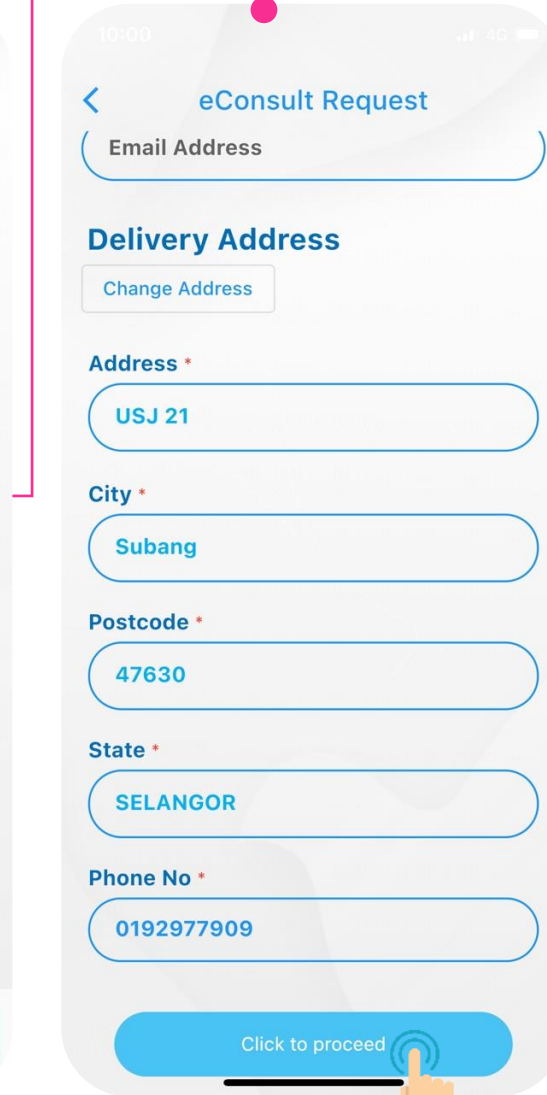
# 12. eConsult



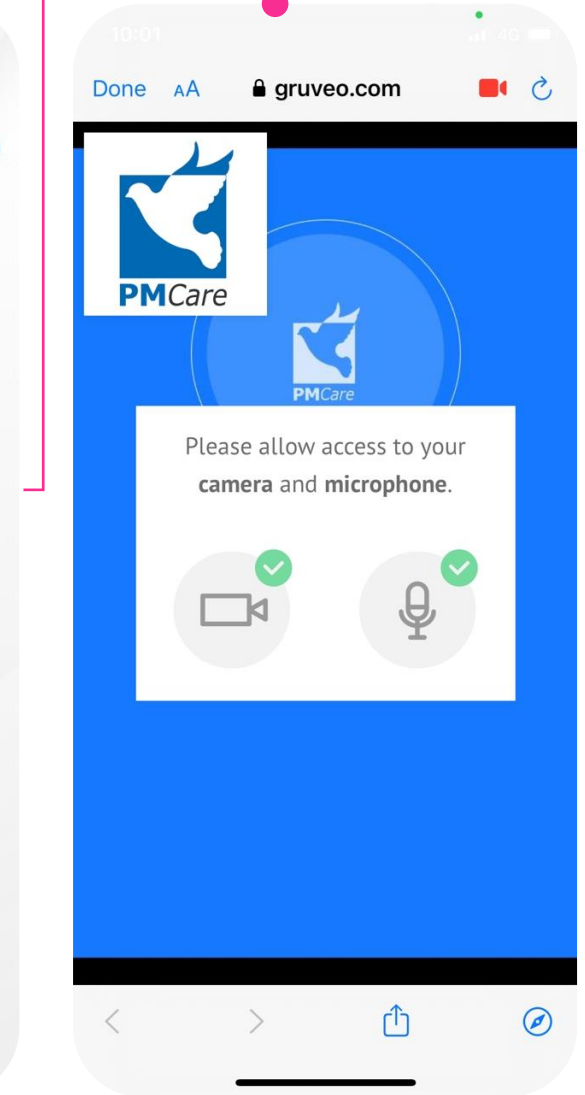
Click "eConsult" to schedule an online doctor consultation



Click "Consult Now" to request for eConsult



Click "Click to Proceed to start the consultation



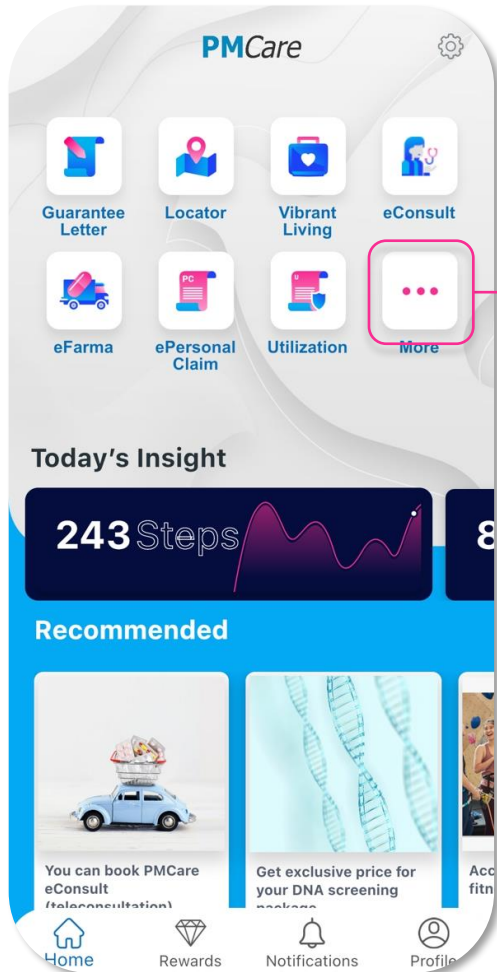
Please allow your device to permit access to the camera and microphone in the app



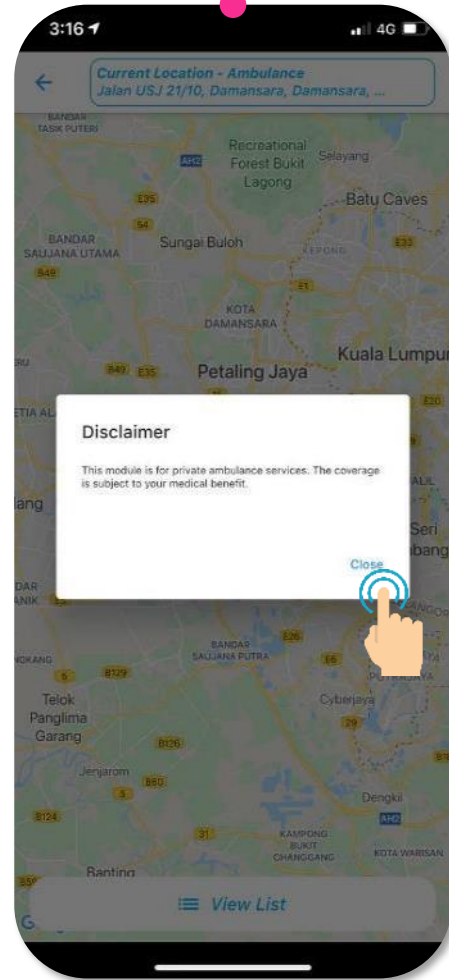
# 13. Ambulance



# 13. Ambulance



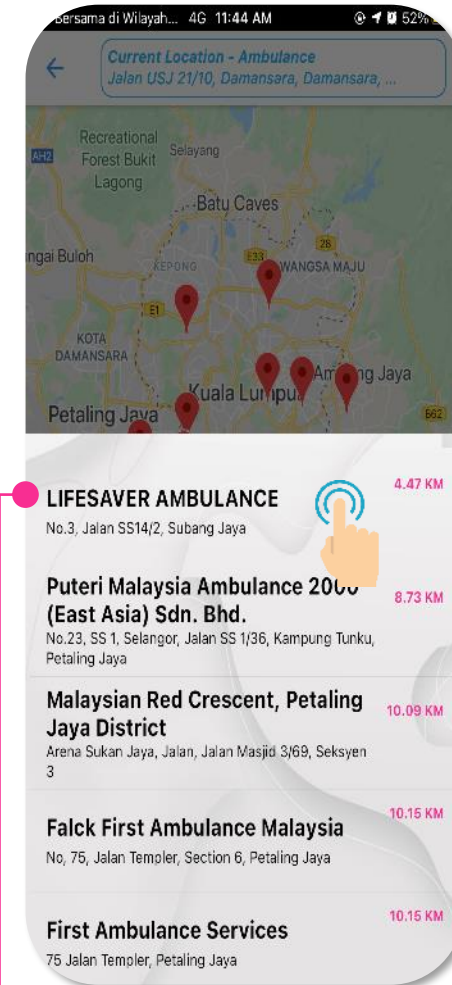
Tap on "More" to view Ambulance and locate Ambulance Service available within vicinity



Read the "Disclaimer" & Click "Close" to Proceed



Tap on "View List"

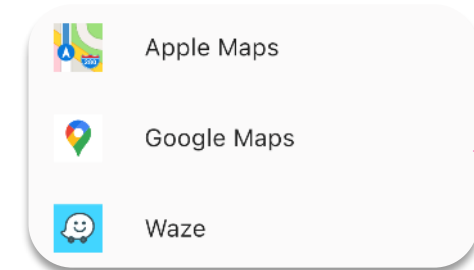
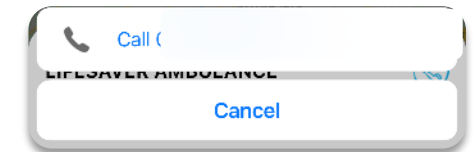


Tap on Ambulance Name to view details

- Clinic Name
- Address



Phone Number



Navigation Apps

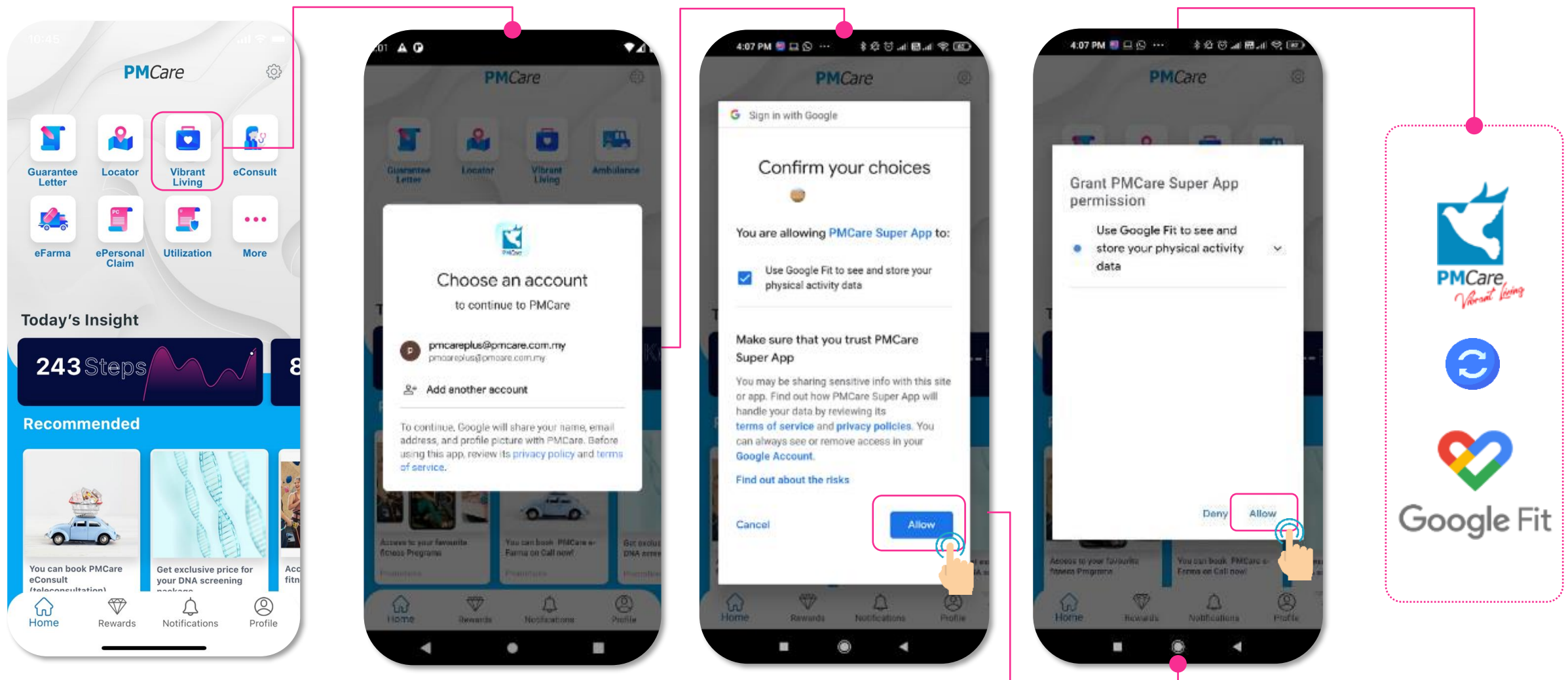
- Apple Maps
- Google Maps
- Waze

# 14.Vibrant Living



# 14.1 Vibrant Living – Sync with Google Fit

**\*Please make sure you have already installed "Google Fit"**



Tap on "Vibrant Living" to Start sync your Google Fit with PMCare Mobile App

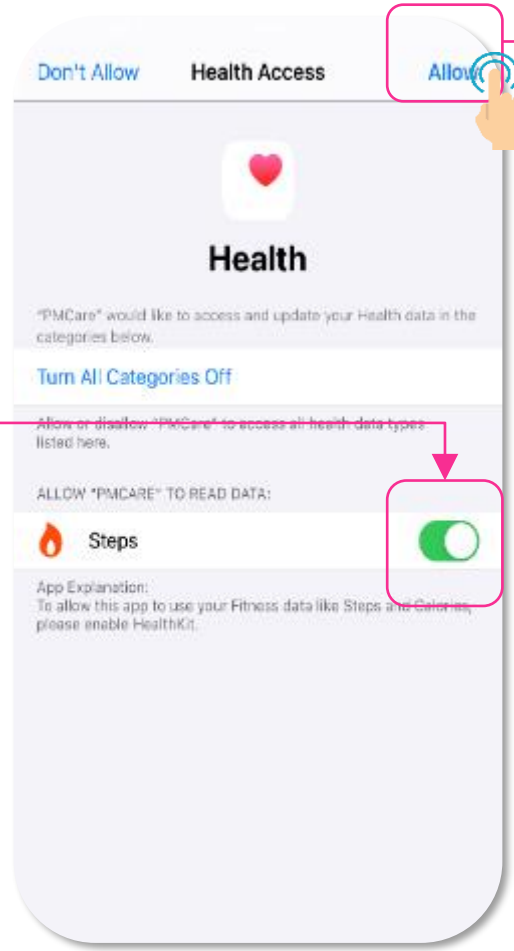
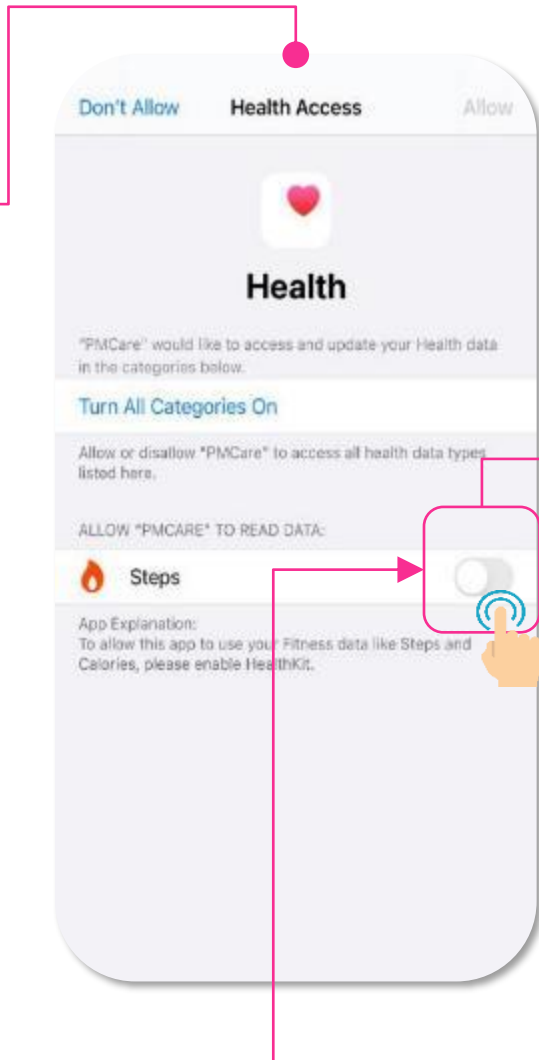
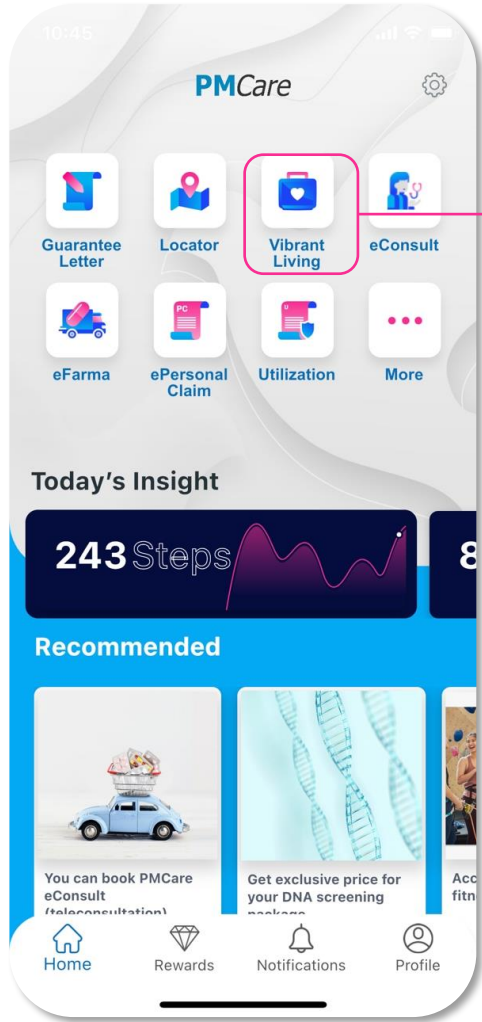
Choose your Gmail Account that associate with your Google Fit

Tap on "Allow" for PMCare Mobile App to sync with your Google Fit data

Tap on "Allow" to grant Permission



# 14.2 Vibrant Living – Sync with Apple Health

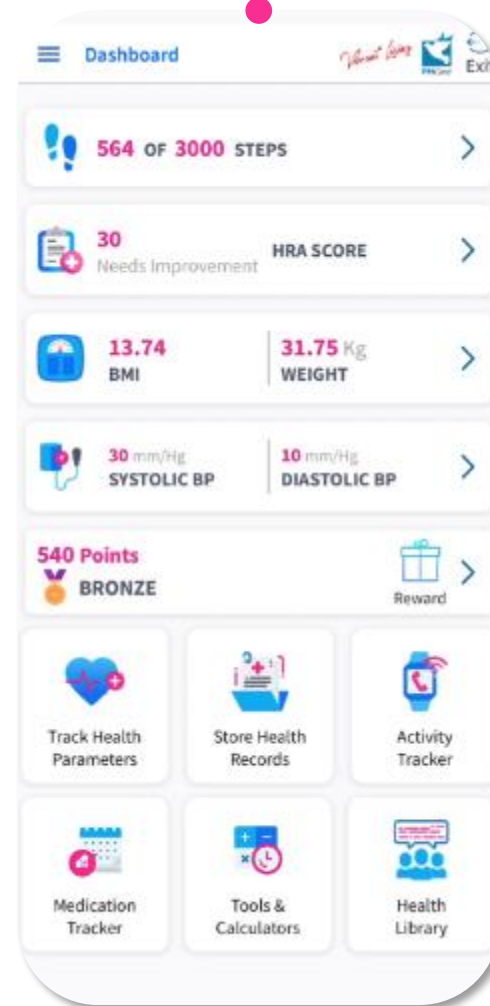
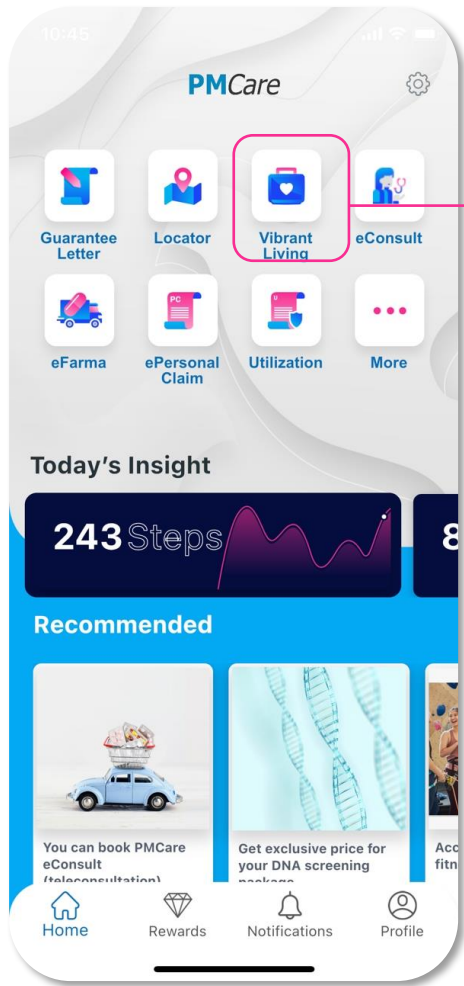


Tap on "Vibrant Living" to Start sync your Apple Health with PMCare Mobile App

Tap on here to allow PMCare Mobile App to read data from Apple Health

Tap on "Allow" for PMCare Mobile App to sync with your Apple Health data

# 14.3 Vibrant Living - Dashboard



Tap on "Vibrant Living" to explore more on the new Features "Vibrant Living"

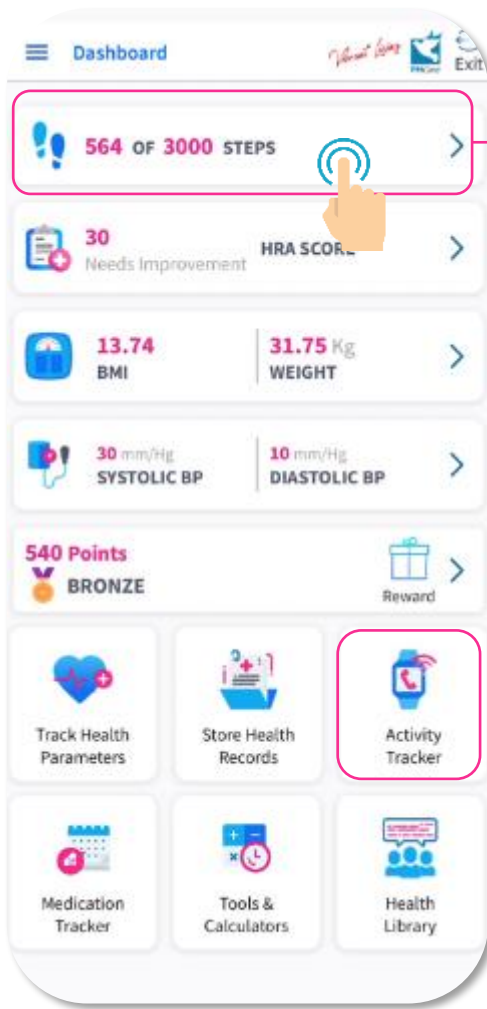


Opening "Vibrant Living" page



Dashboard

# 14.4 Vibrant Living - Activity Tracker



Tap on "Activity Tracker"

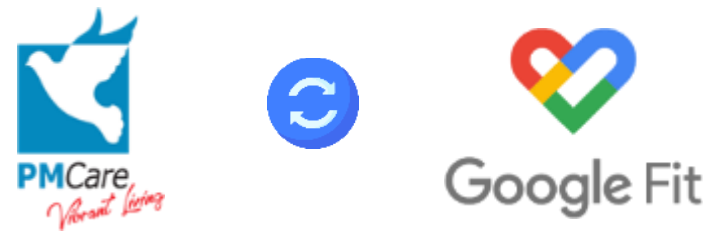


- View your Steps Count by Daily, Weekly & Monthly
- Set your Steps Goal per day

## Healthy Activities

- This feature can support you in adopting balanced & healthy lifestyle
- Track your daily step counts and calories burnt
- Sync with your Fitness App:

## For Android User



- ✓ You need to sign in your Google Fit Account to sync your step counts with PMCare Vibrant Living Activity Tracker
- ✓ If you didn't download Google Fit app yet, please install it first and sync with PMCare app.

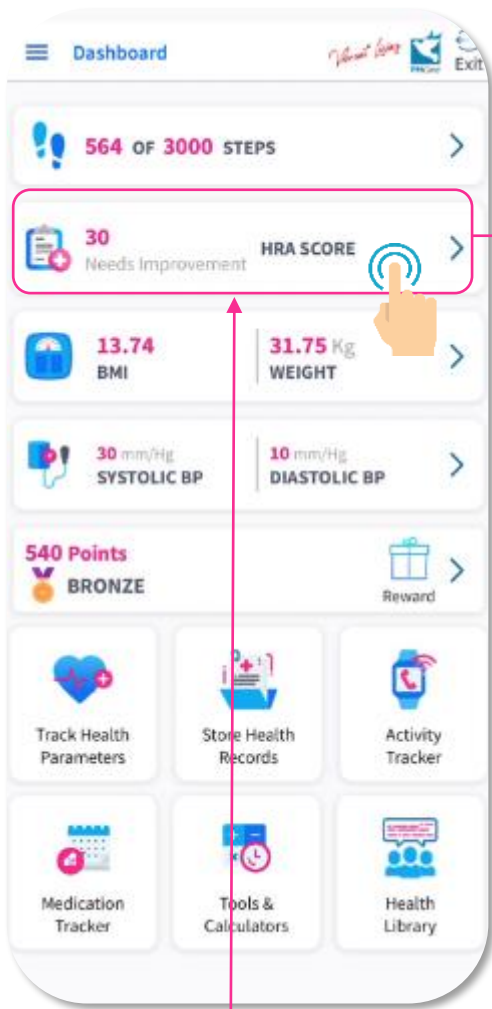
## For iOS User



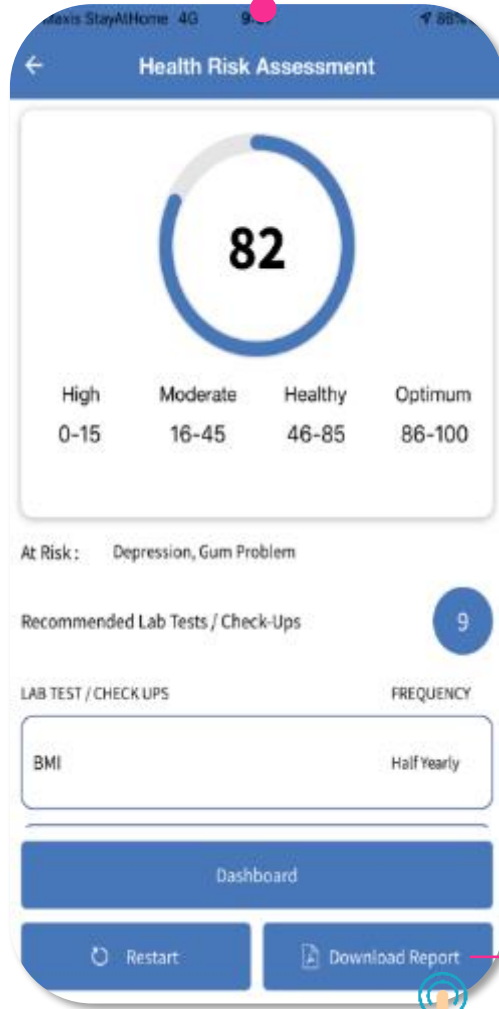
Sync with your Apple Health

The higher your steps count, the more Reward Points you will be earned.  
(Refer Slides 13.7 : Reward Points)

# 14.5 Vibrant Living - Health Risk Assessment “HRA”



Tap here for Health Risk Assessment



Answer few questions, your Personalized HRA report is generated



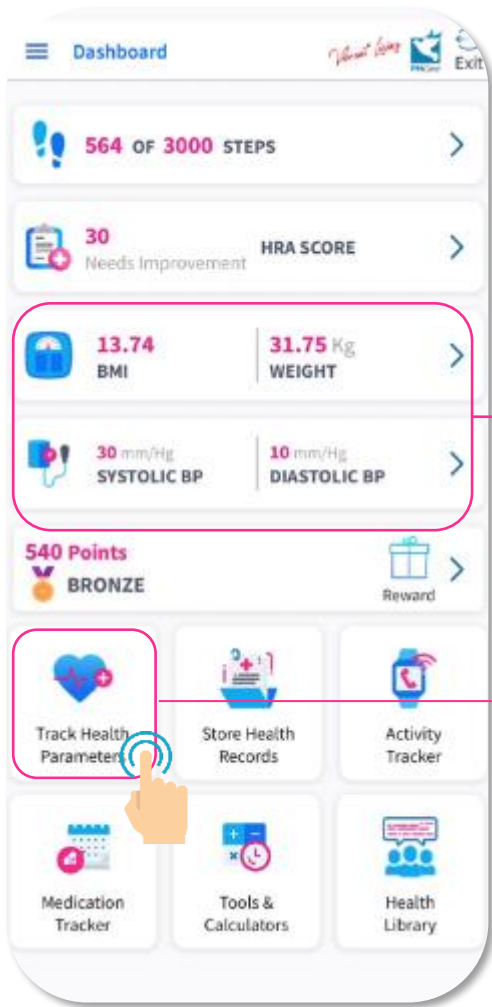
You'll received HRA report via your registered email

## Health Risk Assessment

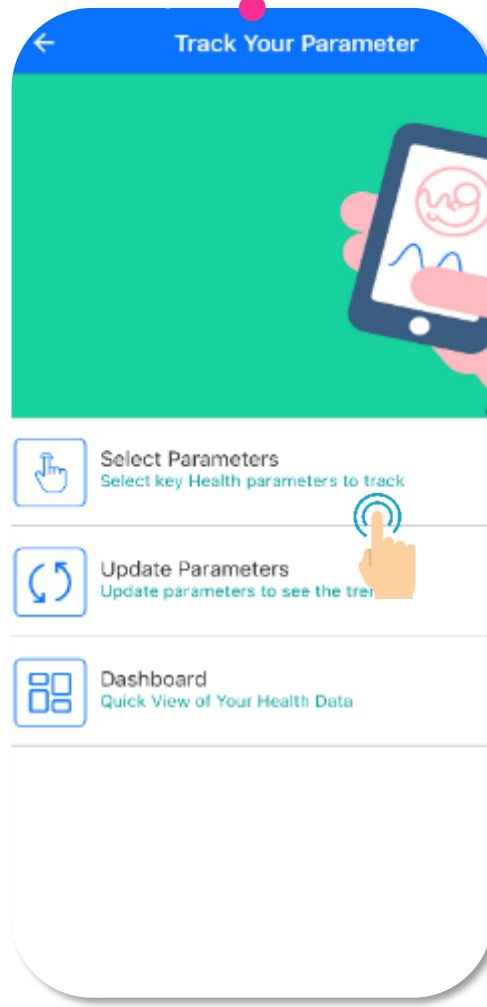
- ✓ This feature allows you to explore your health condition
- ✓ Get practical insights to make positive changes.



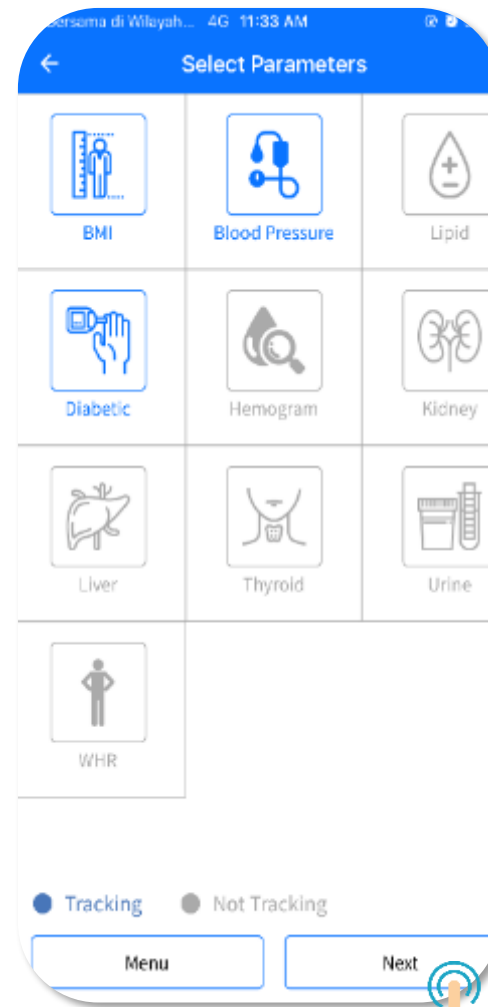
# 14.6 Vibrant Living - Track Health Parameters



Tap on  
"Track Health Parameters"



- Select Parameters you want to track
- Update Parameters
- View your Health Data Dashboard

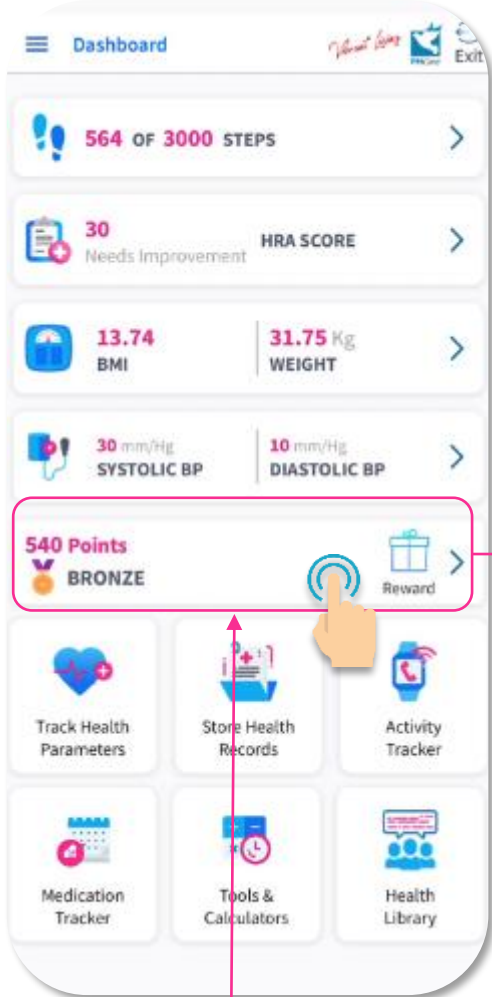


Choose Parameters you want  
to keep in Track

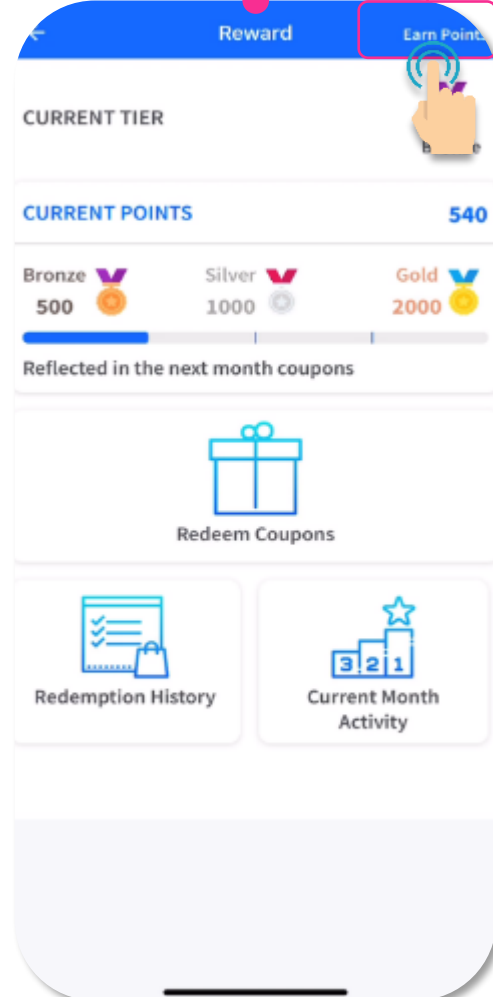
## Track Health Parameters

- ✓ This feature is able to track your important health parameters
- ✓ (BMI, BP, Blood Sugar Profile, Hemogram Profile, Kidney profile, Lipid Profile, Liver Profile, Thyroid Profile, Urine Profile, VLDL Cholesterol, WHR)

# 14.7 Vibrant Living - Reward Points




Tap on this




- You can view your:
- Reward Points
  - Status & Tier
  - Redeem Coupons
  - Redemption History
  - Current Month Activity

## How To Earn Points?


- 

### 1 Healthy Action

We track your healthy activities and get points for better Status
- 

### 2 Get points

P-Box Status

Get Higher P-Box Status with healthy lifestyle and activities.
- 

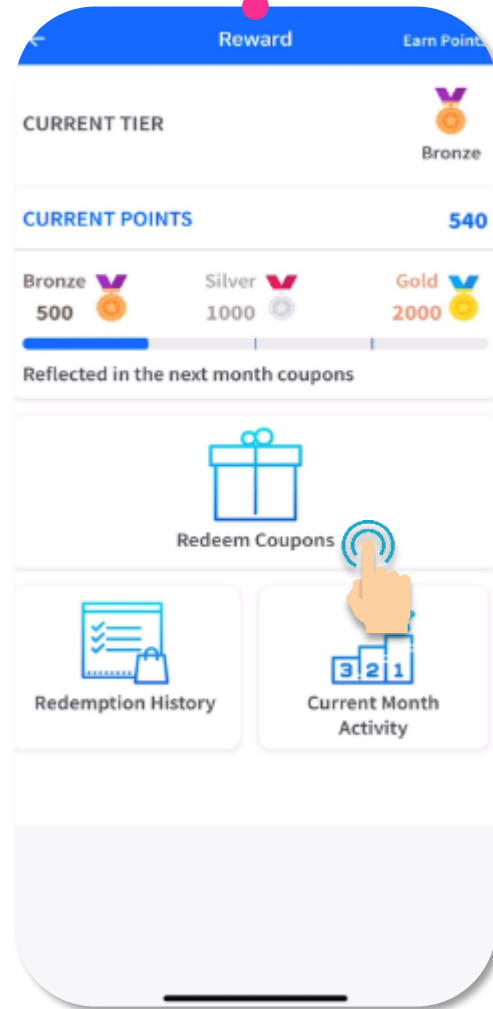
### 3 Reward

It's a present from us 😊  
Let's make our live healthier and happier!

# 14.7 Vibrant Living - Reward Points

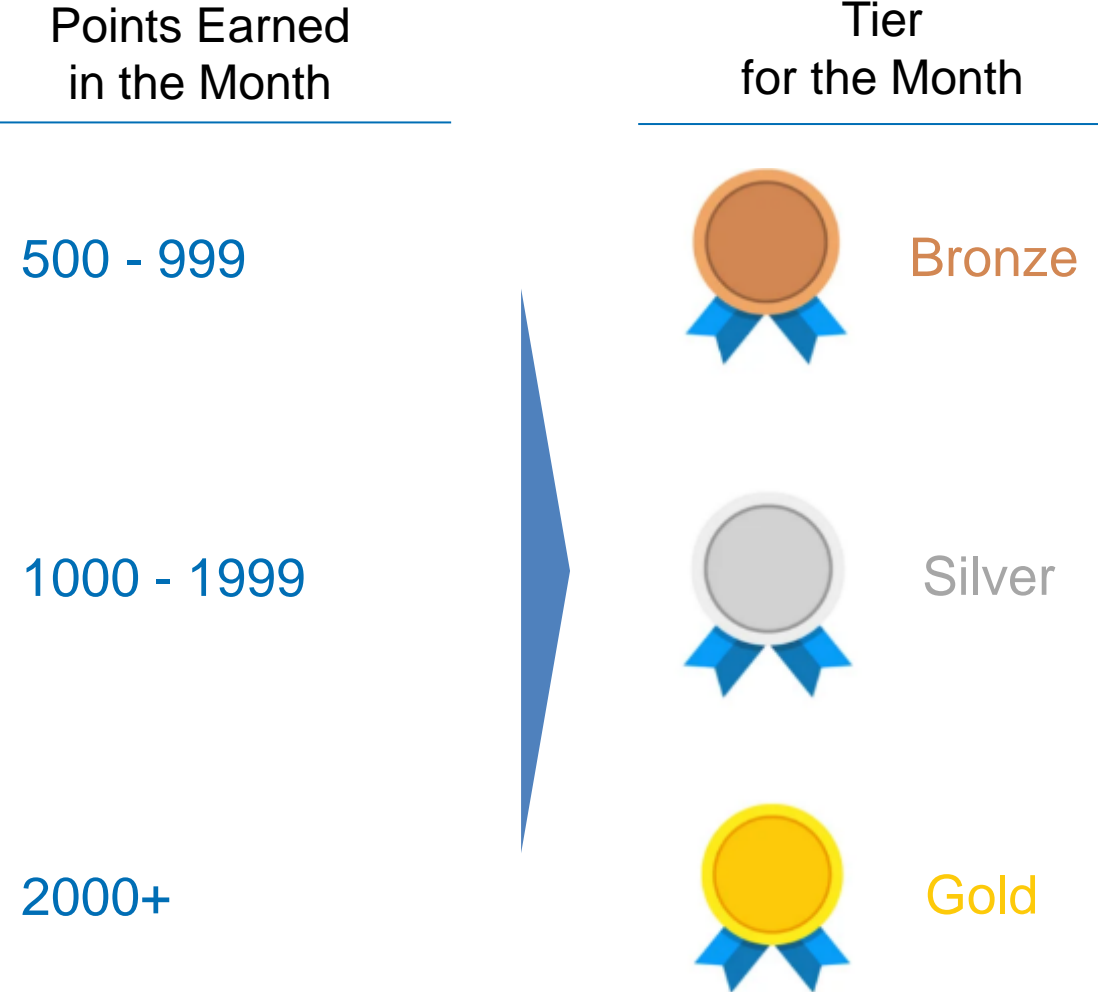


You can get points by completing each of this action



Once your Reward Points reach certain level, your Status & Tier will be upgraded

## Status & Tier



# 14.7 Vibrant Living - Reward Points

Tier  
for the Month

Get Reward

Redeem Vouchers



Bronze



Silver

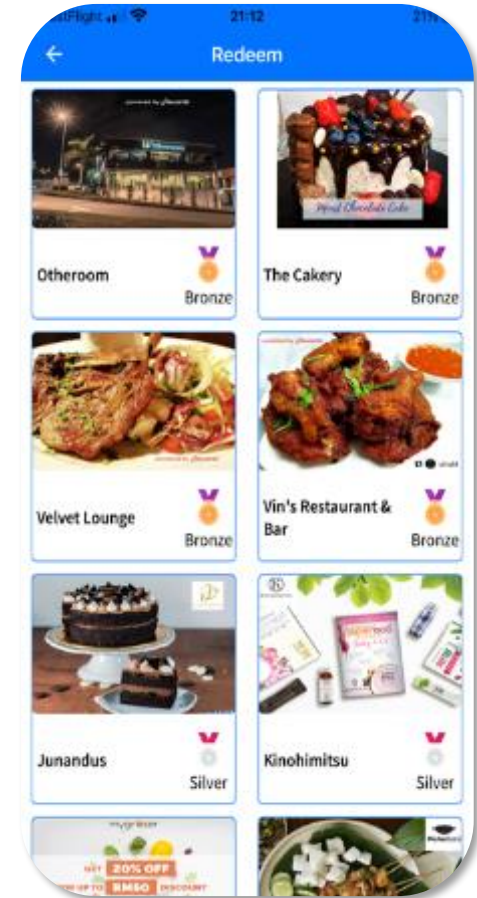


Gold

1 Discount  
Coupons

2 Discount  
Coupons

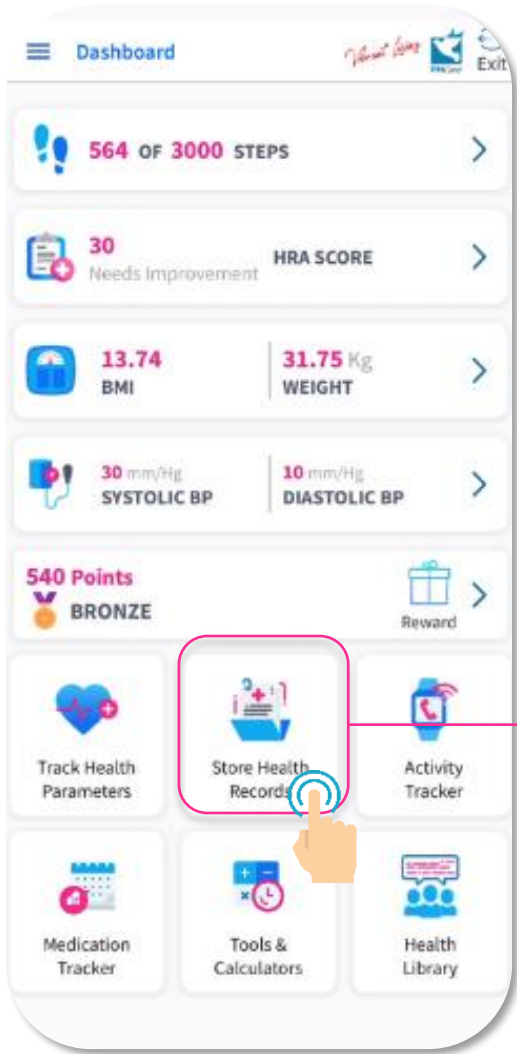
4 Discount  
Coupons



You can redeem Coupon  
based on your Tier of the Month

**Note:**  
(\*1) Coupons can be redeemed from the next month  
(\*2) For first users who start using Vibrant Living on 21<sup>st</sup> or onwards  
of a month, the points of the month will be carried forward to the  
next month (first tier will be fixed at the end of the next month)

# 13.8 Vibrant Living - Store Health Records



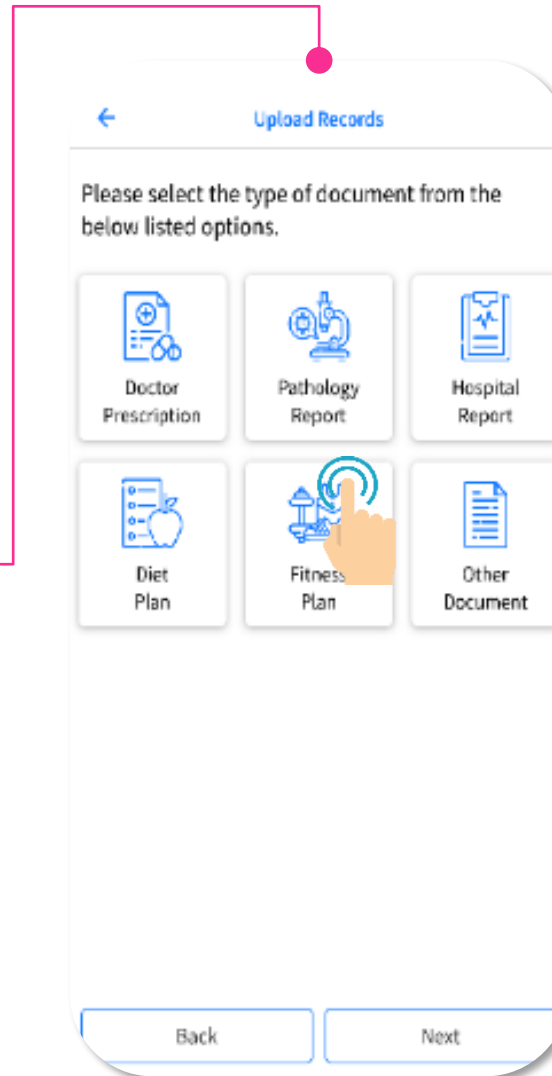
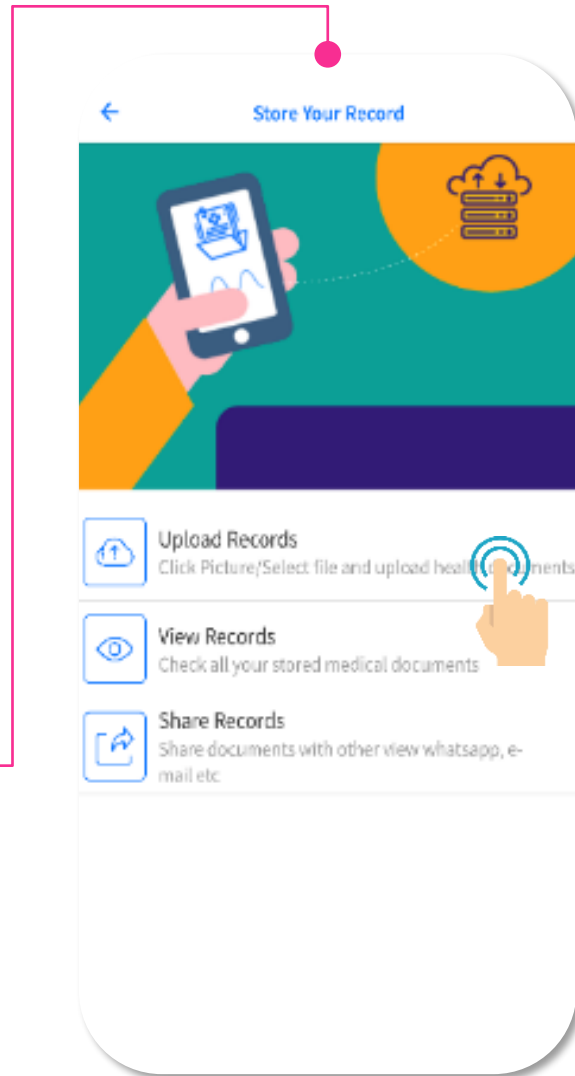
Tap on  
"Store Health Records"



- Upload your Health Records
- View your Health Records
- Share your Health Records



Tap "Next"  
to proceed

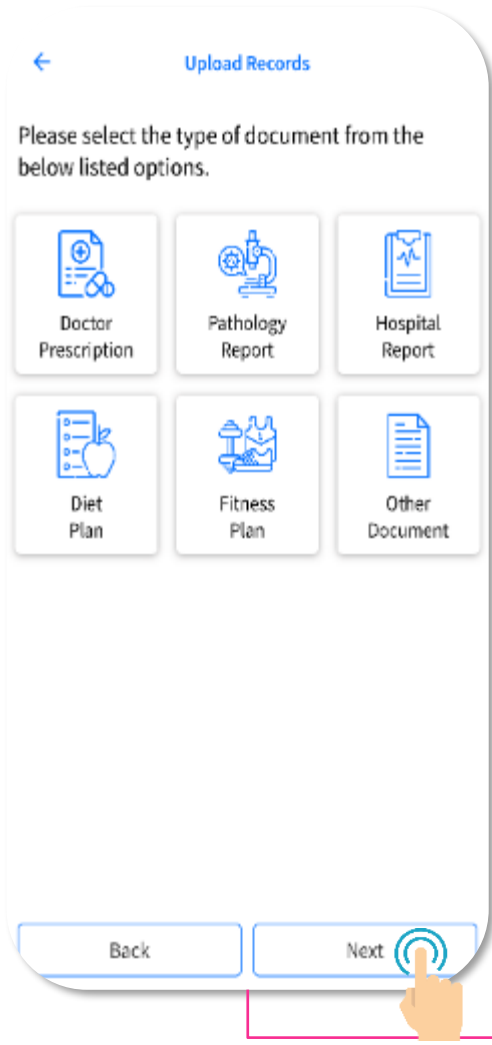


## Store Health Records

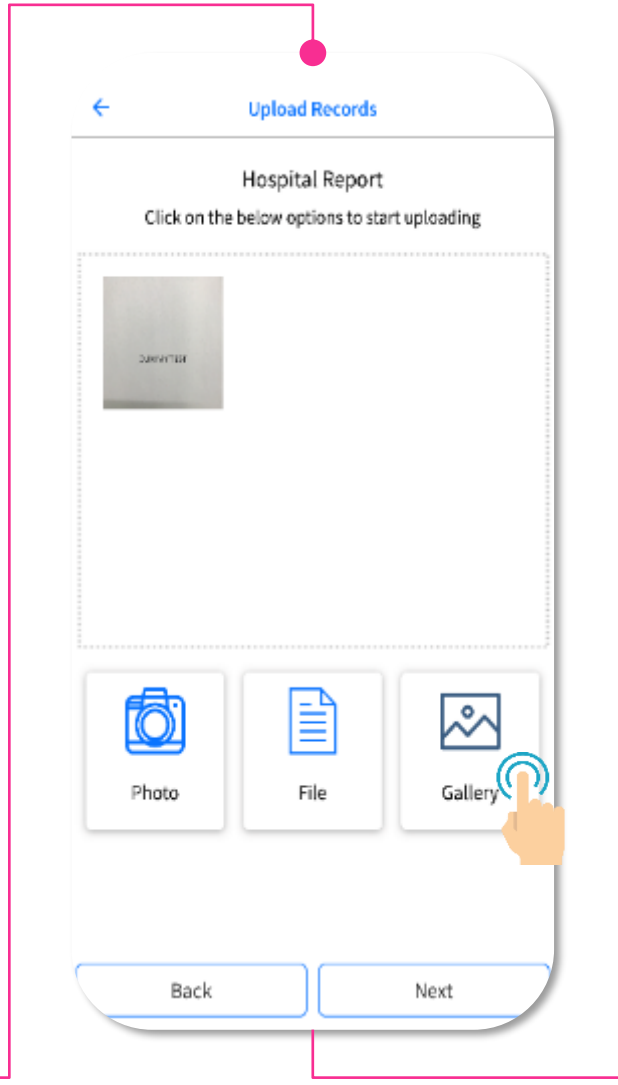
- ✓ You can store your personal health report in here.
- ✓ You can view anytime to monitor your health progress.



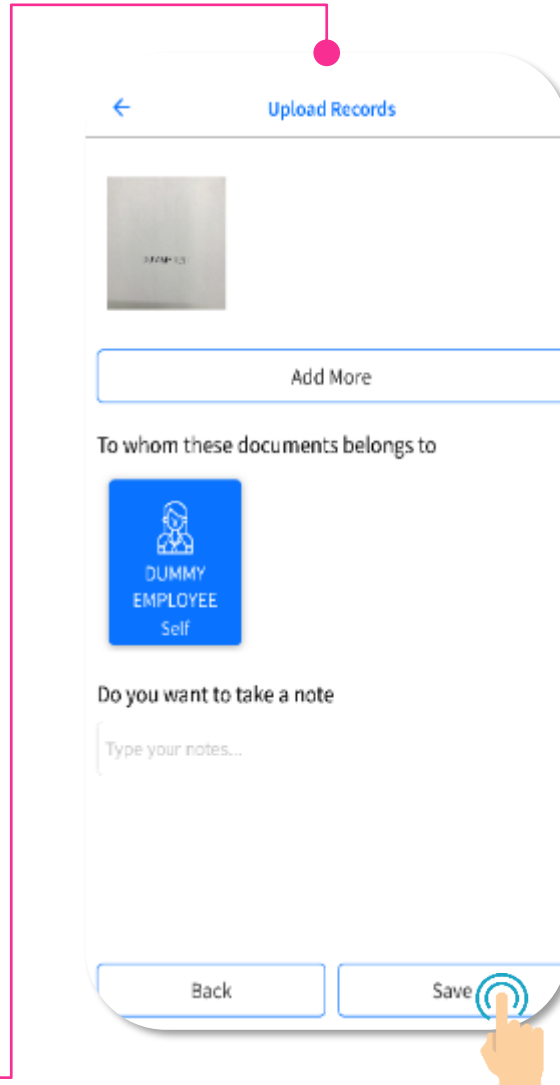
# 14.8 Vibrant Living - Store Health Records



Choose any category record you would like to keep in store & tap "Next"

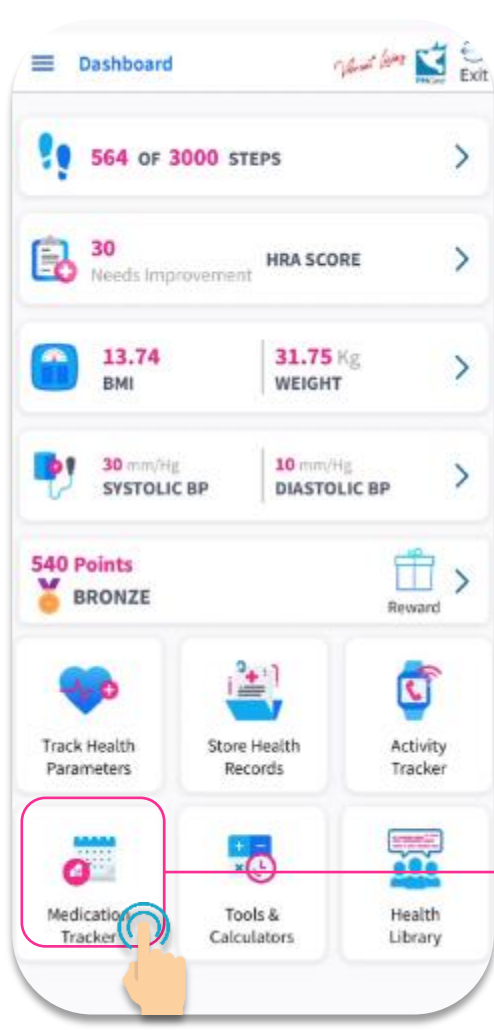


You can attach your Health Report file either in File format or Image format

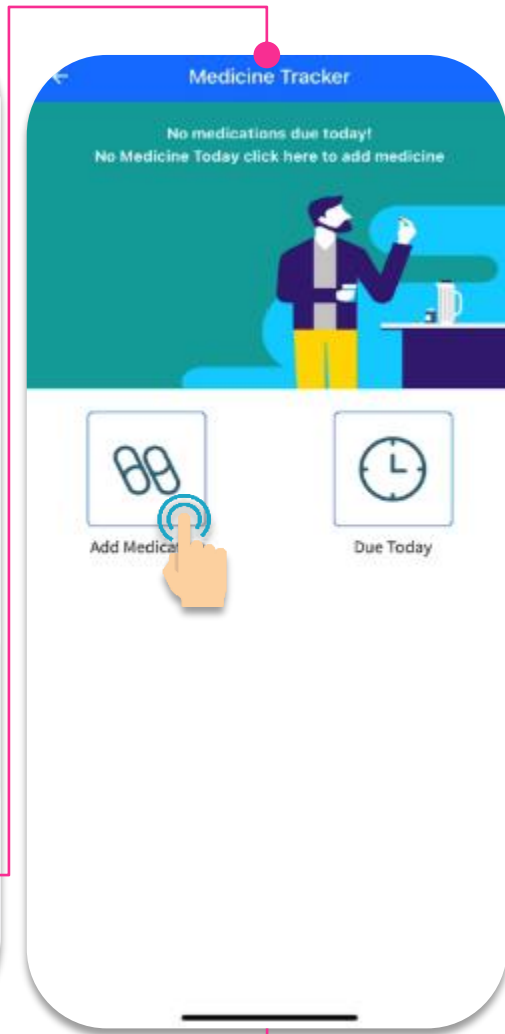


Not only for Employee, but also for dependent Tap "Save"

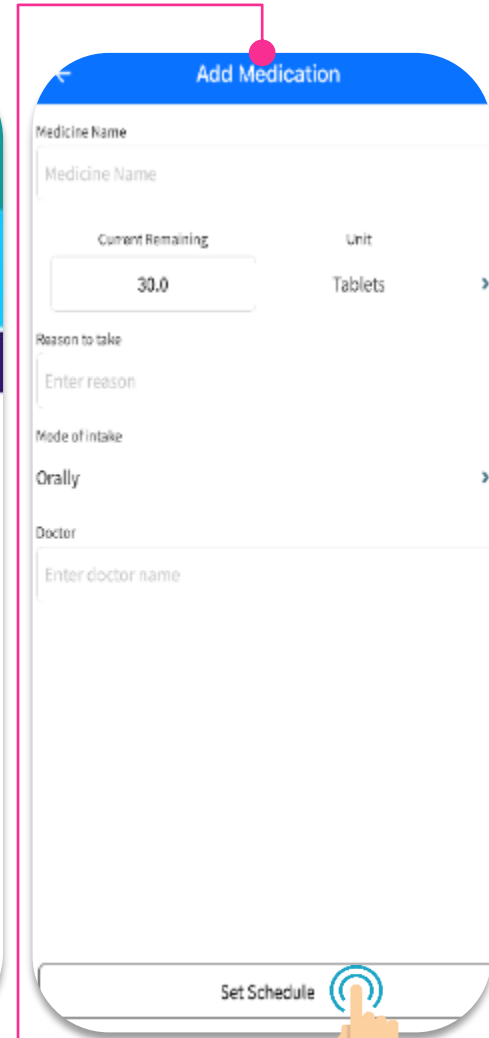
# 14.9 Vibrant Living – Medication Tracker



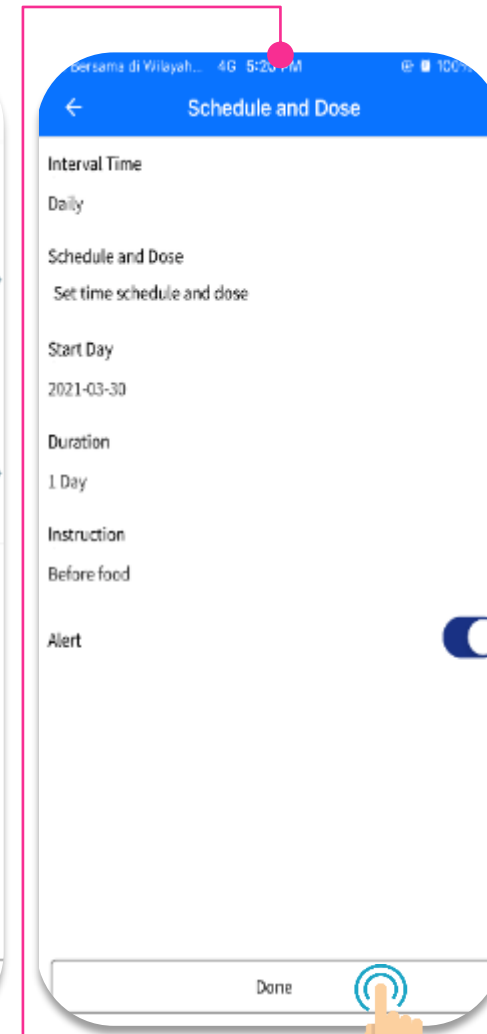
Tap on  
"Medication Tracker"



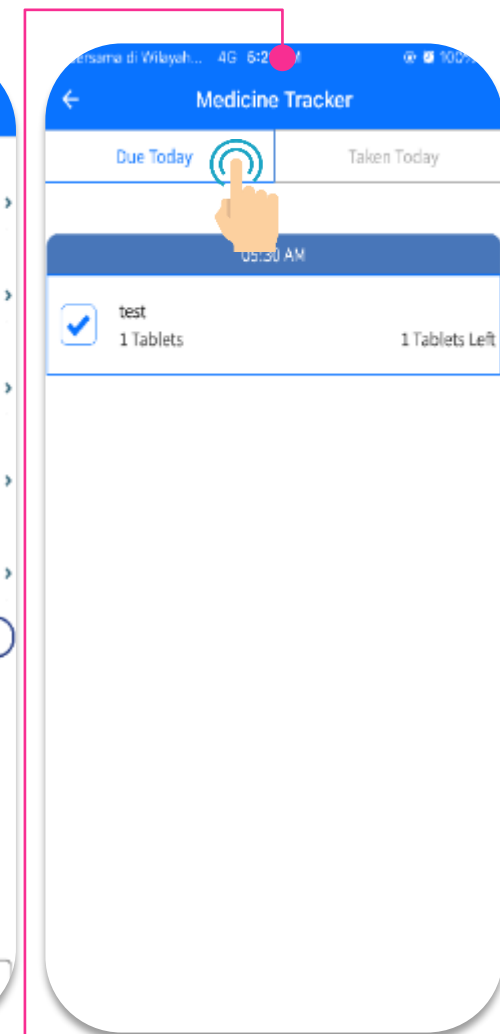
Tap on  
"Add Medication"



Key in all the necessary  
details & tap on  
Set Schedule

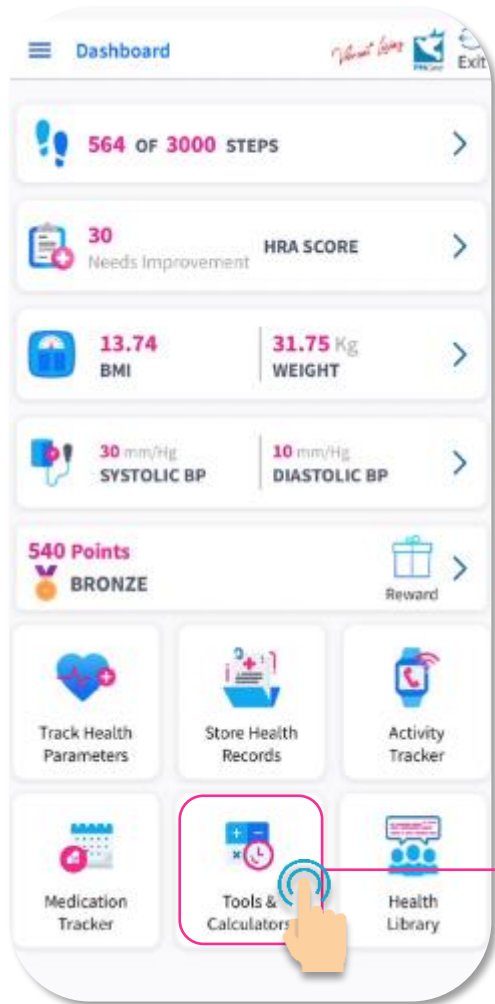


Set Date, Time, Dose & etc

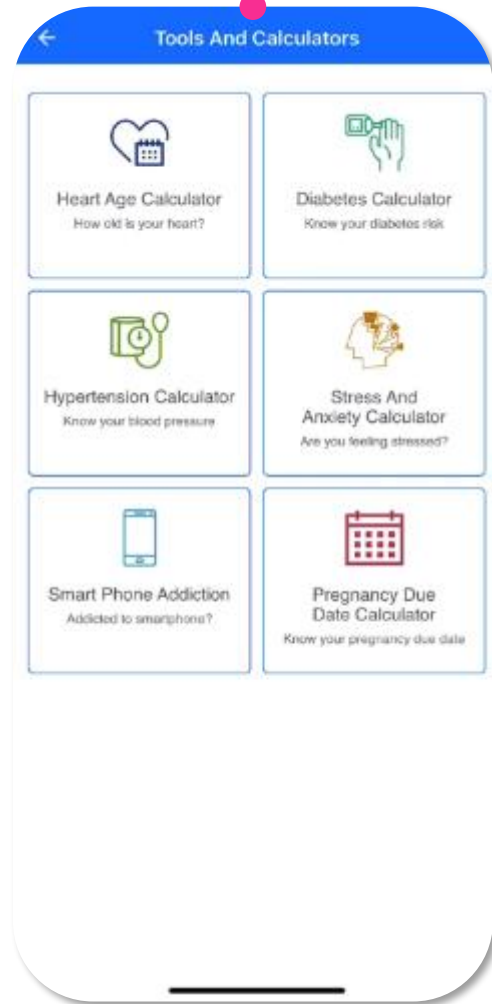


You can view medications:  
• Due Today  
• Taken Today

# 14.10 Vibrant Living – Tools & Calculator



Tap on  
“Tool & Calculators”

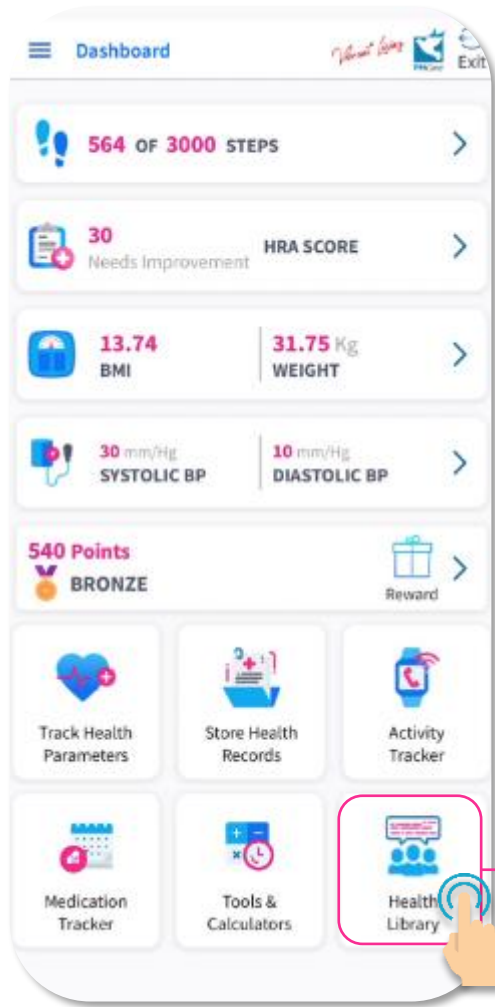


You can explore on  
each Tools & Calculators

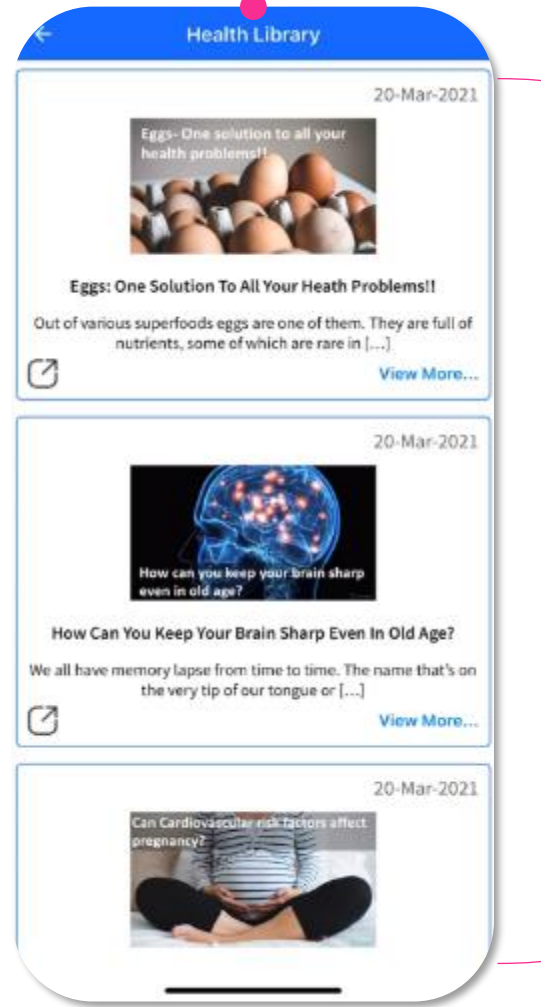
## Tools & Calculator

- Risk assessment for specific conditions
- Risk assessment for chronic condition (heart, diabetes and hypertension)
- Risk assessment for Stress & Anxiety and Smart phone addiction
- For women, you can also calculate pregnancy due date
- Identify, analyse, and improve

# 14.11 Vibrant Living – Health Library



Tap on  
"Health Library"

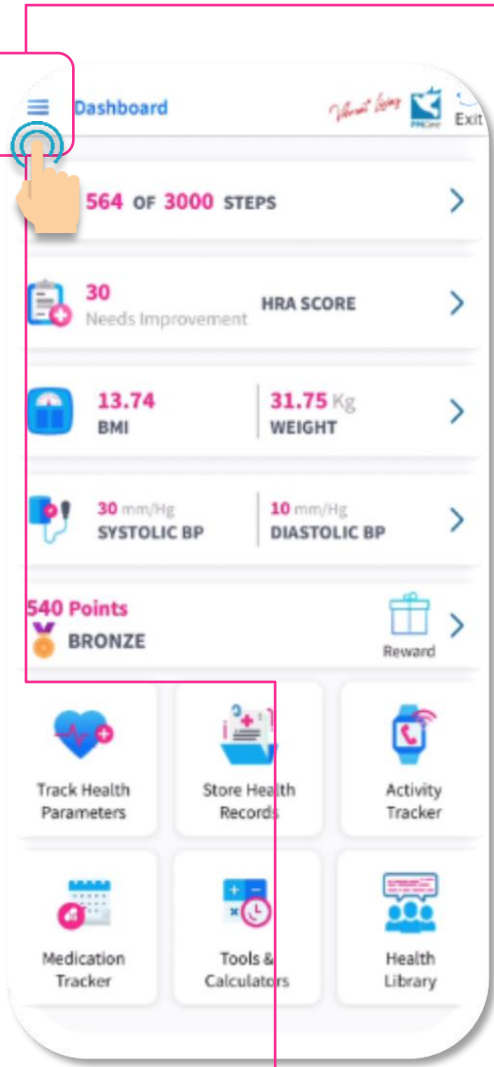


Tap on "View More"  
to read full articles

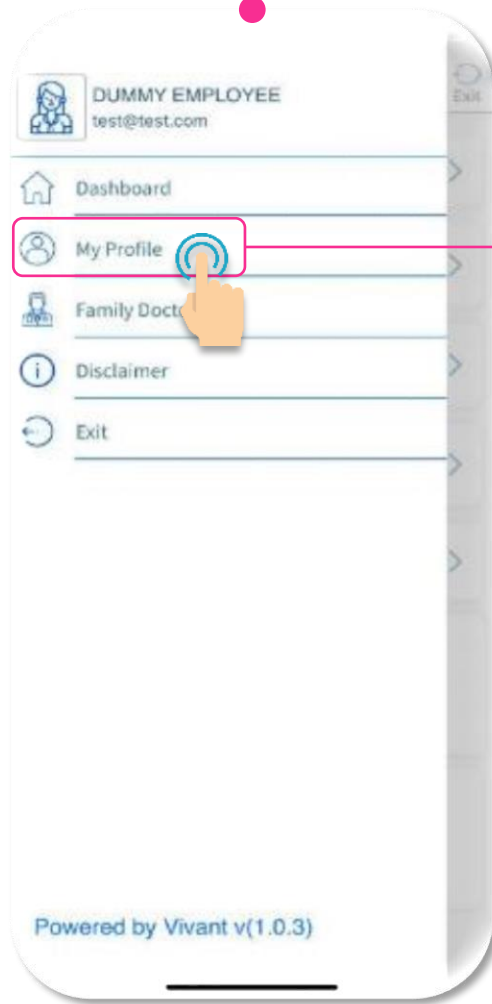
## Health Library

- The latest health related articles
- From COVID-19 to stress management to healthy food, you will have free access to the Health Library

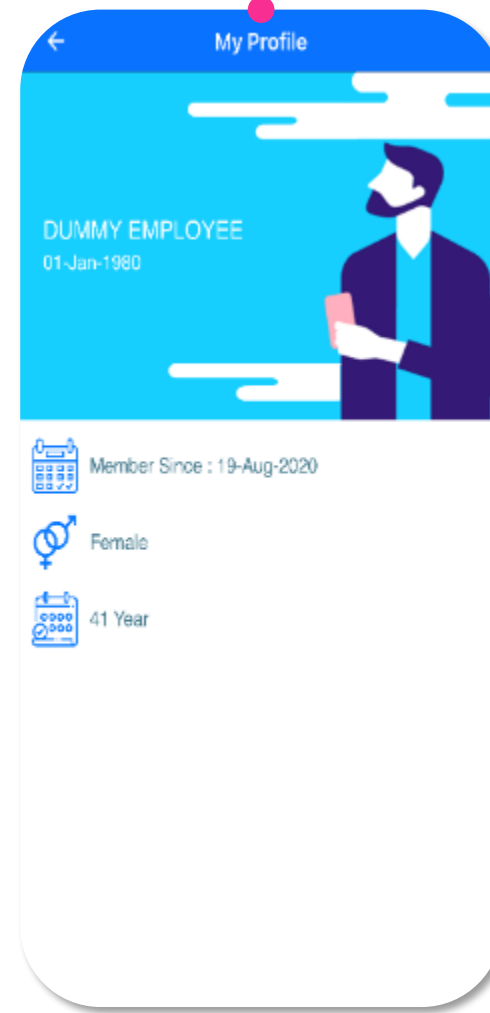
# 14.12 Vibrant Living - Site Menu (My Profile)



Tap on  to view Site Menu



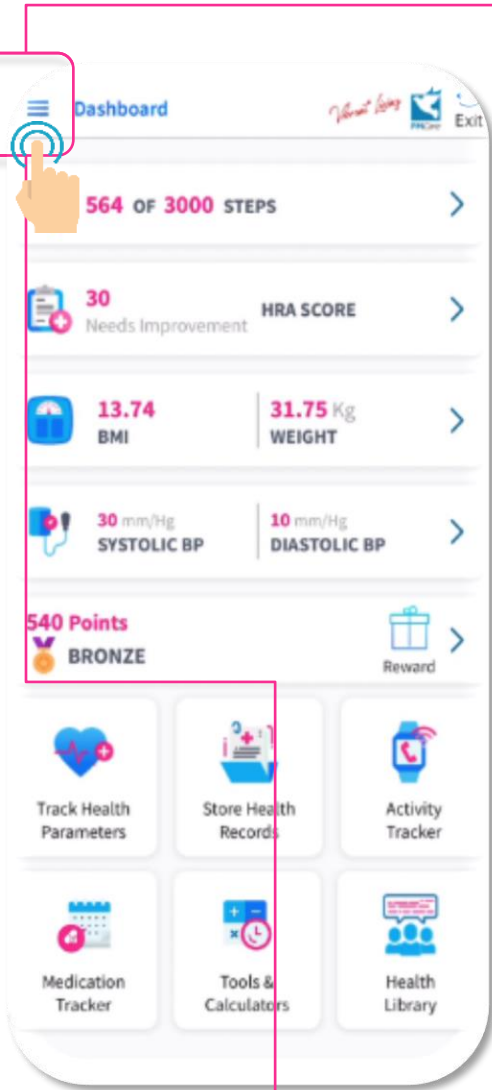
Tap on "My Profile"



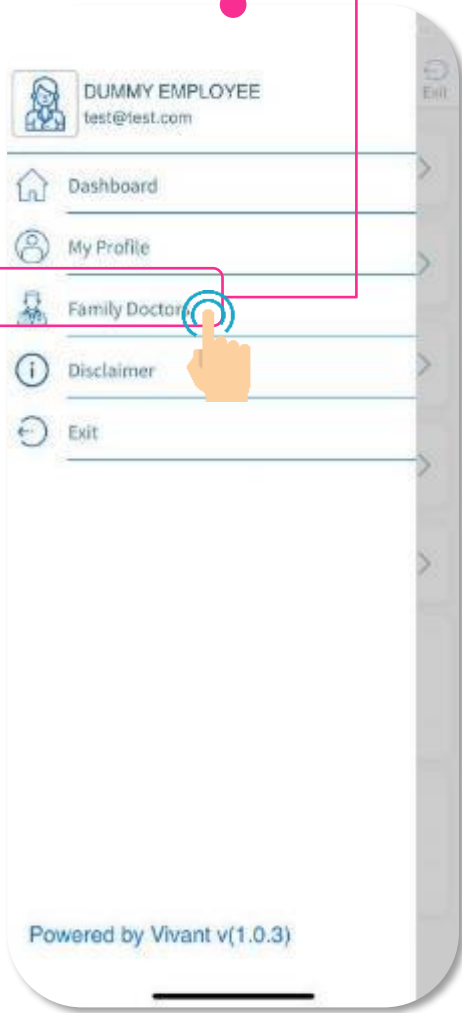
You can view your Profile details here



# 14.12 Vibrant Living - Site Menu (Family Doctors)




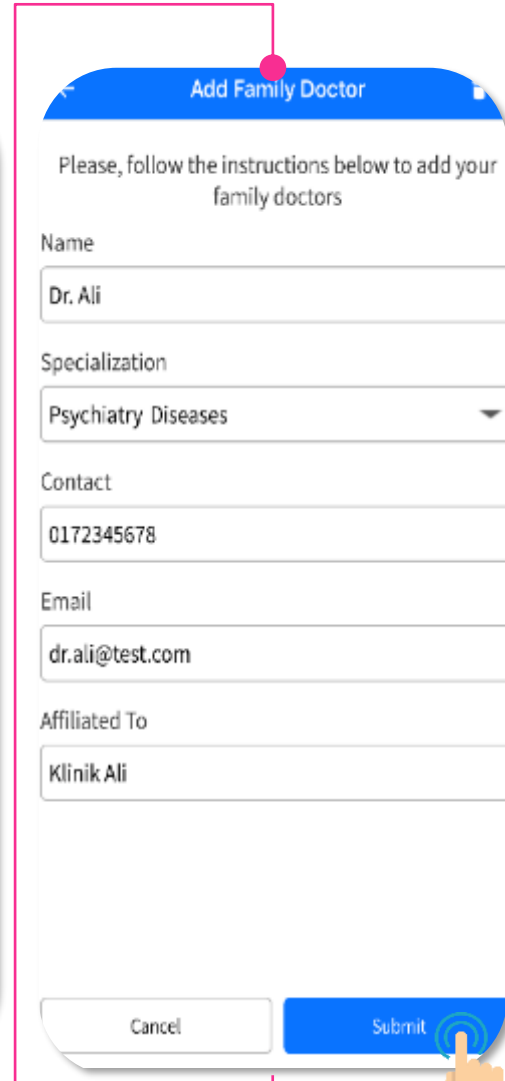
Tap on  to view Site Menu



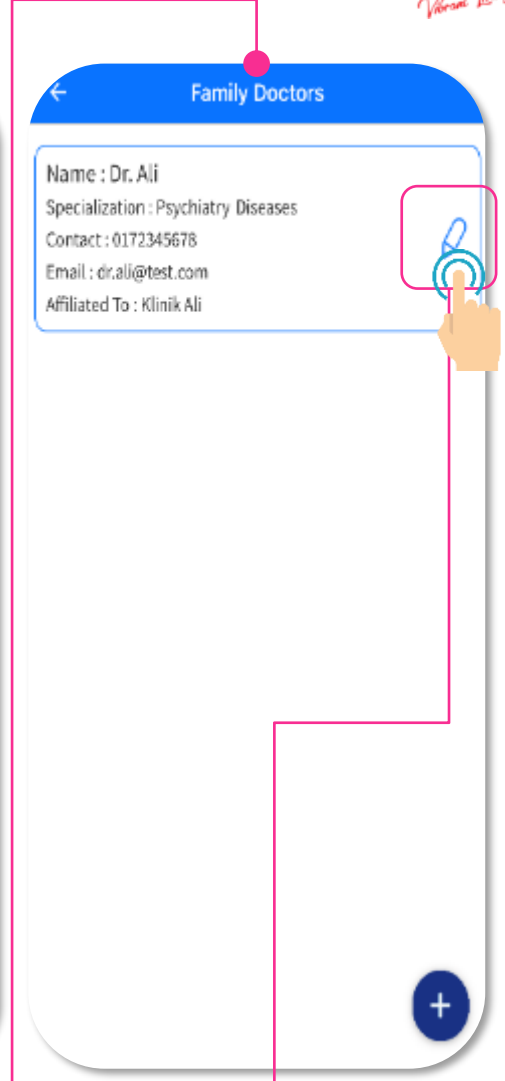
Tap on "Family Doctors"



Tap on  To add your Family Doctor

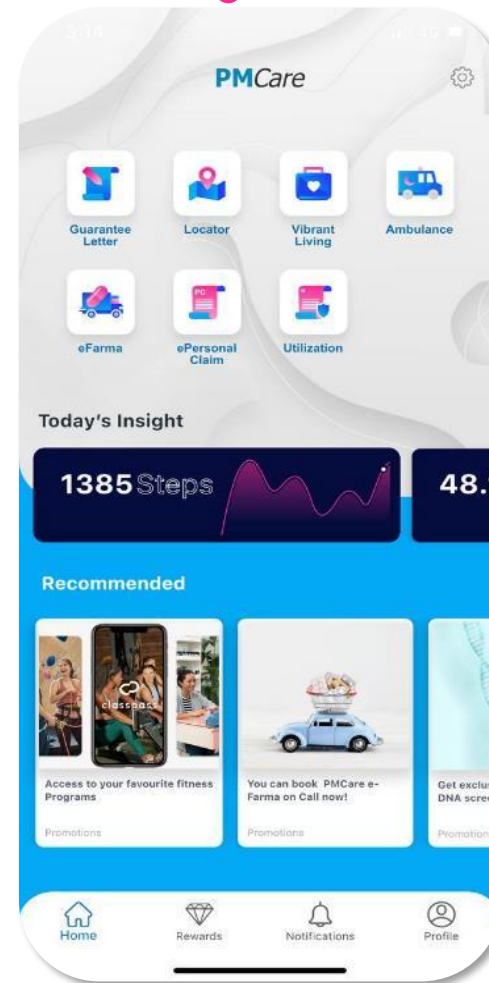
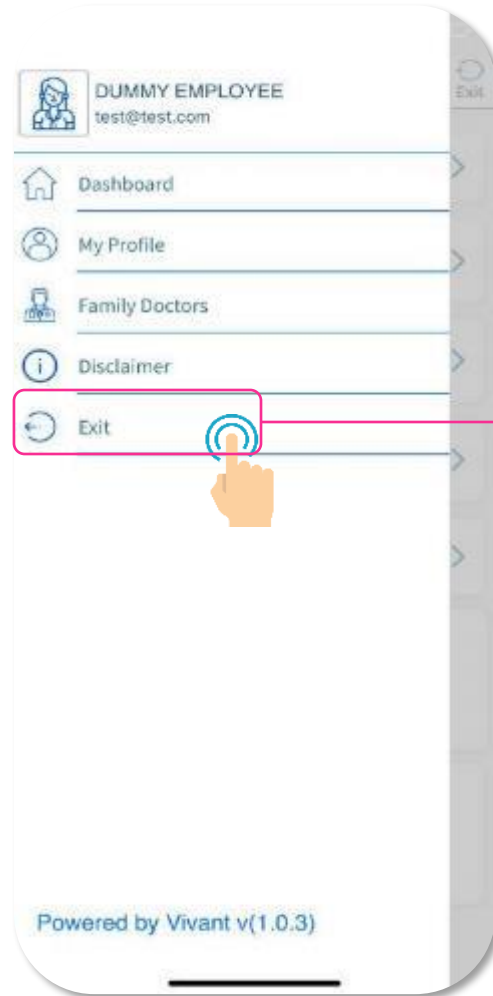
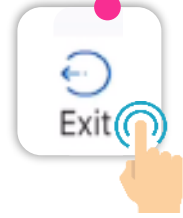
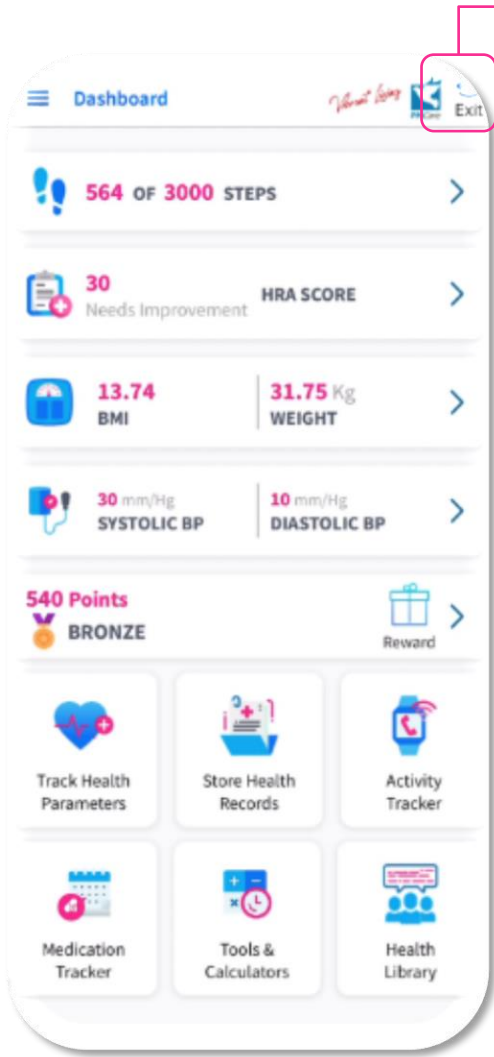


Key in all the necessary details & Tap on "Submit"



You can edit the details anytime you want

# 14.13 Vibrant Living (Return to Homepage)



Tap on  
"Exit"



Click "Exit" on the Top Right Side or on the Site Menu "Exit" to return to Homepage

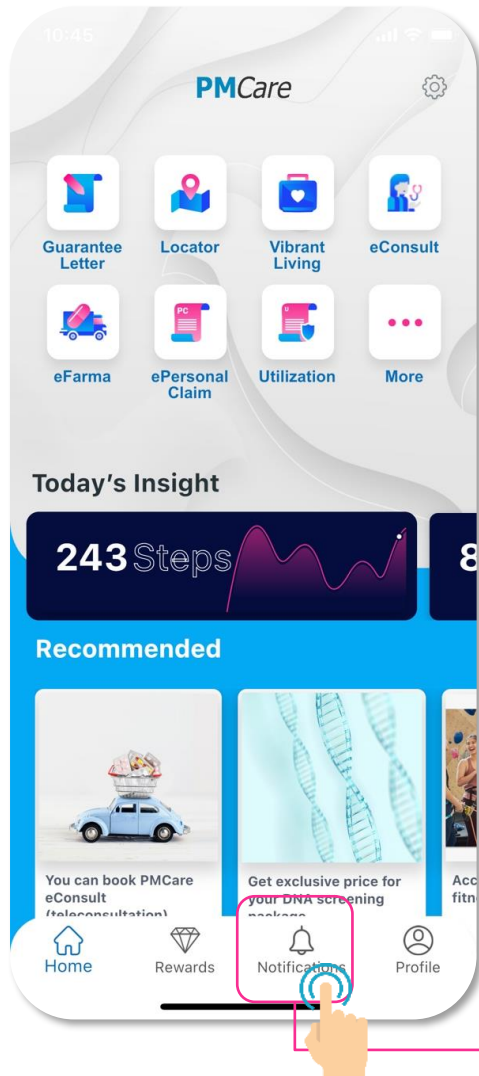


Return to  
"Homepage"

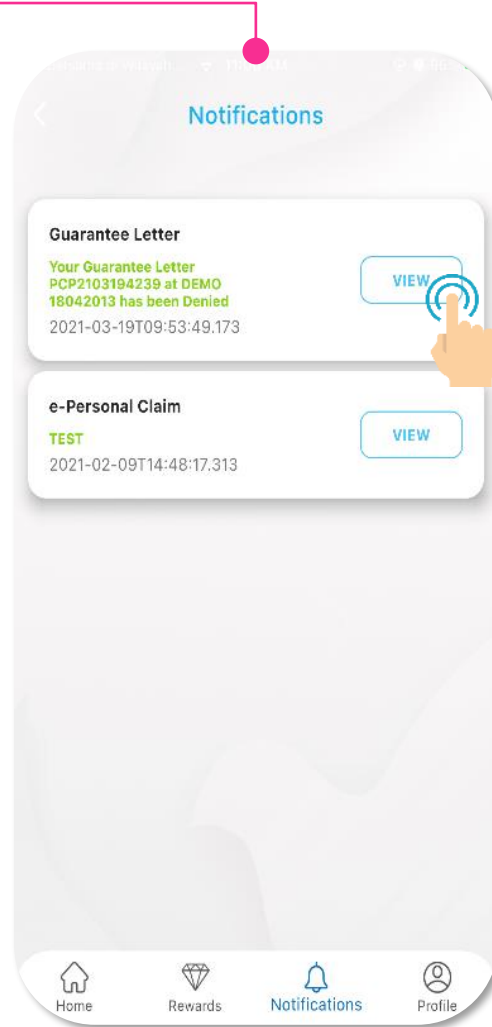
# 15. Notifications



# 15. Notifications



Tap on  
"Notifications"



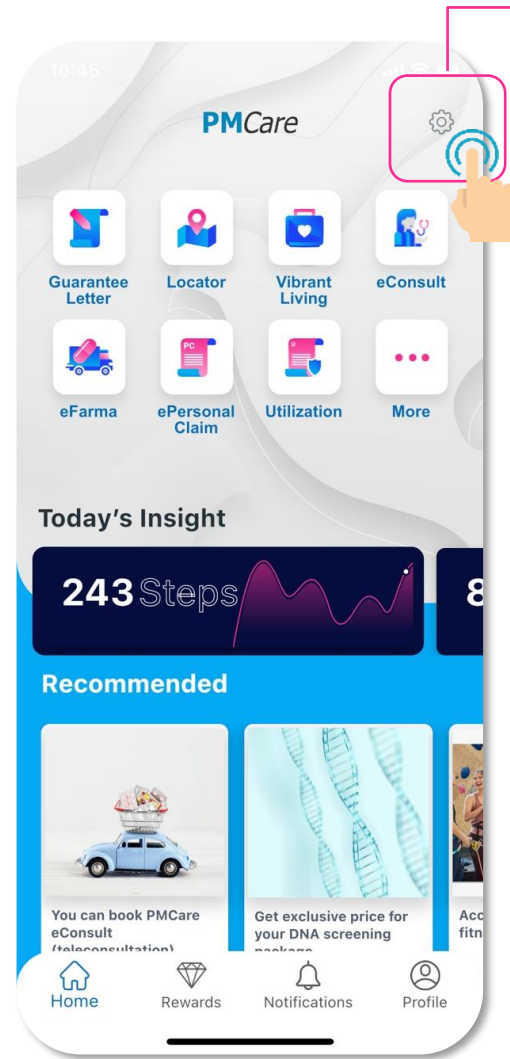
Tap on  
"View" to view Details

# 16.Settings





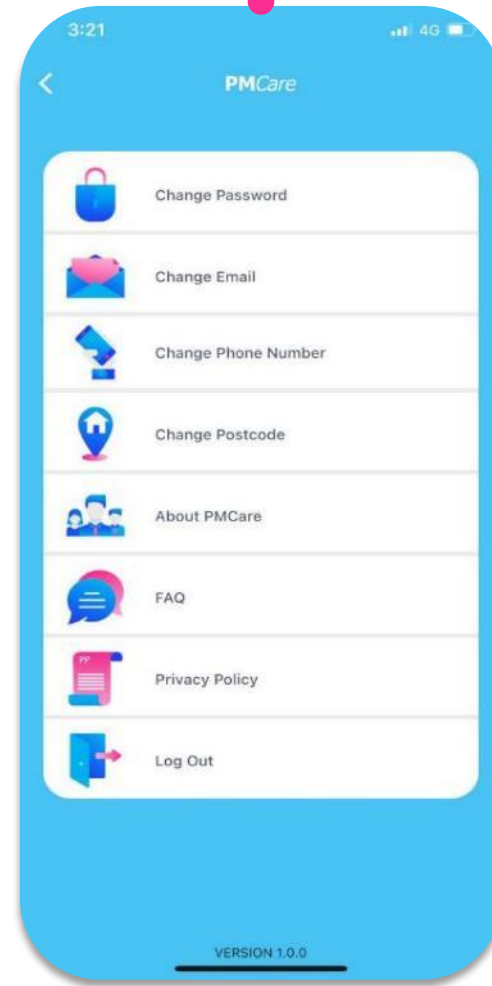
# 16. Settings



Tap on

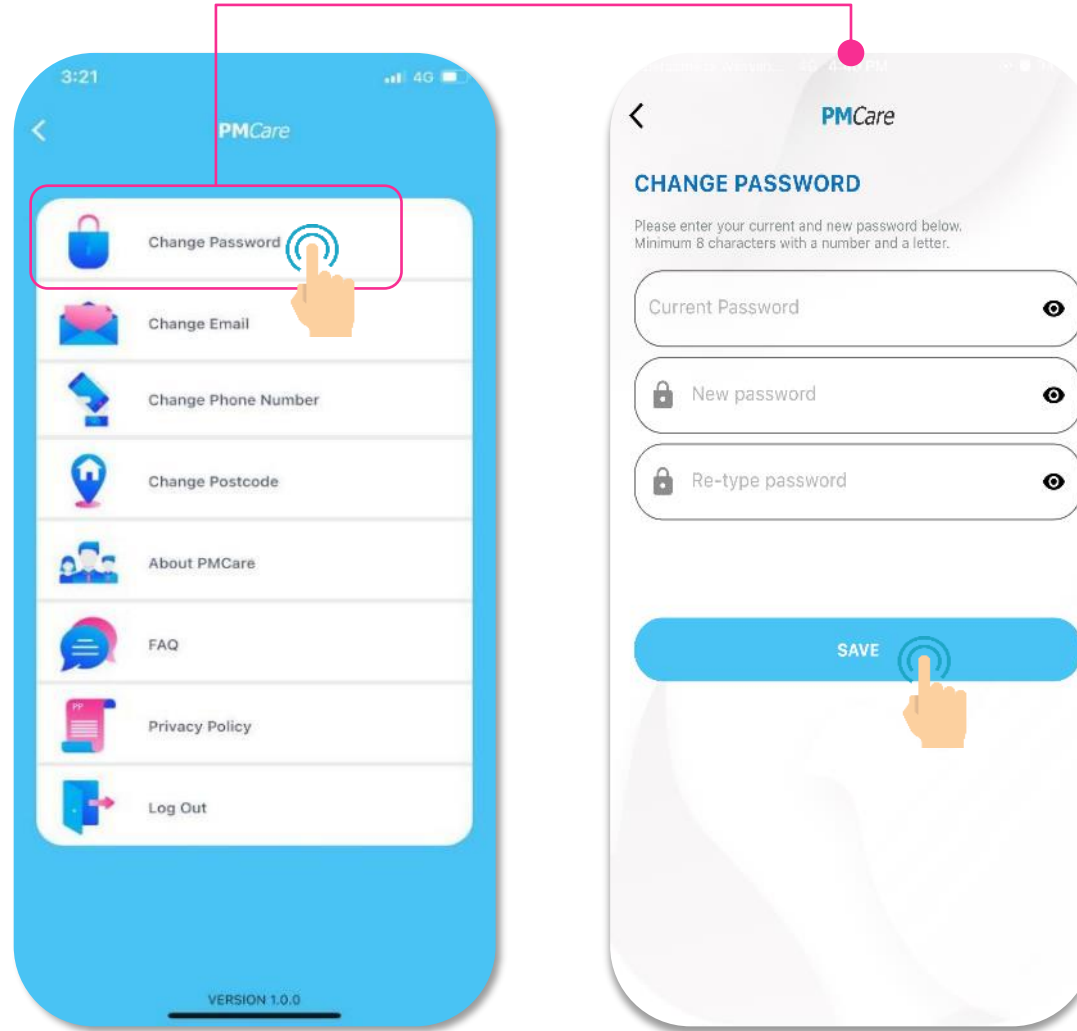


“Settings”



- Change Password
- Change Email
- Change Phone Number
- Change Postcode
- About PMCare
- FAQ
- Privacy Policy
- Log Out

# 16.1 Settings – Change Password

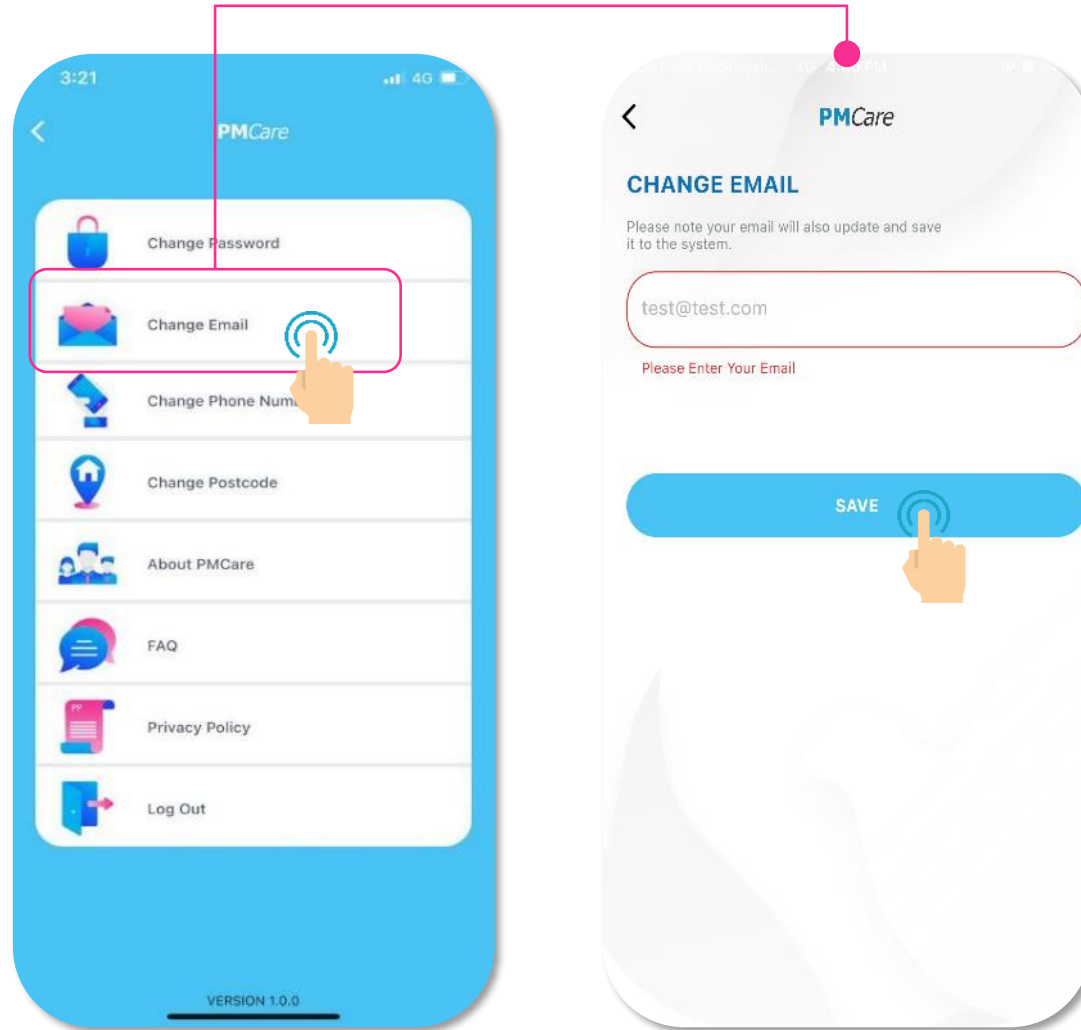


Tap on  
"Change Password"



Key in  
your new Password

# 16.2 Settings – Change Email

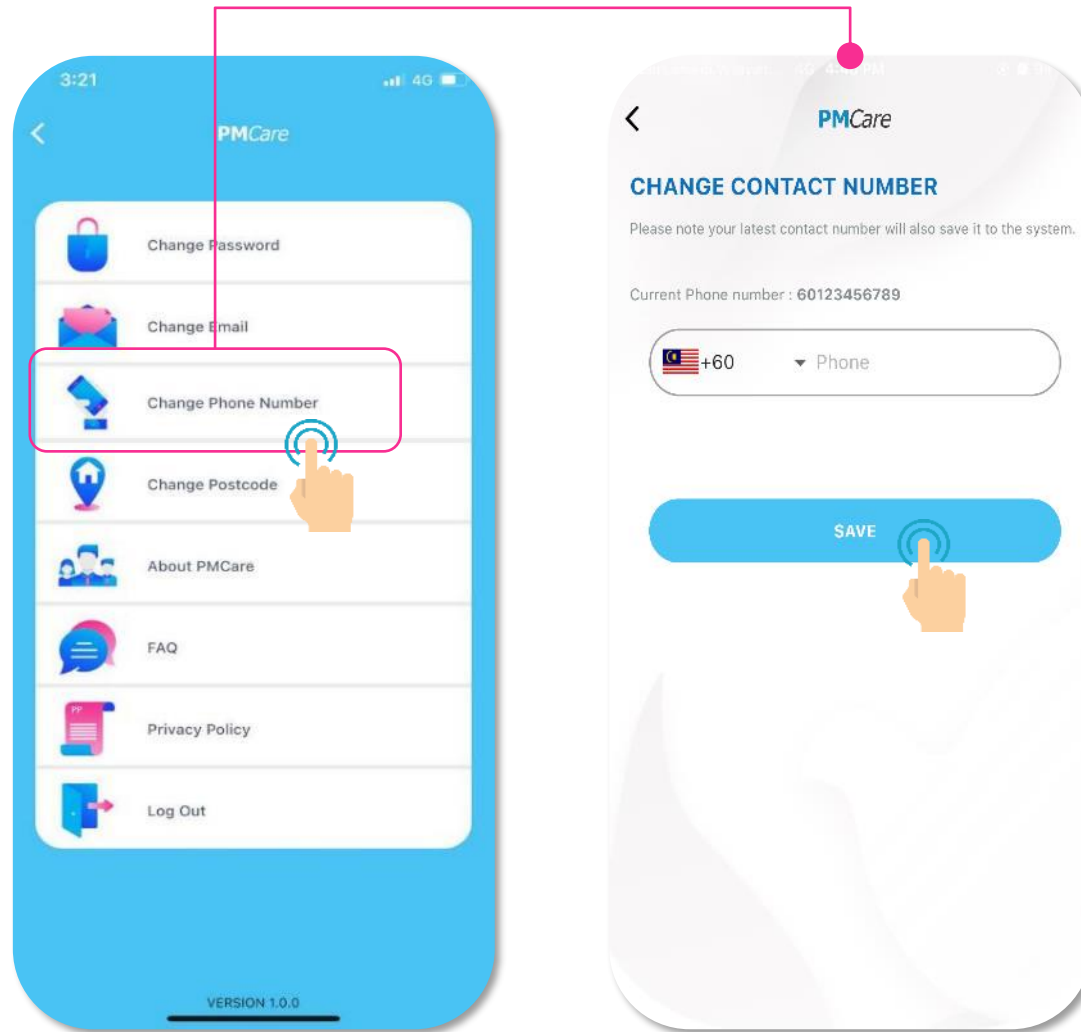


Tap on  
"Change Email"



Key in  
your new Email

# 16.3 Settings – Change Phone Number

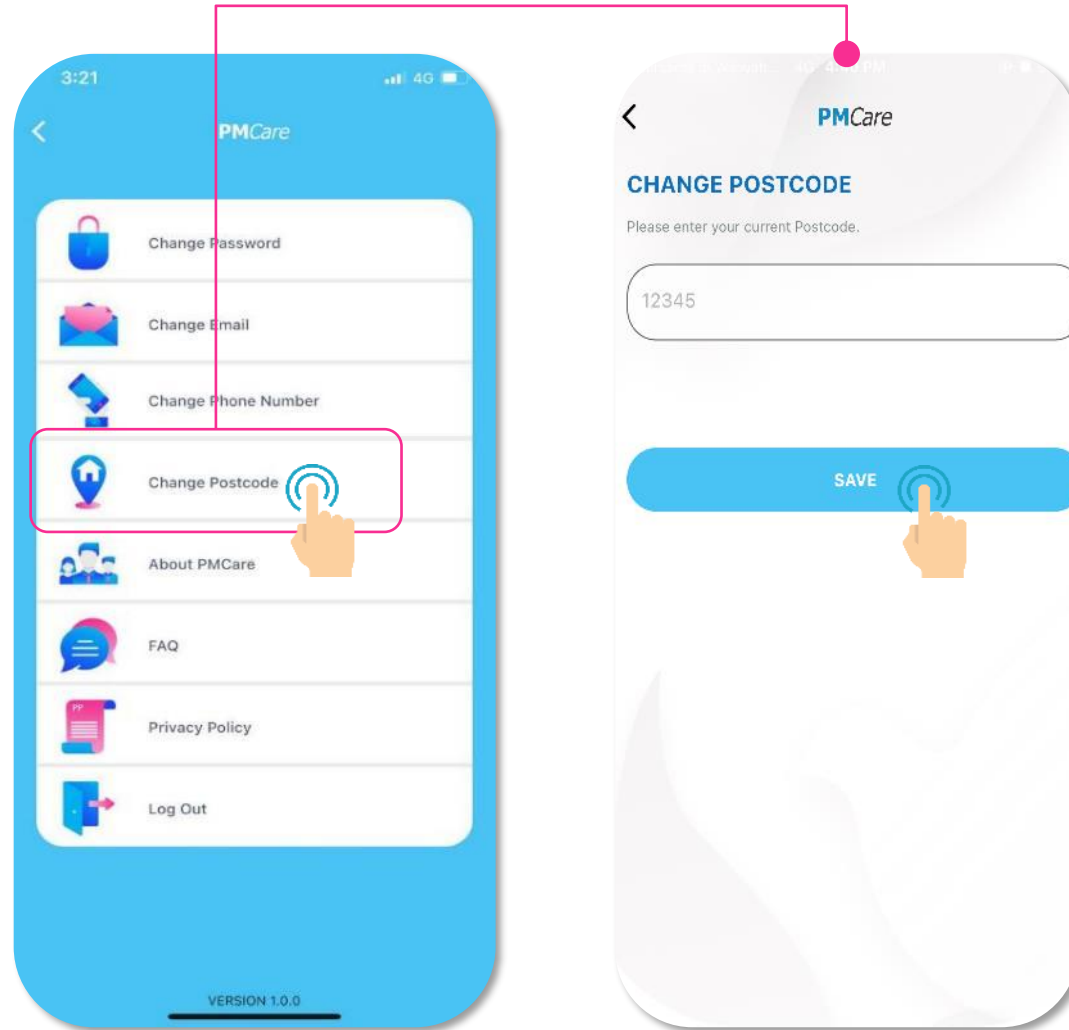


Tap on  
"Change Phone Number"



Key in  
your new Phone Number

# 16.4 Settings – Change Postcode



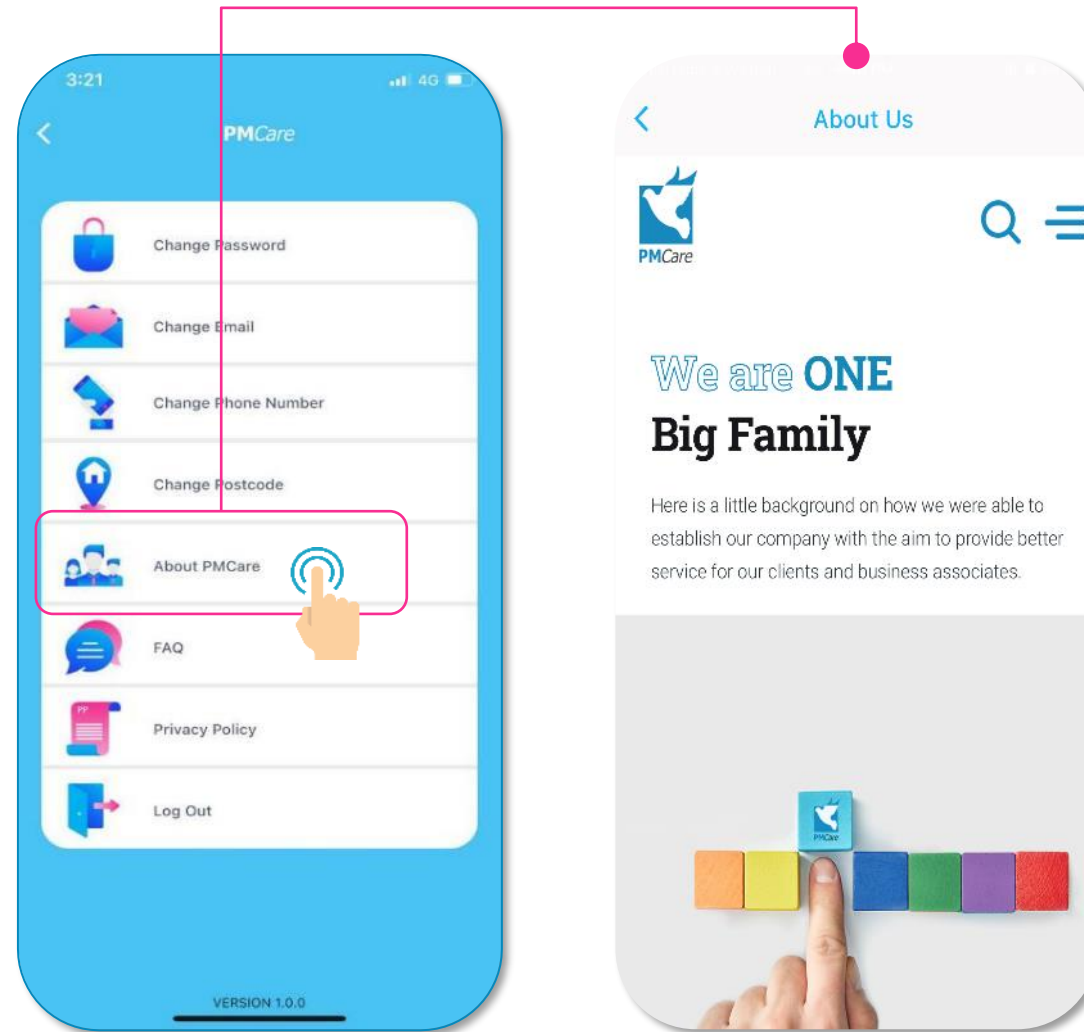
Tap on  
"Change Postcode"



Key in  
your new Postcode



# 16.5 Settings – About PMCare

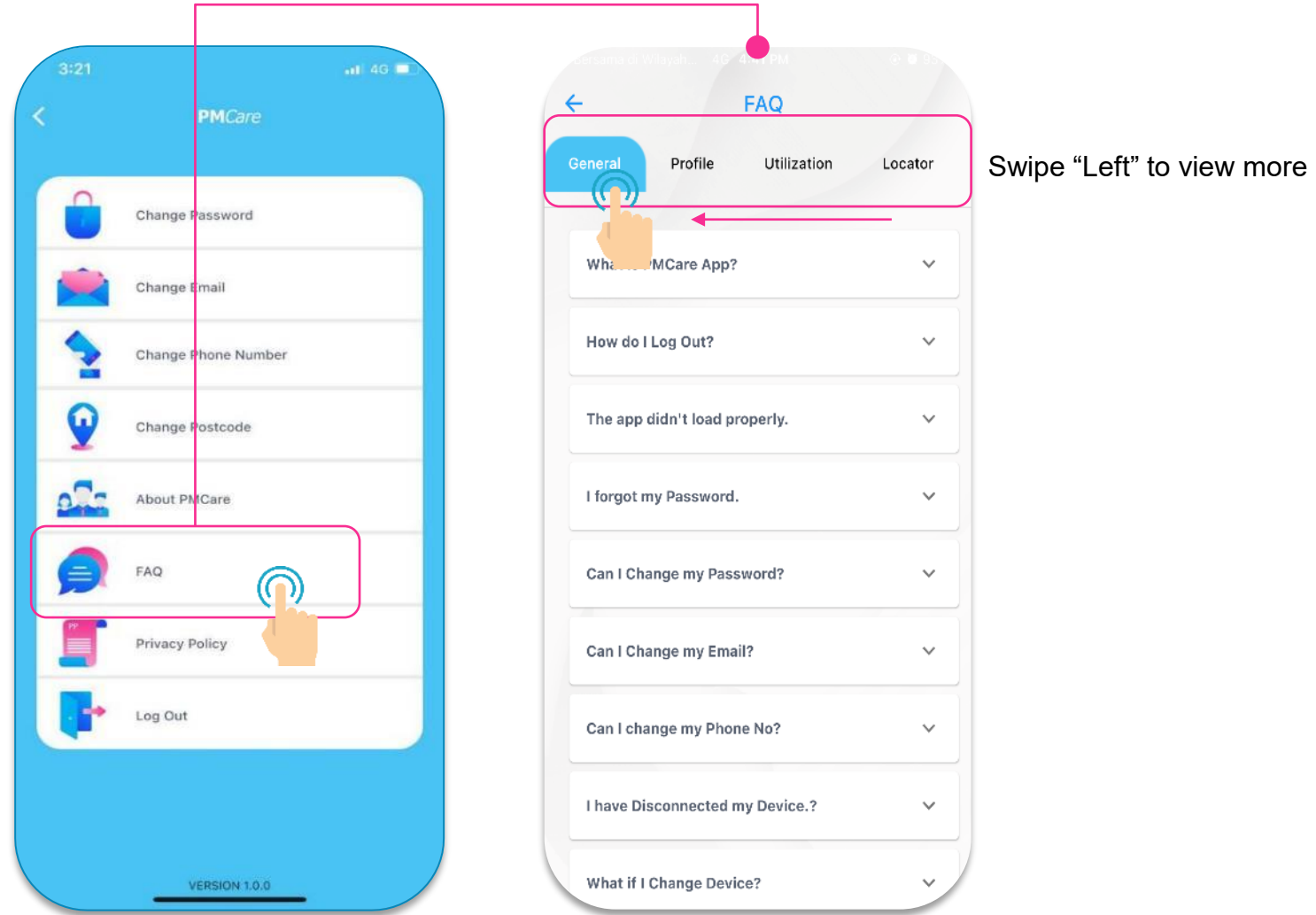


Tap on  
"About PMCare"



You'll redirect to our Website Page  
<https://www.pmcare.com.my/about/>

# 16.6 Settings – FAQ (Frequently Asked Question)



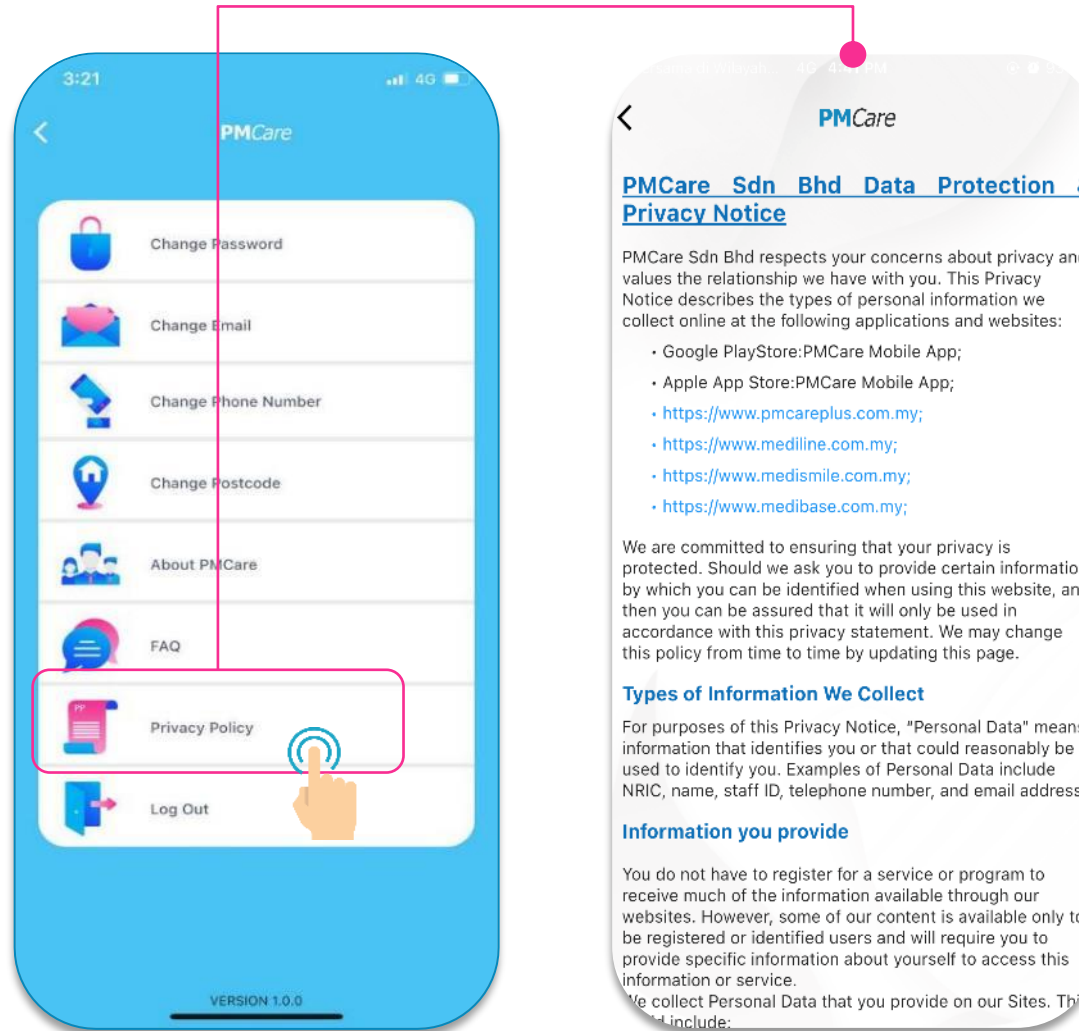
Tap on  
"FAQ"



You can read the FAQ categorized by:

- General
- Profile
- Utilization
- Locator
- Guarantee Letter
- e-Farma
- Vibrant Living
- Ambulance

# 16.7 Settings – Privacy Policy

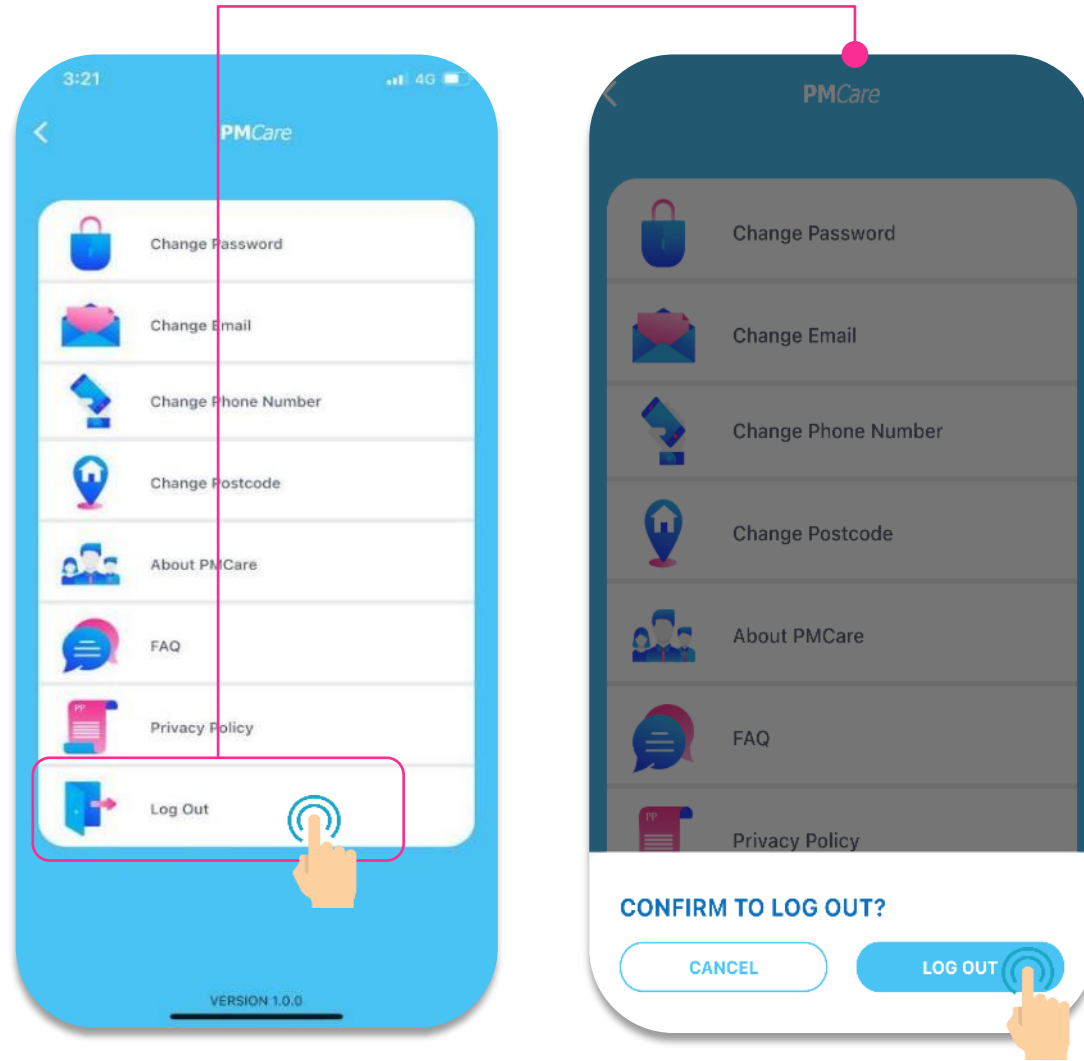


Tap on  
“Privacy Policy”



You can read the  
“Privacy Policy” here

# 16.8 Settings – Log Out



Tap on  
"Log Out"



Tap on  
"Log Out"

# 17. Your Directory

## Mobile Tech. Issue



Any enquiry related to Mobile App, you can email to:  
[pmcareplus@pmcare.com.my](mailto:pmcareplus@pmcare.com.my)

GL Request



Please refer slide page 16:  
[8.0 Guarantee Letter \("GL"\)](#)

Personal Claim



Please refer slide page 19:  
[9.0 e-Personal Claim \("e-PC"\)](#)

24/7 Careline



03-8026-7799

Service Enquiry



Website ["Contact Us"](#)







**H**ealthcare  
**E**ssential  
**L**ife  
**P**artner

Let's explore together!

C H A N G E

