



Annual Health Check-Up

Things to keep in mind before the health check

- Fasting for 10-12 hours is required before your blood collection. Kindly refrain from consuming food from 9.30pm the night before. Drinking of plain water is permitted.
- Restrict alcohol for at least 24 hours prior to your screening
- Take advice from your health care provider about the medications you are on. Few medications like corticosteroids, anti-psychotic medications and hormone pills can affect your test results.
- Do not exercise immediately before the tests. Relax and keep calm during the sample collection
- It is advisable to wear loose fitting clothes while sample collection
- Urine container for the collection of fresh urine sample will be given at the time of collection
- For ladies, if you are menstruating on the day of your appointment, you will not be able to do your urine tests as the presence of blood in these tests would produce inaccurate results.
- If you are feeling unwell, kindly postpone your health screening to a later date as illness and certain medications (e.g. antibiotics) can affect your screening results

Frequently Asked Questions

1. How can I initiate a request for an annual health check?

To initiate a request, you will need to access your personal employee health dashboard by logging in to C & H portal via [Paramount](#) or by logging on to the CNH Care app to make a booking by Clicking Book Annual Health Check

2. How do I login to my personal employee health dashboard for my appointment booking?

Post clicking the [URL](#), enter your official email ID. An OTP will be sent on the same email ID for you to get access to your dashboard. Post that, please select book “Corporate Health Screening”

3. Can I book the appointment for my dependents?

Yes, you can book the health screening for your family member. Employee and one dependents per fiscal year registered under the Intuit GMC plan will be sponsored by the company. You can extend the health check for other registered dependents at the discounted rate. You can choose to book for your dependent same day/ location appointment or choose to book for them separately using “Book for My Dependents Only” option on the form.

4. My dependents are in a different location to me, can I still register an appointment for them?

Yes, you can choose to book for them separately using “Book for My Dependents Only” option on the form.

5. How early do I have to raise an appointment request?

The appointment request should be raised at least 2-3 working days before the required date, and you will receive the confirmation within 24 to 48 hours from your appointment date.

6. What are the Annual health check options do I have to complete screening?

Considering the COVID situation, we understand most people would be hesitant to visit a Diagnostics Lab/Hospital, hence we are facilitating the preventive health check via home collection

7. How early do I have to raise an appointment request?

The appointment request should be raised at least 2-3 working days before the required date. But it is advisable of in-clinic (hospital/diagnostic center) screenings to raise the request a week in advance as appointment may be confirmed subject to availability of slots at the Preferred Screening Center. In-clinic appointment slots tend to be available from 8.30 AM to 10.30 AM due to fasting requirements and availability of Doctors/Specialists For home collection we accept appointments till 4 pm

8. Which location do I need to visit for my annual health checks for In-Clinic?

We provide a range of Health Screening Location Options, please feel free to choose the center most convenient to you. The entire list will be made available on our booking portal. If you cannot find a location near you, our team will assist to find a location near you.

9. How does home sample collections work?

Post completing your online appointment booking, we would facilitate a trained Phlebotomist who would visit your home to draw your blood sample. Post collection the sample will be processed at an accredited laboratory closest to you. Kindly note, for home collection only pathology test will be covered. Your results will be sent via your registered email ID and uploaded on your personal dashboard as part of your e-health record.

10. Is it safe to have a phlebotomist visiting my home?

All our phlebotomists are trained in line with COVID-19 safety standards and will be carrying relevant PPE materials e.g., Gloves, Masks, Hand Sanitizers etc.

11. Will I need to show anything to the visiting Phlebotomist?

For your health screening appointment, we advise you to show your CNH confirmation email to the Phlebotomist who will be coming for the home sample pick up.

12. How long it will take to complete the annual health check via home visit?

Home collections would take up to 15 – 20 minutes. One should plan their schedule accordingly.

13. How long it will take to complete the health check via a Center Visit?

Completion of all tests would take around 5-6 hours. We thus suggest planning your schedule accordingly.

14. What do I do once I reach the screening center?

On arrival at the center, please head to the registration desk with your confirmation letter. You will be then given a Case File by the center. Its suggestive that employee should carry their Id cards .For any issues at all, kindly call us at 91118 91118

15. How long will it take for my reports to be made available?

Reports are available within 24 to 48 hours and will be uploaded on your e-health record and sent via your registered email ID.

16. Can I cancel my appointment?

Should you need to cancel your appointment, kindly do so logging in on our portal cancelling the appointment from the “Upcoming Appointments” cards within the app (home screen) or dashboard. Alternatively, can also email us on intuit.support@connectandheal.com or call 91118 91118.

17..My dependents cannot make to the annual heath check-up; how can I cancel their request?”

Yes, if your dependent has a change in plans and will not be accompanying you, you can cancel their appointment or reschedule your appointment, kindly do so logging in on our portal cancelling the appointment from the “Upcoming Appointments” cards within the app (home screen) or dashboard . Alternatively, can also email us on intuit.support@connectandheal.com or call 91118 91118. Any payments received will be refunded in 7 – 10 days.

17. How can I make payment for my dependent appointments?

You may register for your dependents health check on a self-pay basis to avail the discounted health check rate. Upon booking, you will be navigated to a payment gateway to complete the payment. You can process the payment via any rewards points earned and/or through other payment methods such as credit cards/ net banking/ wallet.

18. How can I earn reward points?

Reward points are granted basis on different campaign completed within the Connect & Heal Platform, such as completing your health check, via health challenges etc. The points can be utilized on availing services within the platform.

19. Can I consult a doctor as a part of my annual health check?

Yes, the Doctor Consultation facility is in your health package as part of post tele-medicine consult. However, you can always book via your personal health dashboard or by requesting a consult by calling us at 91118 91118

20. If I have to speak or write to someone to get my concerns resolved, whom should I contact?

Email us at intuit.support@connectandheal.com call us at 91118 91118 to speak with our customer care representatives

Completed Screening? Next Steps

Soft Copy Reports

Your soft copy reports will be emailed to the email ID entered during registration with a login link to your dashboard. You can expect to receive the same within 24 to 48 hours of the date of your appointment.

If you have questions, please feel free to reach out to us by email at intuit.support@connectandheal.com

Feedback

Your feedback is important to us, and rest assured it will help us improve our service or tell the team on the great job they're doing. Please do fill up the feedback survey that is emailed with your soft copy reports.