

Home Visit Charges Policy

Standard Operating Procedure

Department	Customer Experience Market Operations
SOP Name	Home Visit Charges
SOP Number	Customer Experience/ Home Visit Charges/SOP-01/001
COPY Number	1

Version History, For Change Record

Version No.	Update By	Description of Change	Date of Change
01			
02			
03			
04			
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Home Visit Charges Policy

Purpose and Scope:

The purpose of this policy is to establish clear guidelines home visit charges from patients. The policy aims to ensure transparency, consistency, and accountability in the process of charging patients for home visits.

Scope:

The Scope Covers to all the Locations of Metropolis Healthcare Limited. Home Visit Charges are only applicable to the following Segments.

- 1] Retail - Lab at Home,
- 2] OB Sales,
- 3] Retail - APSC, [as per agreement]
- 4] Retail - DBP, [as per agreement]
- 5] B2B - Third Party aggregator

We will be charging, home visit charges for APSC and DBP. In-case of any exception, RBH approval must be furnished.

Source Of Bookings:

- Out-Bound
- Inbound
- Website
- Metropolis app
- What's app
- Self-Booking, HVT app
- Third Party Integration

** Third Party integration is primarily for Aggregator integration. Home Visit Charges are applicable on case-to-case basis.

Home Visit Charges GRID:

Single Patient, Single Visit	Applicable	Single Patient, Single Visit will be charged as per charges mentioned for that Location
Single Patient, Post Prandial	Not - Applicable	This is a Second Visit for the Customer i.e., Post Prandial hence we are giving FOC since the customer has already taken Fasting Test
Multiple Patient, Single Address	Applicable	In the Same Address if Multiple Patient Sample is Collected, then only 1 Home Visit Charges are applicable
FOC, in-case of Maximum Value of Invoice	As Per Location	If the value of the invoice exceeds then Home Visit Charges will be FOC. Location wise Value of invoice Differs

All the Home Visit Charges are levied based on the patient city as mentioned in the below table.

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Home Visit Charges across the locations:

OrgID	OrgName	State	SBU - Regions	SBU	Single Visit	Single Patient Post Prandial	Multiple Patients on Single Visit	Value [Bill Generation] FOC
88	Indore-Org	Madhya Pradesh	CENTRAL - MP	Central	100	0	100	> 1000 Rupees FOC
148	Sanket Metropolis – Indore	Madhya Pradesh	CENTRAL - MP	Central	100	0	100	> 1000 Rupees FOC
162	Bhopal	Madhya Pradesh	CENTRAL - MP	Central	100	0	100	> 1000 Rupees FOC
303	M1 Rewa	Madhya Pradesh	CENTRAL - MP	Central	100	0	100	> 1000 Rupees FOC
69	Jabalpur	Madhya Pradesh	CENTRAL - MP	Central	100	0	100	> 1000 Rupees FOC
185	Madhuram Lab – MORBI	Gujarat	CENTRAL - RKT_GJ	Central	100	0	100	> 1000 Rupees FOC
153	Rajkot	Gujarat	CENTRAL - RKT_GJ	Central	100	0	100	> 1000 Rupees FOC
84	Mehsana	Gujarat	CENTRAL - ROG_GJ	Central	50	0	50	> 1000 Rupees FOC
98	Ahmedabad	Gujarat	CENTRAL - ROG_GJ	Central	50	0	50	> 1000 Rupees FOC
201	JAMNAGAR M1	Gujarat	CENTRAL - ROG_GJ	Central	150	0	150	> 1000 Rupees FOC
205	Navkar Lab - Gandhidham M1	Gujarat	CENTRAL - ROG_GJ	Central	50	0	50	> 1000 Rupees FOC
312	M1 Surendranagar	Gujarat	CENTRAL - ROG_GJ	Central	50	0	50	> 1000 Rupees FOC
373	Mavdi Express Lab	Gujarat	CENTRAL - ROG_GJ	Central	50	0	50	> 1000 Rupees FOC
97	Surat	Gujarat	CENTRAL - SRT_GJ	Central	100	0	100	> 1000 Rupees FOC
189	YASH LAB – SURAT	Gujarat	CENTRAL - SRT_GJ	Central	100	0	100	> 1000 Rupees FOC
190	NAGAR LAB – SURAT	Gujarat	CENTRAL - SRT_GJ	Central	100	0	100	> 1000 Rupees FOC
191	IYER LAB – SURAT	Gujarat	CENTRAL - SRT_GJ	Central	100	0	100	> 1000 Rupees FOC
192	DOCTORS LAB – SURAT	Gujarat	CENTRAL - SRT_GJ	Central	100	0	100	> 1000 Rupees FOC
83	Vadodara	Gujarat	CENTRAL - SRT_GJ	Central	100	0	100	> 1000 Rupees FOC
137	Navsari	Gujarat	CENTRAL - SRT_GJ	Central	100	0	100	> 1000 Rupees FOC
172	MHLASIALAB	Bihar	EAST - BH-CG	East	50	0	50	> 1000 Rupees FOC
339	Patna Greenfield	Bihar	EAST - BH-CG	East	50	0	50	> 1000 Rupees FOC
118	Raipur (Lab One)	Chhattisgarh	EAST - BH-CG	East	50	0	50	> 1000 Rupees FOC
127	Bilaspur	Chhattisgarh	EAST - BH-CG	East	50	0	50	> 1000 Rupees FOC
130	Raipur (Labone), Rajim	Chhattisgarh	EAST - BH-CG	East	50	0	50	> 1000 Rupees FOC
132	Guwahati	Assam	EAST - WBO-NE	East	50	0	50	> 1000 Rupees FOC
375	M1 Panacea Nagaon	Assam	EAST - WBO-NE	East	50	0	50	> 1000 Rupees FOC
374	M1 Panacea Dhing	Assam	EAST - WBO-NE	East	50	0	50	> 1000 Rupees FOC
75	Dhanbad	Bihar	EAST - WBO-NE	East	50	0	50	> 1000 Rupees FOC
286	Bhubaneshwar	Odisha	EAST - WBO-NE	East	50	0	50	> 1000 Rupees FOC
282	M1 Asansol	West Bengal	EAST - WBO-NE	East	50	0	50	> 1000 Rupees FOC
302	M1 Suri	West Bengal	EAST - WBO-NE	East	50	0	50	> 1000 Rupees FOC
340	Siliguri Greenfield	West Bengal	EAST - WBO-NE	East	50	0	50	> 1000 Rupees FOC
113	Kolkata	West Bengal	EAST - WBO-NE	East	50	0	50	> 1000 Rupees FOC
198	M1MaaDurga	West Bengal	EAST - WBO-NE	East	50	0	50	> 1000 Rupees FOC
274	MHLRajarhat	West Bengal	EAST - WBO-NE	East	50	0	50	> 1000 Rupees FOC

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111	Delhi	Delhi	NORTH - DL	North	100	0	100	-
204	M1Malviyanagar	Delhi	NORTH - DL	North	100	0	100	-
277	M1 Kansal Lab	Delhi	NORTH - DL	North	100	0	100	-
325	Dwarka	Delhi	NORTH - DL	North	100	0	100	-
157	Gami	Delhi	NORTH - DL	North	100	0	100	-
120	Gurgaon	Haryana	NORTH - DL	North	100	0	100	-
168	Ghaziabad	Uttar Pradesh	NORTH - DL	North	100	0	100	-
301	Noida	Uttar Pradesh	NORTH - DL	North	100	0	100	-
213	M1Sirsa	Haryana	NORTH - RON	North	50	0	50	> 1000 Rupees FOC
333	M1Ambala	Haryana	NORTH - RON	North	50	0	50	> 1000 Rupees FOC
362	M1Shimla	Himachal Pradesh	NORTH - RON	North	50	0	50	> 1000 Rupees FOC
253	M1Srinagar	J&K	NORTH - RON	North	50	0	50	> 1000 Rupees FOC
100	Chandigarh	Punjab	NORTH - RON	North	50	0	50	> 1000 Rupees FOC
103	Amritsar	Punjab	NORTH - RON	North	50	0	50	> 1000 Rupees FOC
112	Jalandhar	Punjab	NORTH - RON	North	50	0	50	> 1000 Rupees FOC
155	KHANNA	Punjab	NORTH - RON	North	50	0	50	> 1000 Rupees FOC
158	DRMONA	Punjab	NORTH - RON	North	50	0	50	> 1000 Rupees FOC
161	Jagraon	Punjab	NORTH - RON	North	50	0	50	> 1000 Rupees FOC
177	Jeewan Jot	Punjab	NORTH - RON	North	50	0	50	> 1000 Rupees FOC
193	M1Muktsar	Punjab	NORTH - RON	North	50	0	50	> 1000 Rupees FOC
267	M1Patiala	Punjab	NORTH - RON	North	50	0	50	> 1000 Rupees FOC
284	M1 Tuli lab	Punjab	NORTH - RON	North	50	0	50	> 1000 Rupees FOC
89	Jaipur	Rajasthan	NORTH - RON	Central	50	0	50	> 1000 Rupees FOC
276	Anand Hospital HLM	Rajasthan	NORTH - RON	North	0	0	0	-
74	VARANASI	Uttar Pradesh	NORTH - RON	North	50	0	50	> 1000 Rupees FOC
77	GORAKHPUR	Uttar Pradesh	NORTH - RON	North	50	0	50	> 1000 Rupees FOC
110	Lucknow	Uttar Pradesh	NORTH - RON	North	50	0	50	> 1000 Rupees FOC
300	Bareilly Greenfield	Uttar Pradesh	NORTH - RON	North	50	0	50	> 1000 Rupees FOC
93	Ghana	Ghana	Overseas	Overseas	0	0	0	-
94	KENYA	Kenya	Overseas	Overseas	0	0	0	-
215	PARK MEDICAL CENTRE	Kenya	Overseas	Overseas	0	0	0	-
220	LANDMARK	Kenya	Overseas	Overseas	0	0	0	-
221	MOMBASA	Kenya	Overseas	Overseas	0	0	0	-
222	THIKA	Kenya	Overseas	Overseas	0	0	0	-
223	EASTLEIGH	Kenya	Overseas	Overseas	0	0	0	-
289	Eldoret Rupa Mall	Kenya	Overseas	Overseas	0	0	0	-
304	KISUMU MEGA PLAZA	Kenya	Overseas	Overseas	0	0	0	-
323	Nakuru Tower One	Kenya	Overseas	Overseas	0	0	0	-
90	Srilanka Metropolis	Srilanka	Overseas	Overseas	0	0	0	-

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206	Tanzania	Tanzania	Overseas	Overseas	0	0	0	-
292	Dar Es Salaam	Tanzania	Overseas	Overseas	0	0	0	-
310	Arusha	Tanzania	Overseas	Overseas	0	0	0	-
329	Kampala	Uganda	Overseas	Overseas	0	0	0	-
146	Zambia	Zambia	Overseas	Overseas	0	0	0	-
291	Metropolis Livingstone	Zambia	Overseas	Overseas	0	0	0	-
331	Kabwe Zambia	Zambia	Overseas	Overseas	0	0	0	-
78	Vijayawada	Andhra Pradesh	SOUTH - APT	South	100	0	100	-
107	Vizag	Andhra Pradesh	SOUTH - APT	South	100	0	100	-
372	M1 SDRC	Andhra Pradesh	SOUTH - APT	South	100	0	100	-
108	Hyderabad	Telangana	SOUTH - APT	South	100	0	100	-
242	Metropolis RV	Karnataka	SOUTH - BNG-RV	South	150	0	150	-
254	RV METROPOLIS-WHITEFIELD	Karnataka	SOUTH - BNG-RV	South	150	0	150	-
255	RV METROPOLIS- TUMKUR	Karnataka	SOUTH - BNG-RV	South	150	0	150	-
256	RV Metropolis-Belgaum	Karnataka	SOUTH - BNG-RV	South	150	0	150	-
257	METROPOLIS RV : Neha Prakash	Karnataka	SOUTH - BNG-RV	South	150	0	150	-
305	Richmond Circle	Karnataka	South - Central Lab	South	150	0	150	-
306	Kolar	Karnataka	South - Central Lab	South	150	0	150	-
121	Chennai-LIME	Tamilnadu	SOUTH - CHN [excl. Avadi]	South	150	0	150	-
216	ADYAR	Tamilnadu	SOUTH - CHN [excl. Avadi]	South	150	0	150	-
217	SELAIYUR	Tamilnadu	SOUTH - CHN [excl. Avadi]	South	150	0	150	-
342	Hitech - Thrissur	Kerala	South - HiTech	South	75	0	75	-
343	Hitech - Calicut	Kerala	South - HiTech	South	75	0	75	-
346	Hitech-Kanchipuram	Tamilnadu	South - HiTech	Hitech	75	0	75	-
348	Hitech-Thanjavur	Tamilnadu	South - HiTech	Hitech	75	0	75	-
353	Hitech-Vellore Main	Tamilnadu	South - HiTech	Hitech	75	0	75	-
356	Hitech-Tiruvannamalai	Tamilnadu	South - HiTech	Hitech	75	0	75	-
361	Hitech-GKS TOWERS	Tamilnadu	South - HiTech	Hitech	75	0	75	-
355	Hitech-Coimbatore	Tamilnadu	South - HiTech	Hitech	75	0	75	-
363	Hitech-Salem	Tamilnadu	South - HiTech	Hitech	75	0	75	-
79	Calicut	Kerala	SOUTH - KERALA	South	100	0	100	-
80	Kollam	Kerala	SOUTH - KERALA	South	100	0	100	-
115	Cochin Main Lab	Kerala	SOUTH - KERALA	South	100	0	100	-
116	Perintalmanna	Kerala	SOUTH - KERALA	South	100	0	100	-
117	Pattambi	Kerala	SOUTH - KERALA	South	100	0	100	-
119	Thrissur	Kerala	SOUTH - KERALA	South	100	0	100	-
122	Kodungallur	Kerala	SOUTH - KERALA	South	100	0	100	-
123	Vytilla	Kerala	SOUTH - KERALA	South	100	0	100	-
125	Paravoor	Kerala	SOUTH - KERALA	South	100	0	100	-
129	Kannur	Kerala	SOUTH - KERALA	South	100	0	100	-
135	Perumbavoor	Kerala	SOUTH - KERALA	South	100	0	100	-
136	Alleppey	Kerala	SOUTH - KERALA	South	100	0	100	-
141	Karunagappally	Kerala	SOUTH - KERALA	South	100	0	100	-
149	Trivandrum	Kerala	SOUTH - KERALA	South	100	0	100	-

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178	KANHANGAD	Kerala	SOUTH - KERALA	South	100	0	100	-
228	Vandanam	Kerala	SOUTH - KERALA	South	100	0	100	-
229	Irinjalakuda	Kerala	SOUTH - KERALA	South	100	0	100	-
230	Guruvayur	Kerala	SOUTH - KERALA	South	100	0	100	-
232	Thodupuzha	Kerala	SOUTH - KERALA	South	100	0	100	-
235	Kalady	Kerala	SOUTH - KERALA	South	100	0	100	-
237	Thrikkakara	Kerala	SOUTH - KERALA	South	100	0	100	-
239	Mattannur	Kerala	SOUTH - KERALA	South	100	0	100	-
240	Dharmashala	Kerala	SOUTH - KERALA	South	100	0	100	-
269	PALAKKAD	Kerala	SOUTH - KERALA	South	100	0	100	-
271	Thalassery	Kerala	SOUTH - KERALA	South	100	0	100	-
341	Kottayam Green Field	Kerala	SOUTH - KERALA	South	100	0	100	-
209	Mangalore	Karnataka	SOUTH - ROK-RV	South	150	0	150	-
285	Mysore	Karnataka	SOUTH - ROK-RV	South	150	0	150	-
144	Pondichery	Pondichery	SOUTH - ROTN	South	0	0	0	-
71	Madurai	Tamilnadu	SOUTH - ROTN	South	0	0	0	-
128	Salem - SAL	Tamilnadu	SOUTH - ROTN	South	0	0	0	-
143	Trichy	Tamilnadu	SOUTH - ROTN	South	0	0	0	-
281	Coimbatore-M1	Tamilnadu	SOUTH - ROTN	South	0	0	0	-
67	Metropolis Vidyavihar	Maharashtra	WEST MUMBAI	West	150	0	150	> 4000 Rupees FOC
70	Thane greenfield	Maharashtra	WEST MUMBAI	West	150	0	150	> 4000 Rupees FOC
109	Kalyan	Maharashtra	WEST MUMBAI	West	150	0	150	> 4000 Rupees FOC
138	Gamdevi	Maharashtra	WEST MUMBAI	West	150	0	150	> 4000 Rupees FOC
140	BORIVALI	Maharashtra	WEST MUMBAI	West	150	0	150	> 4000 Rupees FOC
150	Powai	Maharashtra	WEST MUMBAI	West	150	0	150	> 4000 Rupees FOC
181	Vasai	Maharashtra	WEST MUMBAI	West	150	0	150	> 4000 Rupees FOC
200	Vashi	Maharashtra	WEST MUMBAI	West	150	0	150	> 4000 Rupees FOC
330	Andheri Greenfield	Maharashtra	WEST MUMBAI	West	150	0	150	> 4000 Rupees FOC
86	Micron	Maharashtra	WEST MUMBAI	West	150	0	150	> 4000 Rupees FOC
102	CT	Maharashtra	WEST MUMBAI	West	0	0	0	-
173	Apte Nigdi	Maharashtra	WEST PUNE	West	150	0	150	-
287	Baner	Maharashtra	WEST PUNE	West	150	0	150	-
334	M1 Pandharpur	Maharashtra	WEST PUNE	West	150	0	150	-
176	Pune	Maharashtra	WEST PUNE	West	150	0	150	-
321	Madgaon GreenField	Goa	WEST ROM	West	0	0	0	-
114	Goa	Goa	WEST ROM	West	0	0	0	-
151	Alibag	Maharashtra	WEST ROM	West	100	0	100	-
194	AHMEDNAGAR-GREENFIELD	Maharashtra	WEST ROM	West	0	0	0	-
72	Solapur	Maharashtra	WEST ROM	West	0	0	0	-
87	Kolhapur-Org	Maharashtra	WEST ROM	West	0	0	0	-
99	Aurangabad	Maharashtra	WEST ROM	West	0	0	0	-
142	Dhule	Maharashtra	WEST ROM	West	0	0	0	-
195	JALGAON-GREENFIELD	Maharashtra	WEST ROM	West	0	0	0	-
196	SANGLI - M1	Maharashtra	WEST ROM	West	0	0	0	-

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260	AMRAVATI GREENFIELD	Maharashtra	WEST ROM	West	0	0	0	-
261	LATUR GREENFIELD	Maharashtra	WEST ROM	West	0	0	0	-
283	Nanded	Maharashtra	WEST ROM	West	0	0	0	-
288	Akola Greenfield	Maharashtra	WEST ROM	West	0	0	0	-
369	M1 Karad	Maharashtra	WEST ROM	West	0	0	0	-
101	Nasik	Maharashtra	WEST ROM	West	0	0	0	-
104	Nagpur	Maharashtra	WEST ROM	West	0	0	0	-
183	Bactest M1 Nasik	Maharashtra	WEST ROM	West	0	0	0	-
270	Nasik Road	Maharashtra	WEST ROM	West	0	0	0	-

COVID Home Visit Charges will be charged as per the government guidelines and only to retail segment.

- 1] Retail - Lab at Home,
- 2] OB Sales,

Implementation for New Organization: [ORG ID's]

Once a New Organization / Location is implemented.

- A) Within Existing City : Same Charges applicable.
- B) New M1 / Partner : if an existing location has home visit charge, then it must be applied.
- C) New Location : if New to MHL, within the state if there is an HV Charges then it must be applied.

In all of the Above Scenarios, Home Visit Charges for the locations Can be waived of with discretion of COO.

DOA for Waiver Matrix:

Sr. No.	Promo Code	Promo Code Name	% Discount	Orgs	Target Center Segment
1	HVFOC100	Home Visit Charges 100% Discount	100%	All Orgs	1] Retail - Lab at Home. 2] Retail - PSC, 3] Retail - Lab with PSC, 4] OB Sales,
2	HVFOC50	Home Visit Charges 50% Discount	50%	All Orgs	5] Retail - APSC, 6] Retail - DBP

Booking Advisor, Phlebotomist must mandatorily apply Home Visit Charges as per the location charges and then if apply discount promotional code in-case discount needs to be given to the customer.

Few of the Scenarios where Home Visit Charges Can be Waived Off either 100% or 50%.

1. Cases where the patient is unable to pay due to financial hardship, our competitor client's waiver etc.
2. Instances where the home visit was not completed as per the agreed-upon service standards.

GBI Codes for Home Visit Charges to used:

Sr. No	Pest Code	Pest Name	Amount
1	HV150	HOME VISIT 150	150
2	HV100	HOME VISIT 100	100
3	HV75	HOME VISIT 75	75
4	HV50	HOME VISIT 50	50

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Approval Authority For Waiver as per the Above Grid. [Pre- approval]

BU Head [Service Head, Business]. Market Operations Head, Marketing Head, National Home Visit Head, Customer Experience Head, COO and CEO.

Monitoring and Control:

- 1) **Regular monitoring and auditing of home visit charges:** Daily Reconciliation of Home Visit Charges as per the above GRID with Home Visit Application and RNI system. If the policy has not been followed, penalty will be charged to respective person who has booked the Visit.

VID wise Approvals must be shared to the National Home Visit Team for the cases where the waiver is approved or not applied cases. In-case of non-submission the total cumulative amount which is not charged will be debited in their respective payouts. i.e., for

1. Home Visit Phlebotomist in their Monthly salary payout
2. For Home Visit Partner Payout in their monthly invoice and Variable Rent
3. For IB and OB in their monthly invoice

This debit will be done Month minus 2. A proactive information will be shared to respective teams in advance.

e.g., for Inbound, Outbound and Phlebotomist:

Advisor must apply Home Visit Charges as per the location and then apply discount either “HVFOC100” or “HVFOC50” if Home Visit Discount must be given. If the Home Visit Charges are not applied at all then there will be penalty levied to the Inbound and Outbound Partners, Phlebotomist [penalty will be entire home visit charges].

- 2) **Periodic reviews and staff training:** Based on daily inputs, advisor, phlebotomist details will be shared who have not followed the policy. Necessary Training will be given to the Advisor and Phlebotomist.