

HealthMetrics

EMPLOYEE HEALTHCARE BENEFITS MADE CONVENIENT

- ✓ CASHLESS
- ✓ MORE THAN 3,600 PANELS NATIONWIDE
- ✓ KEEP TRACK OF EMPLOYEE MEDICAL BENEFITS
- ✓ ACCESS TO 24/7 SUPPORT

8 SIMPLE STEPS WHEN YOU ARE AT OUR PANEL

1. Register yourself with your IC at the counter



2. Show the panel staff the "HEALTHMETRICS E-CARD (in the mobile app) or STICKER (at the back of ID card)"



3. Inform panel staff "I am covered under HEALTHMETRICS"



4. Panel staff will verify your profile on the HealthMetrics system



5. Wait patiently for your turn



6. Receive medical consultation & treatment



7. Collect medication



8. No Payment Needed
(Provided the benefit entitlement set by the employer is not exceeded)



How to Identify yourself in HealthMetrics Panels?

- ❑ **SAMPLE 1:** For Malaysians, the HealthMetrics stickers can be paste on IC.
- ❑ For Non-Malaysians, it can be on the Passport or any other ID card
- ❑ **How to get the stickers? You can request it from HR.**
- ❑ **SAMPLE 2:** Employees can present the HealthMetrics E-Card from the profile section in the HealthMetrics Mobile App

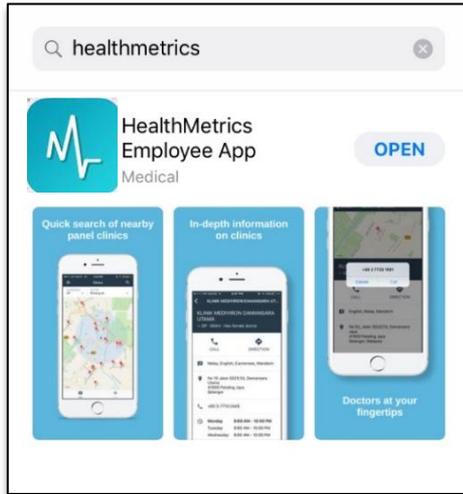


Sample 1: IC (Malaysian) & Passport (non-Malaysian)

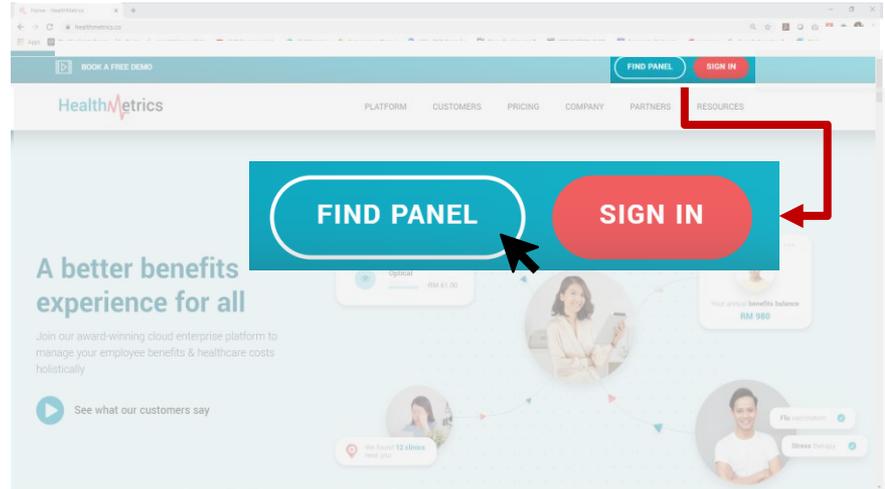


Sample 2: HealthMetrics E-Card

Finding a nearby HealthMetrics Panel?



OR



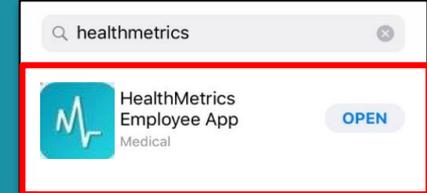
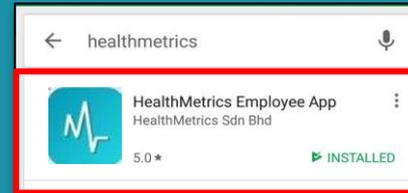
A) Download HealthMetrics Employee app in your smartphone

B) Visit our **website** : <http://www.healthmetrics.co>. Click on 'Find Panel' or 'Sign In'.

HealthMetrics

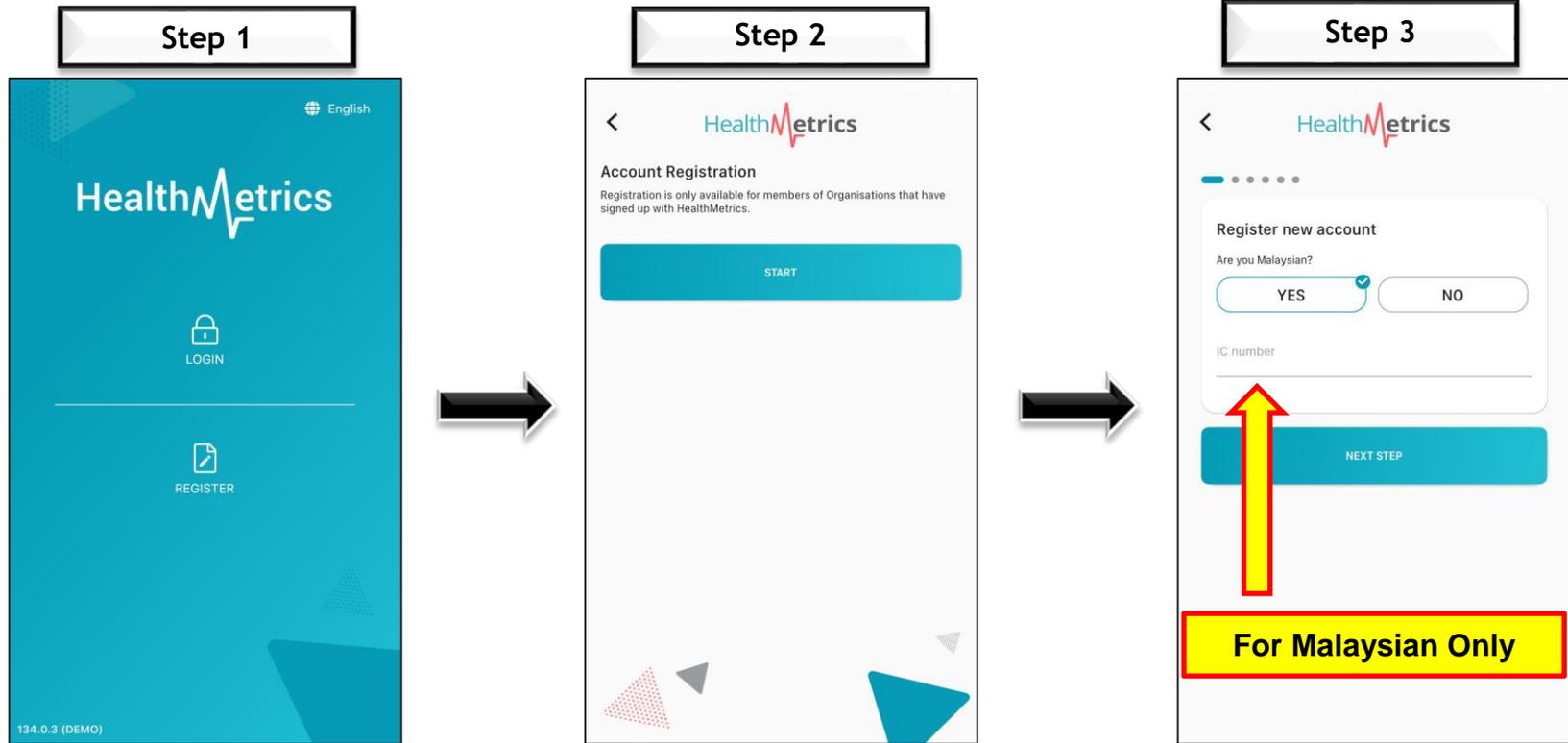
A) Downloading Mobile App

- User registration
- Find a Panel
- Past Visit History
- MC info

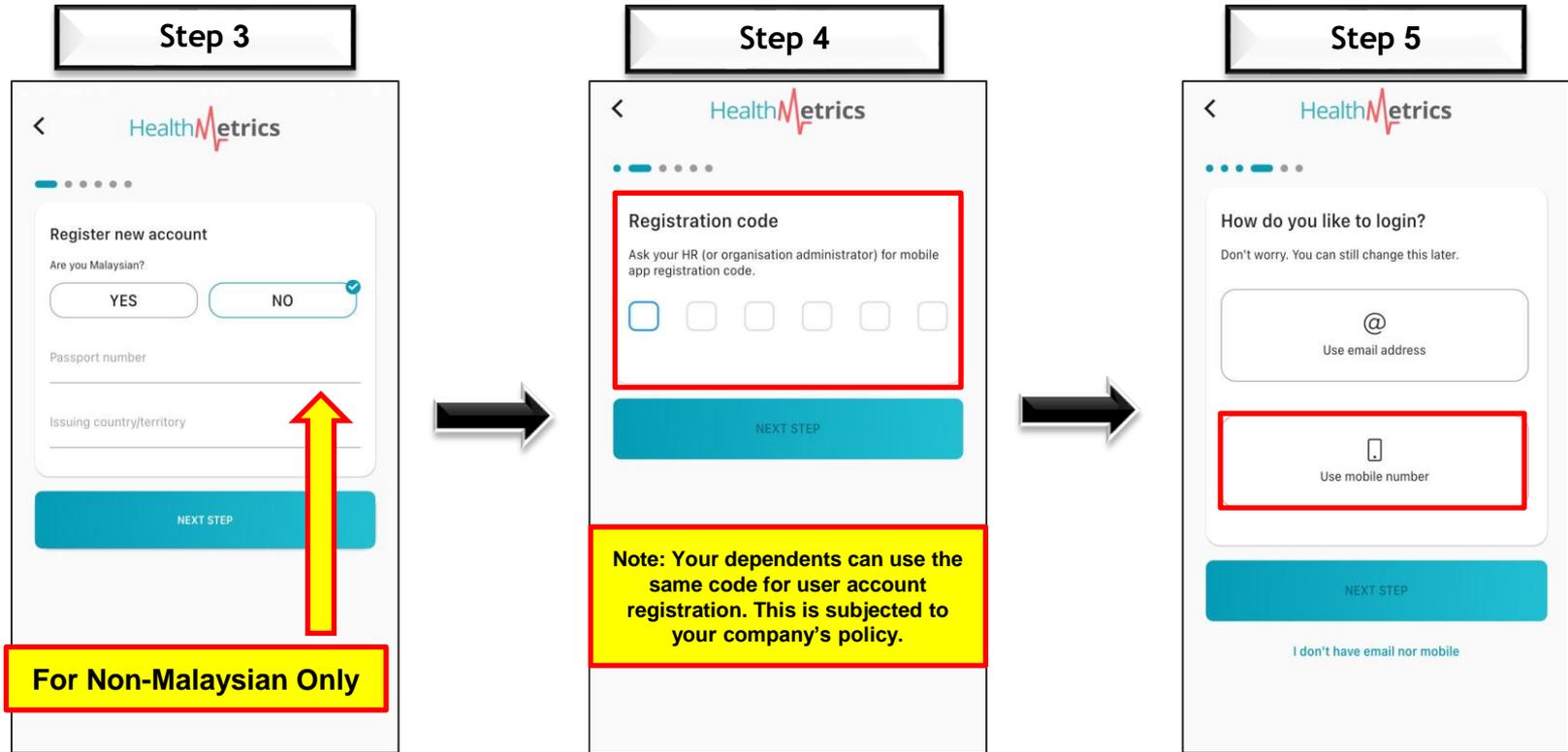


Note: HuaWei AppGallery is not supported at the moment.

User Account Registration and Activation

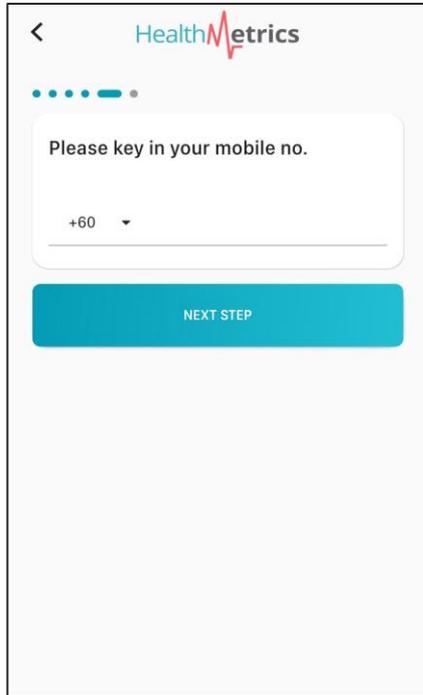


User Account Registration and Activation



User Account Registration and Activation

Step 6 – If You're Using Mobile Number

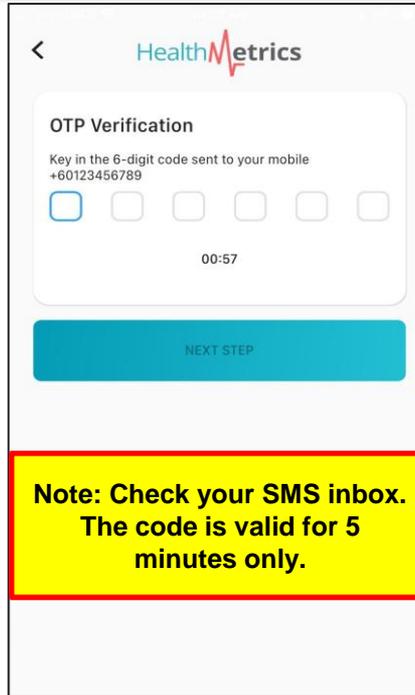


HealthMetrics

Please key in your mobile no.

+60

NEXT STEP



HealthMetrics

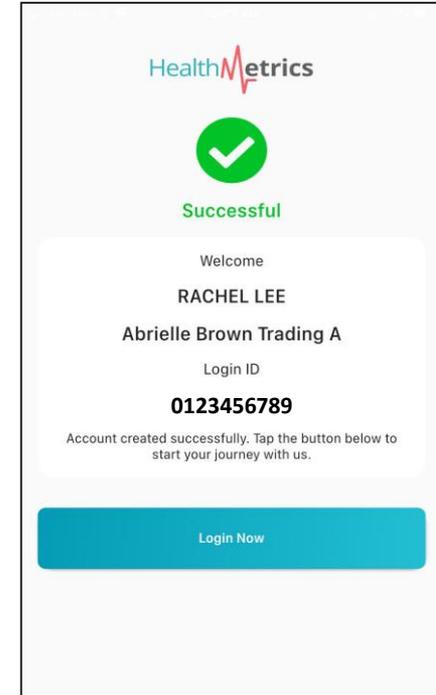
OTP Verification

Key in the 6-digit code sent to your mobile
+60123456789

00:57

NEXT STEP

**Note: Check your SMS inbox.
The code is valid for 5
minutes only.**



HealthMetrics

Successful

Welcome
RACHEL LEE
Abrielle Brown Trading A
Login ID
0123456789
Account created successfully. Tap the button below to
start your journey with us.

Login Now

User Account Registration and Activation

Step 6 – If You're Using Email Address

< HealthMetrics

Use another email address

Please key in your email address.

Email

NEXT STEP

< HealthMetrics

OTP Verification

Key in the 6-digit code sent to email rachel_999@gmail.com

00:55

NEXT STEP

Note: Check your email inbox. The code is valid for 5 minutes only.

HealthMetrics

Successful

Welcome

RACHEL LEE

Abrielle Brown Trading A

Login ID

rachel_999@gmail.com

Account created successfully. Tap the button below to start your journey with us.

Login Now

User Account Registration and Activation

Step 7

HealthMetrics

Set password

Password

Confirm password

NEXT STEP

Note: Password must have minimum 6 digits and must include at least one number, one uppercase letter and one lowercase letter.

LASTLY! LOGIN

HealthMetrics

Login

Email/Mobile number/User name
0123456789

Password

Login

[Forgot password?](#)

Login with Azure AD

HealthMetrics

1/2

Principal

Powered by HealthMetrics

01/01/2020 - 31/12/2020

RACHEL LEE

Abrielle Brown Trading A

GP

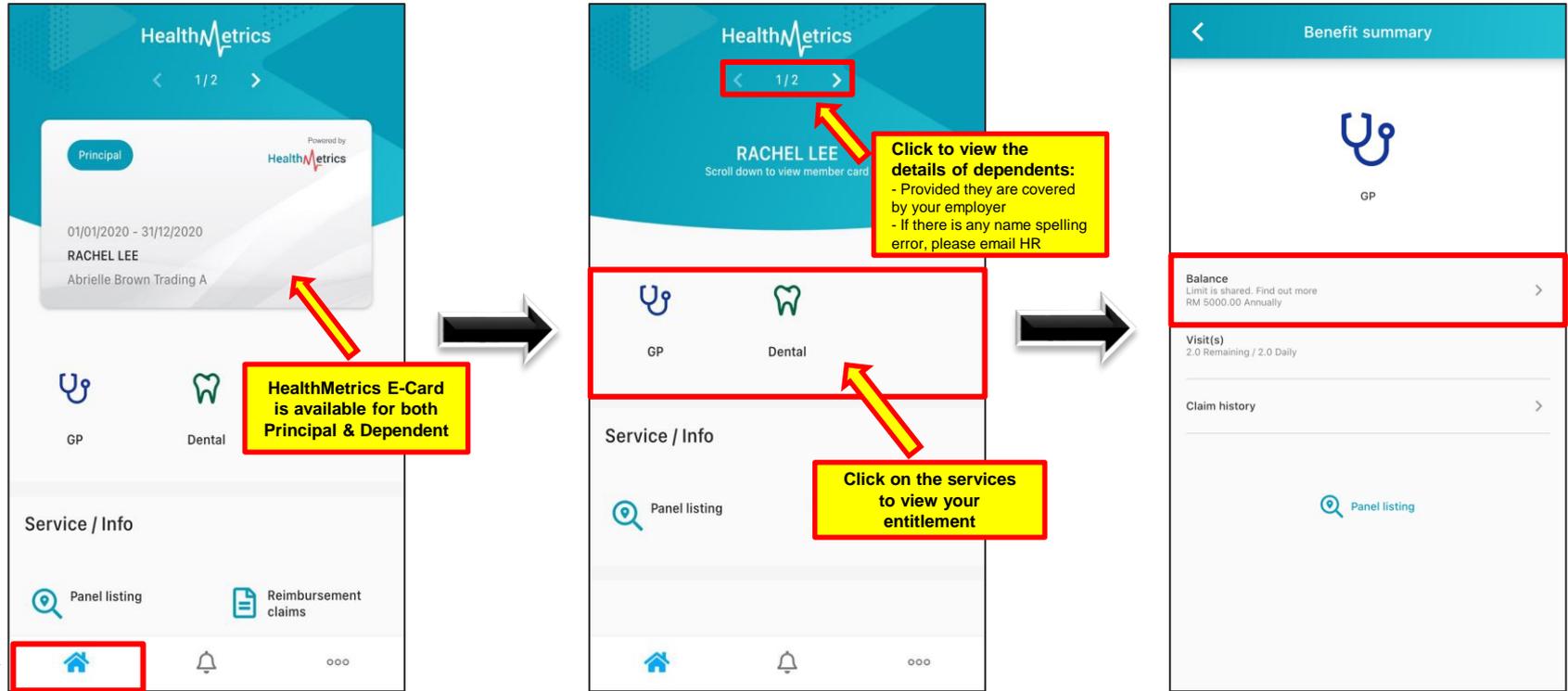
Dental

Service / Info

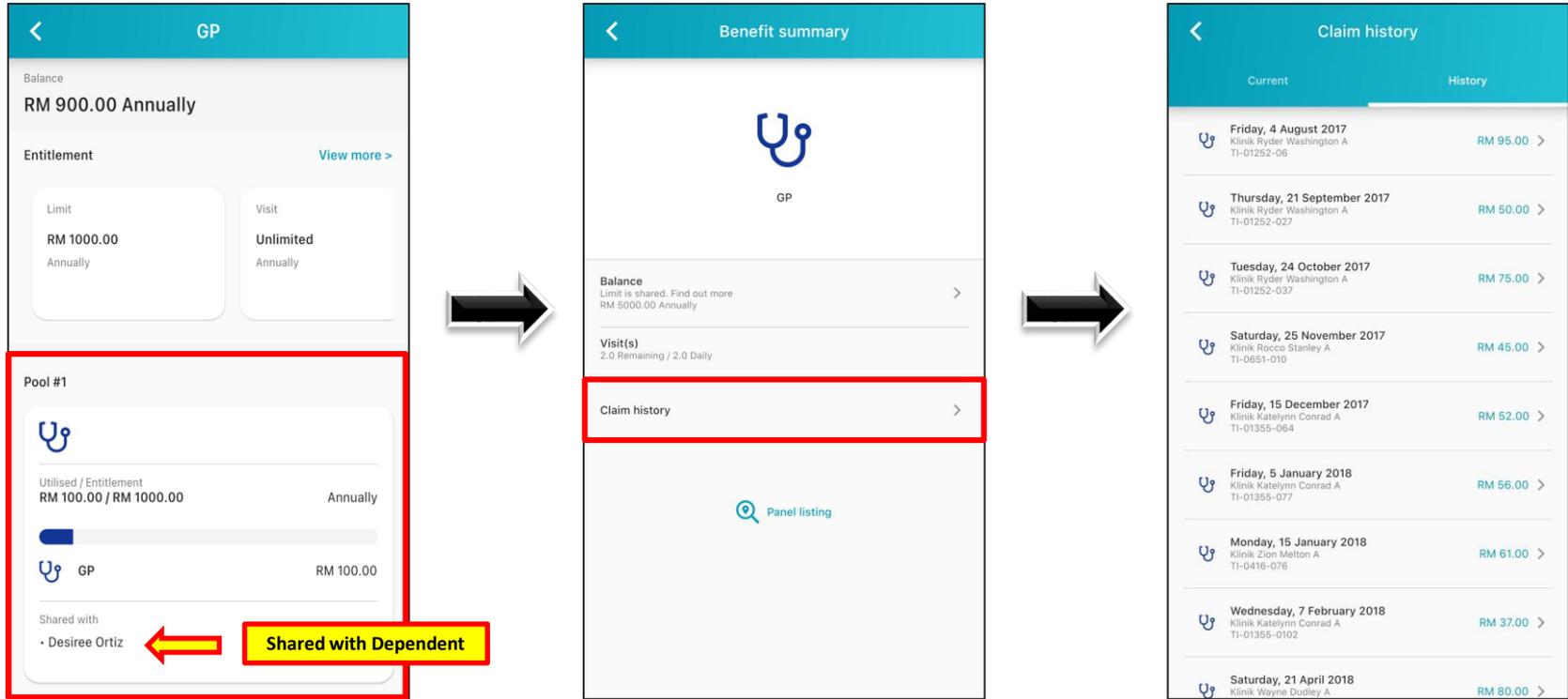
Panel listing

Reimbursement claims

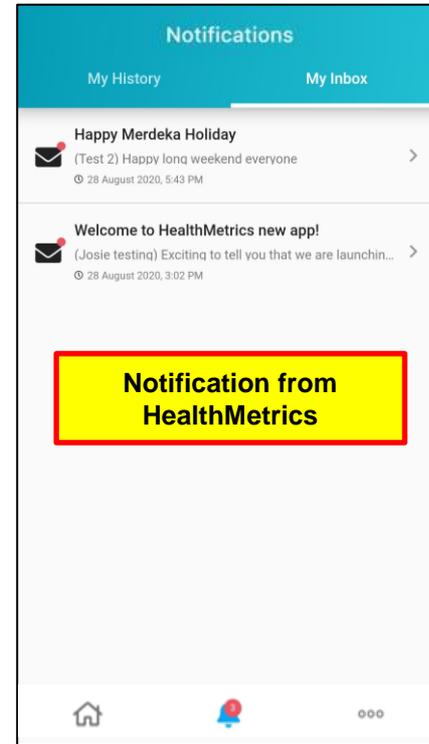
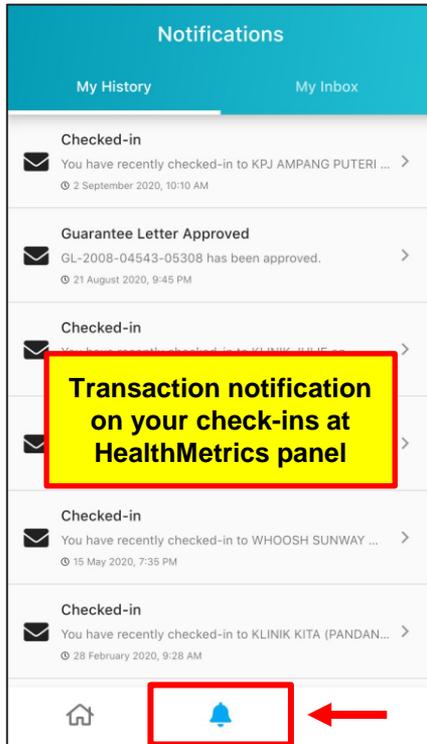
Section 1: Viewing Employee Medical Benefits



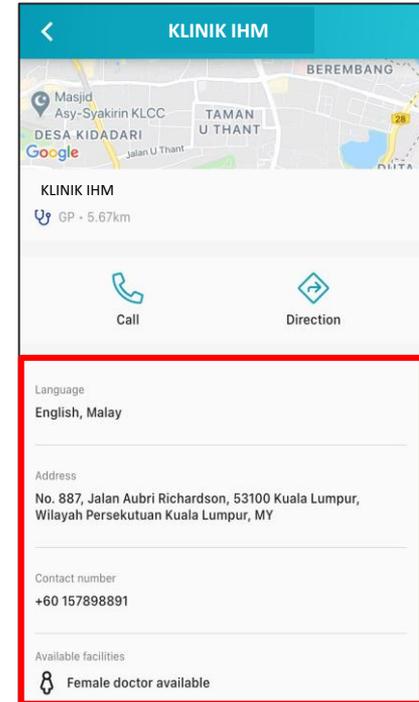
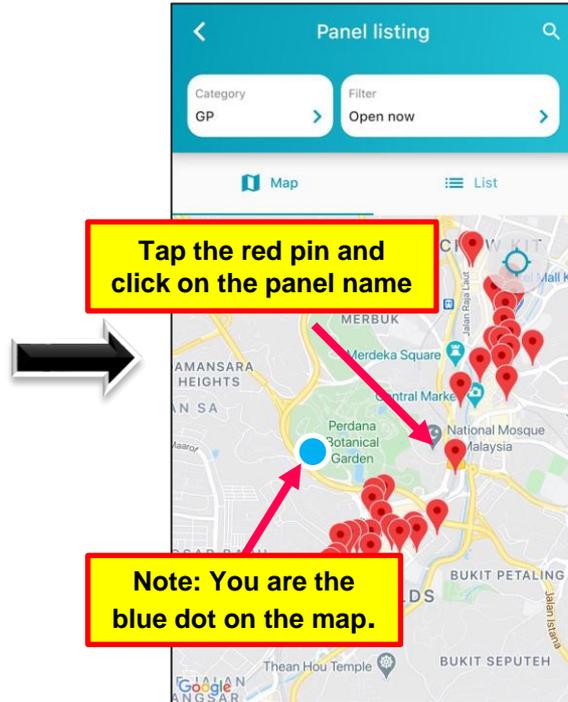
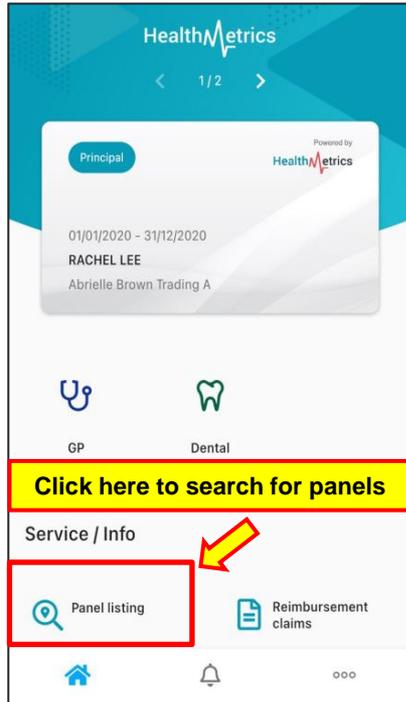
Section 1.1: Viewing Benefits & Past Medical History



Section 2: Notifications

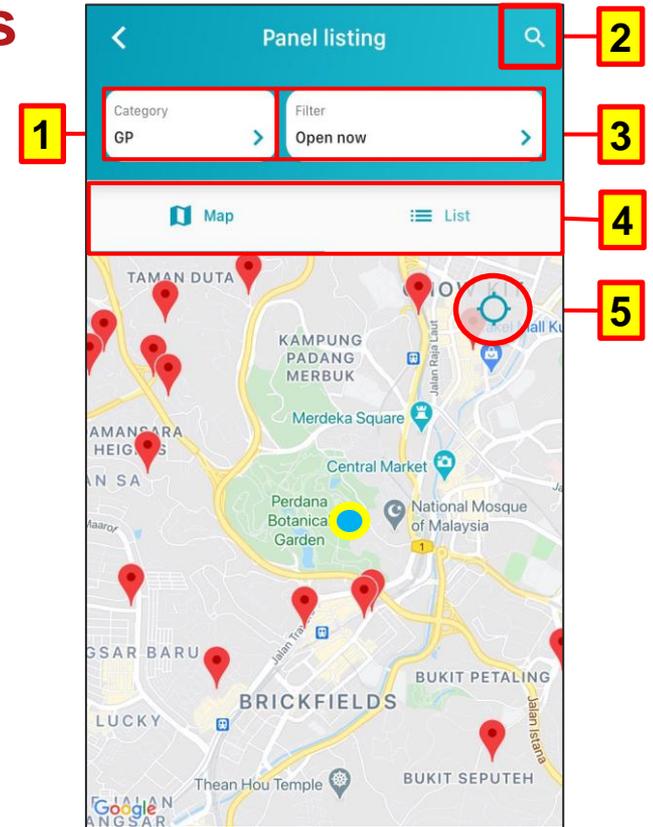


Section 3: Searching for HealthMetrics Panel

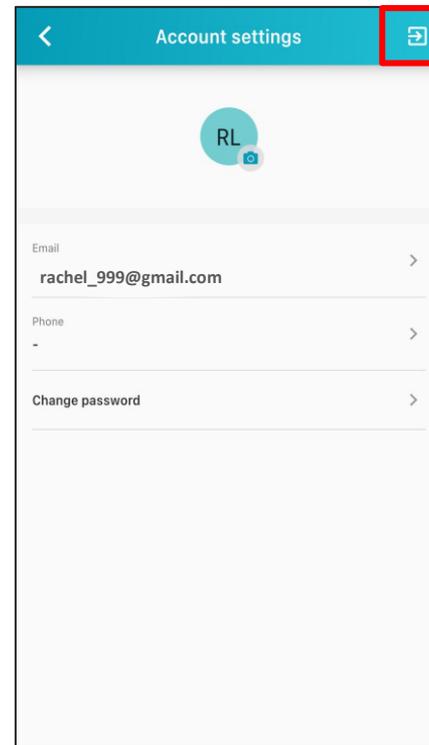
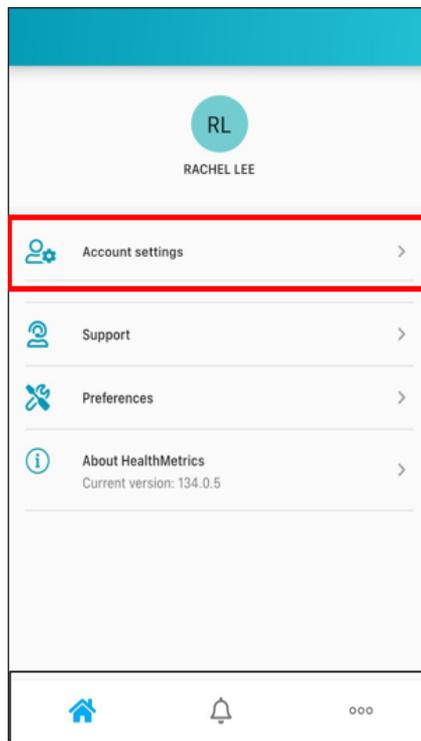
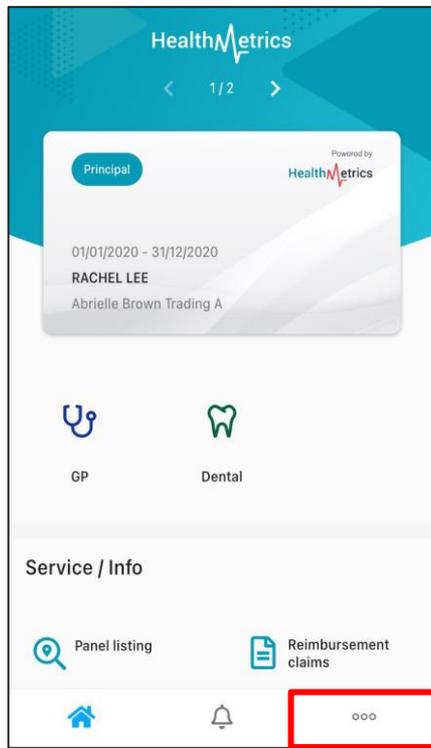


Section 3.1: Panel Locator Functions

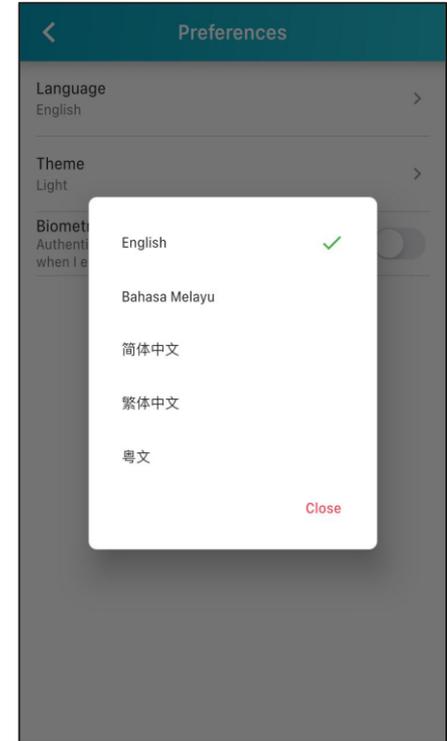
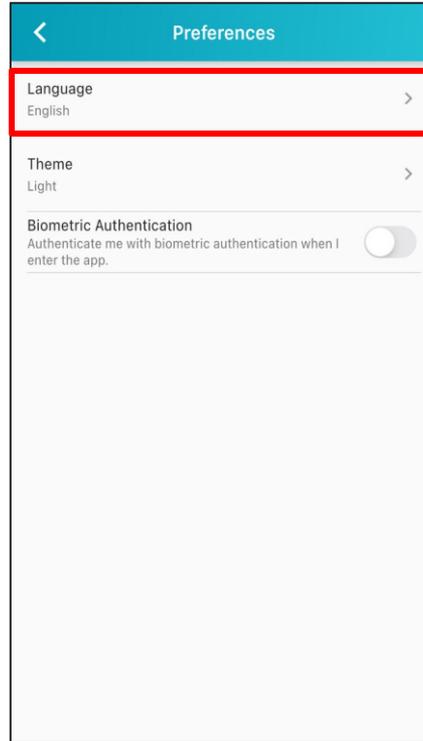
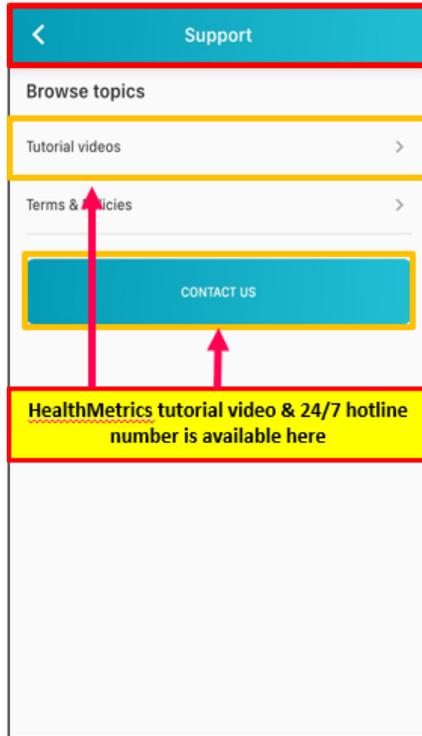
- 1 – Switching the service type: GP/ Dental/ Optical/ Outpatient Specialist (refers to your company policy)
- 2 – Searching panel with postcode or street name
- 3 – Filter to show your preferred settings
- 4 – Showing the panels on the map or in listing form
- 5 – Detects your exact location with the blue dot shown on the map (must turn on the location setting in your phone in order to view this function)



Section 4: Account Settings



Section 5: Support & Preferences



HealthMetrics

B) Website

- <http://www.healthmetrics.co>
- Find a Panel
- Web Sign In

The screenshot shows the HealthMetrics website homepage. The browser address bar displays "healthmetrics.co". The navigation bar includes "BOOK A FREE DEMO", "FIND PANEL", and "SIGN IN". The main content area features a central dashboard with several data points:

- Recent Benefit Claims:**
 - Dental: -RM 72.00
 - Optical: -RM 61.00
- Your annual benefits balance:** RM 950
- File vaccination:** (with a checkmark)
- Stress therapy:** (with a checkmark)
- We found 12 clinics near you:** (with a location pin icon)

The dashboard is titled "A better benefits experience for all" and includes the text: "Join our award-winning cloud enterprise platform to manage your employee benefits & healthcare costs holistically." A "Chat" button is visible in the bottom right corner.

Find A Panel

The screenshot shows the HealthMetrics website interface. At the top, there is a navigation bar with a teal background. On the left, it says "BOOK A FREE DEMO" with a play button icon. On the right, there are two buttons: "FIND PANEL" (white with teal border) and "SIGN IN" (teal). Below the navigation bar is the HealthMetrics logo and a menu with links: PLATFORM, CUSTOMERS, PRICING, COMPANY, PARTNERS, and RESOURCES. A red arrow points from the "FIND PANEL" button to a red callout box labeled "STEP 1". Below this, a yellow callout box with a black border says "Click on Find Panel". The main content area features a central circular image of a woman holding a smartphone, surrounded by various benefit-related cards: "Recent Benefit Claims" (Dental -RM 72.00, Optical -RM 61.00), "Your annual benefits balance RM 980", "We found 12 clinics near you", and "Flu vaccination" and "Stress therapy" (both with checkmarks). At the bottom, the text "A better benefits experience for all" is displayed.

STEP 2

HealthMetrics | Panels

Key-in your IC / passport no.

MALAYSIAN IC NO. →

Switch to Passport | Why identification?

STEP 3

HealthMetrics | Panels

IC / Passport no.: 12340000 (Change)

Note: The available benefits are subjected to your employer's company policy.

Which service do you need?

GP DENTAL OPTICAL OUTPATIENT SPECIALIST INPATIENT SPECIALIST

STEP 4

Find your nearest panel

Postcode/Town/Street name [Use current location](#) [Watch tutorial](#)

Open now Preferred rates only * X-ray available Ultrasound available

1. KLINIK IHM

2A-1, Jalan PJS 8/6, Sunway Mentari 46150 Petaling Jaya Selangor, Malaysia (37m)

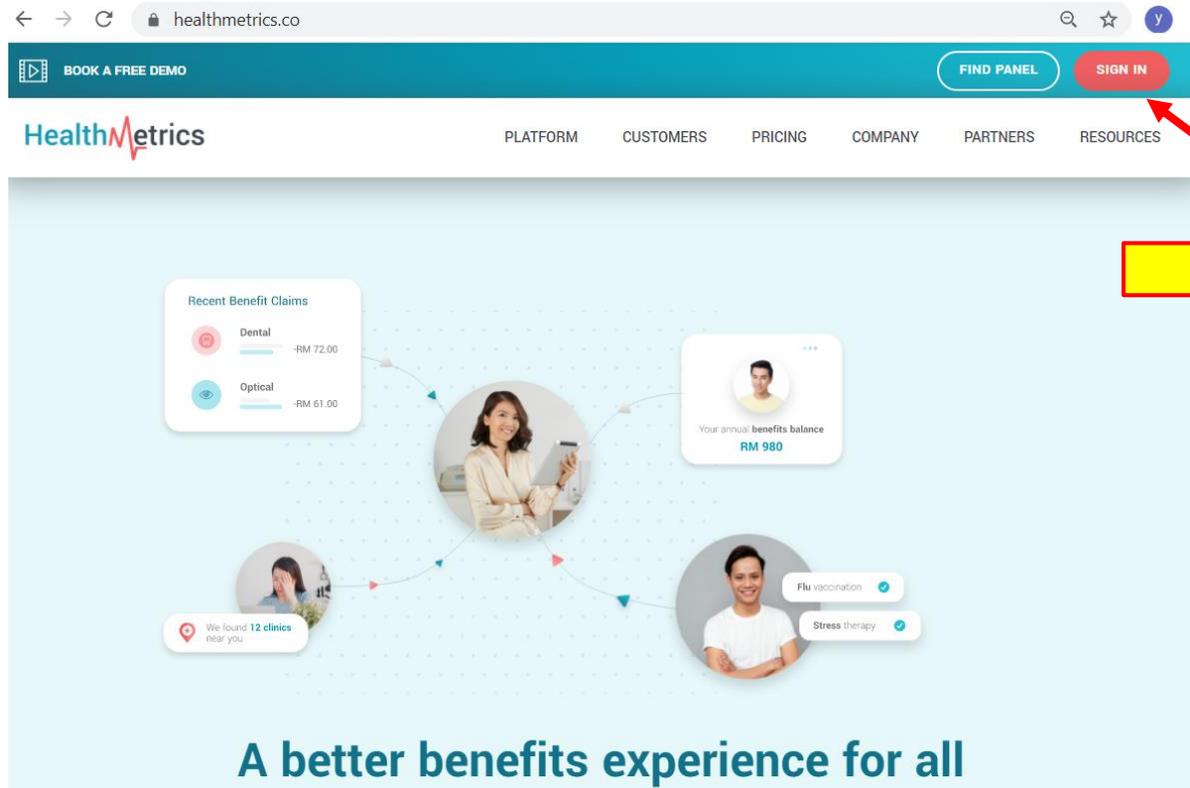
Speaks English, Malay, Cantonese

Phone: +60356367194

Map Satellite

Setia Jaya SS 10 PJS 5 PJS 8 KAMPUN LINDUNG Desa Mentari KAMPUNG GHANDI

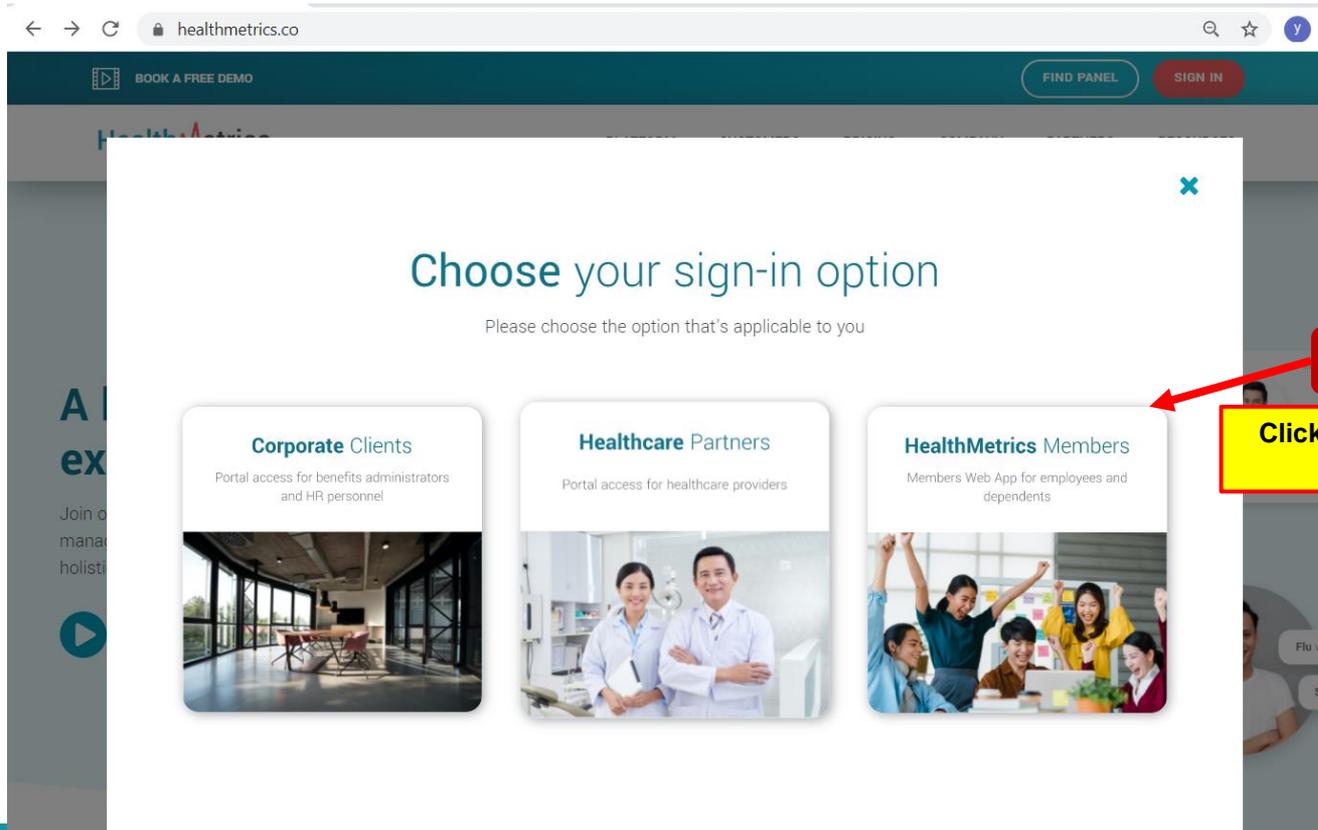
Web Sign In



STEP 1

Click on Sign In

Web Sign In



STEP 2

Click on HealthMetrics Members

Web Sign In

member.healthmetrics.co/main

English

HealthMetrics

SIGN IN

REGISTER

STEP 3

Click on Sign In or Register
[for first-time login user]

Note: The web functionalities are the same as mobile app. Please refer pg 6-17 for a full user guide.

FAQ

1) Can I go to a non-panel service provider?

This depends on your company policy. Please refer to HR on this.

2) My area does not have a panel. Can you assign one ?

Yes, please email your HR your preferred service provider's details such as the name, address and phone number. HR will do the necessary to create a panel request. This subjects to panel response time and the decision-making of person-in-charge.

FAQ

3) Do I need to pay cash at the panel?

No. This is a cashless system, unless you exceed your annual/daily limit or receive uncovered treatment. The panel will inform you to top-up the remaining outstanding.

4) Do I still need to get the hardcopy MC if there is MC given by the doctor?

Yes. You would still need to get the hardcopy MC, pass it back to company HR when you are back to work.

REPORTING AN ISSUE

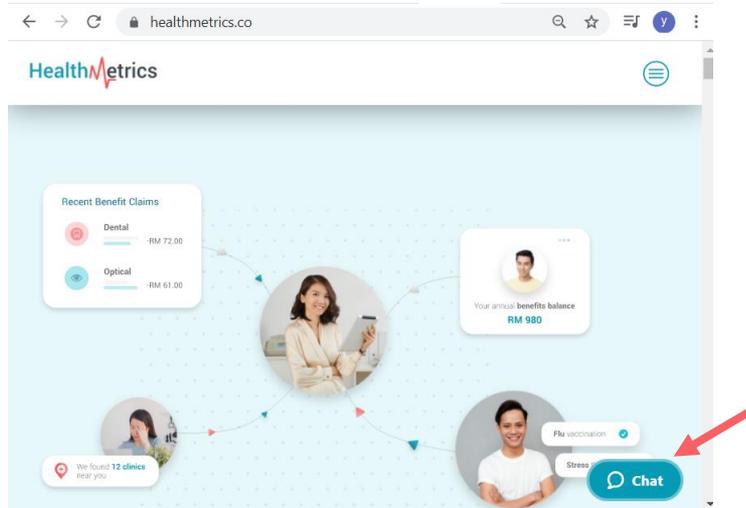
If you believe you have encountered an issue **with the website/mobile app**, please include the following information and email us at corp-support@healthmetrics.co for investigation process. Information needed:

1. Name of reporter:
2. Contact details of reporter: *(email or phone number)*
3. Which application are you facing issue with: *Web/Mobile (new or old)*
4. Operating system of the device: *Windows or MacOS (Web), Android/iOS (Mobile)*
5. What is the browser used: *Google Chrome, Mozilla Firefox, Microsoft Edge and etc*
6. What is the model of the device: *POCO X3, XiaoMi Mi 10, Samsung Note 20, iPhone 12 etc*
7. Description of issue: *(please describe in detailed)*

HAVE MORE QUESTIONS?

START A LIVE CHAT WITH US!

<http://www.healthmetrics.co>



OR

CALL OUR 24/7 HOTLINE

+603-7661 6229

