

FREQUENTLY ASKED QUESTIONS

Why should I download the C-Care App?

This app will help you manage your medical appointments, and well-being by providing various features such as access to your health-related information from C-Care and health tracking physical activity.

What can I do with the C-Care App?

- You can book a doctor appointment.
- You can request a doctor appointment.
- You can book a teleconsultation appointment with a doctor.
- You can book a laboratory appointment.
- You can consult your bill history at C-Care.
- You can consult your health records (Laboratory report, Radiology report, Doctor visit report & Discharge Summary) at C-Care.

Do I need Wi-Fi or mobile data to use C-Care App?

Yes, you will require Wi-Fi or mobile data to use the C-Care App. Charges for data may be applicable, we highly recommend you check the tariff with your mobile operator.

What are the benefits of using the C-Care App?

The C-Care App offers several benefits, including:

- Convenient access to your health information anywhere in the world.
- Instant booking of appointment with C-Care's doctors
- Booking of teleconsultation appointment with C-Care's doctors
- Instant access to your bill history at C-Care

Download C-Care App



Where to download the C-Care App?

The app is available for free download on Google play store and on App Store.

What is the storage capacity of the C-Care App?

The C-Care App requires a minimum storage capacity of 250 MB +.

What devices does the C-Care App work on?

The C-Care App is compatible with android devices and on iPhones.

Why is the C-Care App not working on Huawei devices?

Since the C-Care App has been developed for android devices and iPhone only, it is unstable on Huawei devices. C-Care will communicate when the Huawei version will be available. Kindly send your interest in Huawei version on support.mobileapp@c-care.mu

Is my smartphone compatible with C-Care App?

To download C-Care App, please ensure you have either one of the following smartphone versions:

- Android 6 or later

What languages does the C-Care App support?

The C-Care App is only available in English.

How do I update the C-Care App?

The C-Care App will automatically update itself when new versions are available. You can also manually update the app by going to the stores and searching for the C-Care App.

It is recommended that you give the app permission to automatically update the C-Care App

Can C-Care App be used for ambulances requests?



The C-Care mobile provides ease of access to C-Care ambulances requests. If you have a medical emergency, please call on 118 for C-Care Darné, or 132 for C-Care Wellkin or go to the nearest emergency room.

Is the C-Care App available in all countries?

The app can be used anywhere in the world. However, to complete your registration process, you will require to go to a C-Care facility in Mauritius.

Registration on C-Care App

How do I get started with the app?

Once you have downloaded and accessed the C-Care App on your phone, click on “Sign up” and follow the steps below:

- Input the requested information in the registration form.
- Accept the terms and conditions.
- Accept the privacy policy.
- Click on “Register”.
- Visit your nearest C-Care facility with your National Identity card (NID), passport or UID to complete your registration.

Why do I need to provide proof of ID number at registration?

C-Care takes data privacy very seriously. Your ID needs to be verified prior to giving you access to your health history. No access to health records will be possible without the proof of ID. Both physical and digital copies of the proof of ID are accepted.

Why do I need to setup an MPIN at registration?

Setting an MPIN will provide you ease of access to your app. You will not require to login with your username and password for each login.

What can I do on the app after app registration?

After registering on the app for the first time, you will have limited access to the features of the app. You will only be able to:

- Book a doctor appointment.

- Book a lab test.

What can I do on the app after my verification at C-Care?

After verification at C-Care, you will have full access to the features of the app. You will be able to:

- Book a doctor appointment.
- Book a lab test.
- Access your medical history (if any).
- Access your bill history (if any).
- Make payments.
- Book a teleconsultation.

Why can't I access my health history in the mobile app?

You will not have access to your health history if:

- You do not have a health account at C-Care and / or
- Your mobile app account is not linked with your C-Care account.

How to get my health information on my app?

After the registration on the app, you will be asked to go to the nearest C-Care facility* with your proof of ID to perform a verification on-premises prior to linking your mobile app account with your C-Care account.

*It is important to note that only C-Care Darné and C-Care Wellkin provide mobile app registration and verification services for now.

What proof of ID(s) is required?

For Mauritian Citizens: The national identity card (NIC) will be required.

For Non-citizens of Mauritius or Expats: The passport or the UID will be required.

What is a main profile?

After registration on the mobile app, you are considered as a main profile. Furthermore, as a main profile you will have the possibility to add dependents to your account.

Who is a dependent?

A dependent is a person who relies on someone else (main profile) for financial and non-financial support in the management of their health status. Addition of dependent(s) on the C-Care App is currently restricted to only the children of the main profile.

How to add my dependents on my app?

Prior to adding dependent(s) on the app, the main profile requires to have his/her mobile account, and his/her C-Care account linked. To add a dependent, you will be required to go to the nearest C-Care facility with the proof of relationship to perform a verification prior to linking your app with the C-Care account(s) of your dependent(s).

What proof of relationship is required?

For Mauritian Citizens: Birth certificate and/or marriage certificate (if applicable) will be requested.

For Non-citizens of Mauritius or Expat: The birth certificate, the passport or the UID of the dependent(s) will be required.

Can both parents add same dependents under their main profiles?

Yes, dependent(s) can be added to several main profiles following provision of supporting documents (Proof of relationship).

Can a dependent request to remove his/her profile from a main profile(s)?

Yes, a dependent can request to remove his/her profile from a main profile upon presentation of his proof of ID. This is applicable to dependents of age 18 or older.

What are the benefits of having the C-Care App linked to the C-Care account(s) of your dependent(s)?

- You will have access to your dependent's medical history at C-Care
- You will have access to your dependent's bill history at C-Care
- You will have able to book teleconsultation on behalf of your dependent(s).
- You will have able to book a doctor's appointment on behalf of your dependent(s).
- You will have able to book C-lab appointment(s) on behalf of your dependent(s).



How to access the health information of my dependent(s) on my app?

To have access to the health information of your dependent(s), you will be required to go to the nearest C-Care facility for your dependent's relationship verification. C-Care will request a proof of relationship (e.g., birth certificate or marriage certificate, where applicable) for your dependent, verify the document provided and if all good, will link the C-Care account of your dependent to your main profile. After linkage of the dependent's account, a "Switch Profile" button will appear in your app. You will have access to your dependent profile using the switch button on the home screen of the mobile app.

Why the health information of my dependent(s) is not available on the app?

The health information of your dependent(s) will only be available after C-Care linked your dependent(s) account with your main profile. C-Care will only link your main profile with your C-Care account after verifying your identity and proof of relationship. If your dependent(s) has health records at C-Care, the same will appear in your app.

Why is my account blocked?

Your account may have been blocked if there has been a breach of terms and conditions of the C-Care App. If account is blocked, contact C-Care on Tel: +230 605 1000 or send an email on support.mobileapp@c-care.mu

What happens if I register the wrong information during the sign-up process of the C-Care App?

You need to go to the nearest C-Care facility with your proof of ID. The team will do a verification and thereafter correct the information entered at time of registration.

C-Care App - Features

Will the app remind me to take my medications?

Yes, the app includes medication reminder features that can help you stay on track with your medication schedule. You can set reminders for specific medications, dose instructions, and



receive notifications at the designated times. C-Care shall not be responsible for any technical problems that may cause malfunction of this feature and eventually cause the patient to forget to take medication.

Will the app remind me of upcoming appointments?

Yes, the app includes appointment reminder features that will remind you of upcoming appointments via push notification and SMS. This will be dependent on whether notification for the app has been allowed in your phone settings.

Is my personal health information secure within the app?

We take your privacy and data security very seriously. The app implements robust security measures to protect your personal health information. Your data is stored securely and is only accessible to you unless you choose to share it with others.

What is “My documents”?

This feature allows you to upload your insurance card details. Moreover, it will display the photo of your Proof of ID after profile verification at C-Care.

What is the Teleconsultation feature of the C-Care App?

This feature will allow you to have online consultations with your selected doctor. Teleconsultation feature will only be available after the completion of your verification process at C-Care.

Important note: Kindly ensure that you have a proper internet connection prior to using the teleconsultation feature of the C-Care App for better patient experience.

What are the steps to join a teleconsultation on the mobile app?

- Tap on the teleconsultation feature.
- Choose “Join Now”.
- Your doctor will either be waiting for you or will join you shortly.

What to do if I lose connection during teleconsultation?

You should try to re-connect to the online room with your doctor. If the problem persists, kindly call C-Care on +230 605 1000 or send an email on support.mobileapp@c-care.mu



What if a doctor cancels a teleconsultation appointment?

C-Care team will call you to reschedule the teleconsultation. If rescheduling did not occur, please contact C-Care to either reschedule your teleconsultation or obtain a refund for your teleconsultation appointment.

What to do if I am unable to re-join a teleconsultation with my doctor?

Kindly call C-Care on +230 605 1000 or send an email to support.mobileapp@c-care.mu

What are the payment methods available in C-Care App?

The app gives you the ability to make payments in advance or pay on-site. Pay now option will allow payment by credit card, debit card and other mobile app payment solutions.

How to claim a refund for any advanced payment made via the C-Care App?

For any request for refund, please call C-Care on +230 605 1000 or send an email to support.mobileapp@c-care.mu

Can I connect my wearable device with the app for health tracking?

No, this feature is not available for now.

How can I contact support if I have questions or issues?

If you have any questions, issues, or feedback regarding the app, call us on +230 605 1000 or send an email to support.mobileapp@c-care.mu

Privacy

I have changed my mobile number. What should I do?

If you have changed your mobile phone number, kindly go to the nearest C-Care facility to request the change of phone number of your account(s). Proof of ID will be requested for any changes to your account(s).



Security

How do keep my account secure?

To keep your account secure, you must not share your password to anybody. C-Care will never ask you for your password.

What if I forgot my MPIN?

Tap forgot MPIN on the MPIN screen and follow the instructions.

What if I forgot my password?

Tap forgot your password on the login screen and follow the instructions.

What do I do if my account is hacked?

If you feel your account has been hacked or compromised, kindly call C-Care to block your account on +230 605 1000 or send an email on support.mobileapp@c-care.mu