Ayornish

YOUR HEALTH COMPANION

AHARNISHAM 24×7

USER MANUAL

Patient Appointment & Video Consultation

Find a doctor, book a video consultation, join it, and find your prescription afterwards

UM-08 · Version 1.0 · 22 Nov 2026

For: Patients and family members booking care

Checked on Ayornish UAT (test environment), 22 Nov 2026

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About this guide

Item	Detail
Guide	UM-08 · Patient Appointment & Video Consultation
Version	1.0 (22 Nov 2026)
Who it is for	Patients and family members booking care
Checked on	Ayornish UAT (test environment), web revision 00236-jay, 22 Nov 2026, with a synthetic patient. The booking screens were recorded up to, but not including, payment. The video room screens come from the application's test harness.
Screens	Real screens recorded in Chrome on a laptop display (1536 px wide, 125% scaling). No payment was made and no consultation was started. Booking references are masked.

Quick start

1. Sign in and open **Find Care** (or **Book Consultation** at the top). Search by name, specialty or city and choose a doctor.
2. On **Book a Consultation** follow the four steps: **Provider**, **Mode & time**, **Details**, **Review & pay**.
3. Choose **Video Consultation**, then pick an available date and time and choose **Book Appointment**.
4. On **Details** choose who the consultation is for and describe your concern. On **Review & pay** check the fee and pay.
5. Find the appointment under **My Ayornish, My Care**. When it is time, open it and choose **Join consultation**.
6. Afterwards open **Records & prescriptions** for your prescription, and **Messages** to write to the doctor.

> **CAUTION** This guide describes the booking screens up to the payment step. Payment itself, joining a live call and receiving a prescription were not performed in the test, so those parts are described from the application screens and wording only. They are marked in the text.

1. Before you start

- You need an Ayornish account and a personal profile (guide UM-01). You can book for yourself or for a family member you manage (**My Ayornish, Profile & Family**).
- Use an up-to-date browser. For a video consultation allow the camera and microphone when asked.
- Payment is online. The Review & pay screen shows the payment method (online) and lets you use your Ayornish Credit balance if you have one.
- For emergencies do not use the app: visit the nearest emergency department.

2. Find care

1. Choose **Find Care** in the top menu.
2. Search under **Search professionals** by name, specialty or city. You can choose **Medical Doctor**, **Veterinary Doctor** or **Medical Astrologer**, and filter by **Specialty**, **Location**, **Consultation** (Video Consultation or In-Person Visit) and **System of Medicine**.
3. Choose **Find Care**. Each result shows the professional's modes, fee and availability, with **View profile** and **Book appointment**.
4. Looking for someone available now? Choose **Consult now** from My Ayornish.

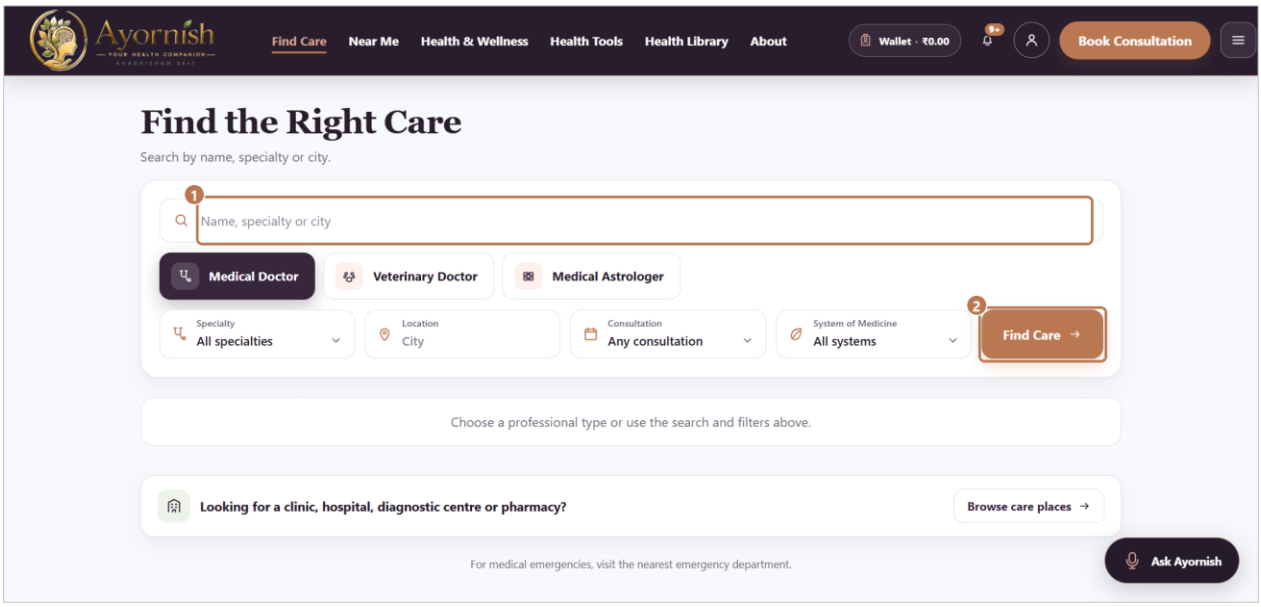

Figure 1. Find the Right Care: search and filters.

1 Search professionals **2** Find Care

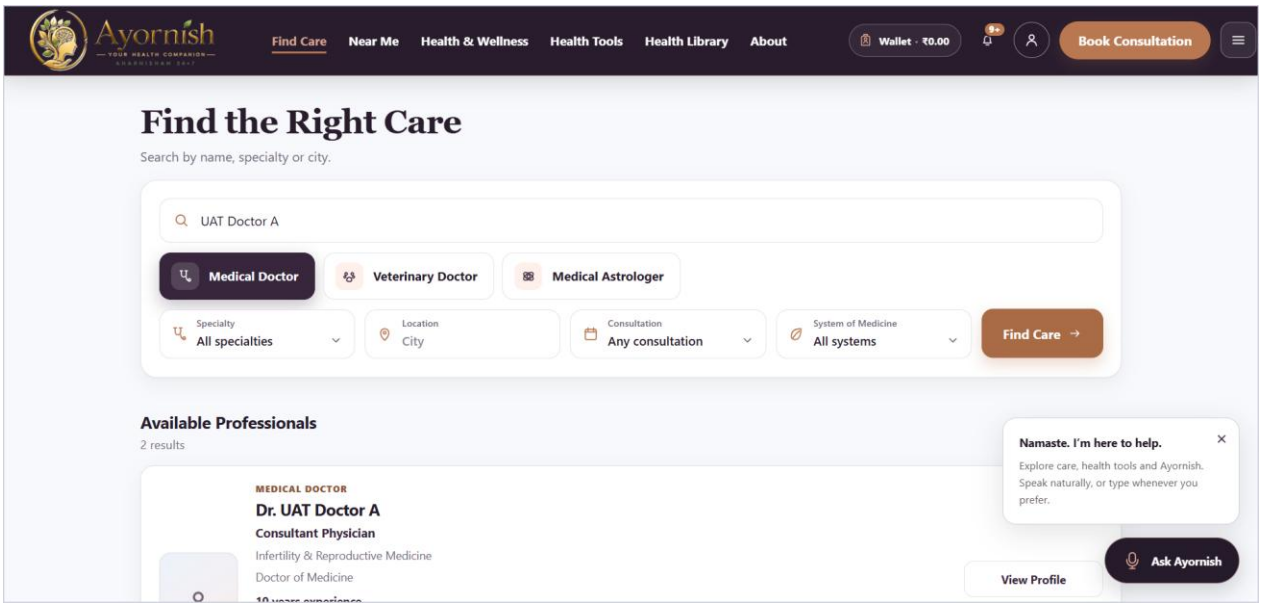

Figure 2. Results with View profile and Book appointment.

1 Book appointment

3. Book the appointment

Book a Consultation has four steps shown at the top: **1 Provider**, **2 Mode & time**, **3 Details**, **4 Review & pay**.

1. **Provider**: choose All, Video Consultation or In-Person Visit, then choose the provider you want (**Find Available Times**).
2. **Mode & time**: choose **Video Consultation**. It shows the length and the fee, for example 30 min ₹500.00. A list of available dates and times appears, each as a button such as **23 Nov 10:00 am**. Choose one.
3. The **Booking summary** on the right shows the provider, mode, date and time and the amount. Choose **Book Appointment** to go on.

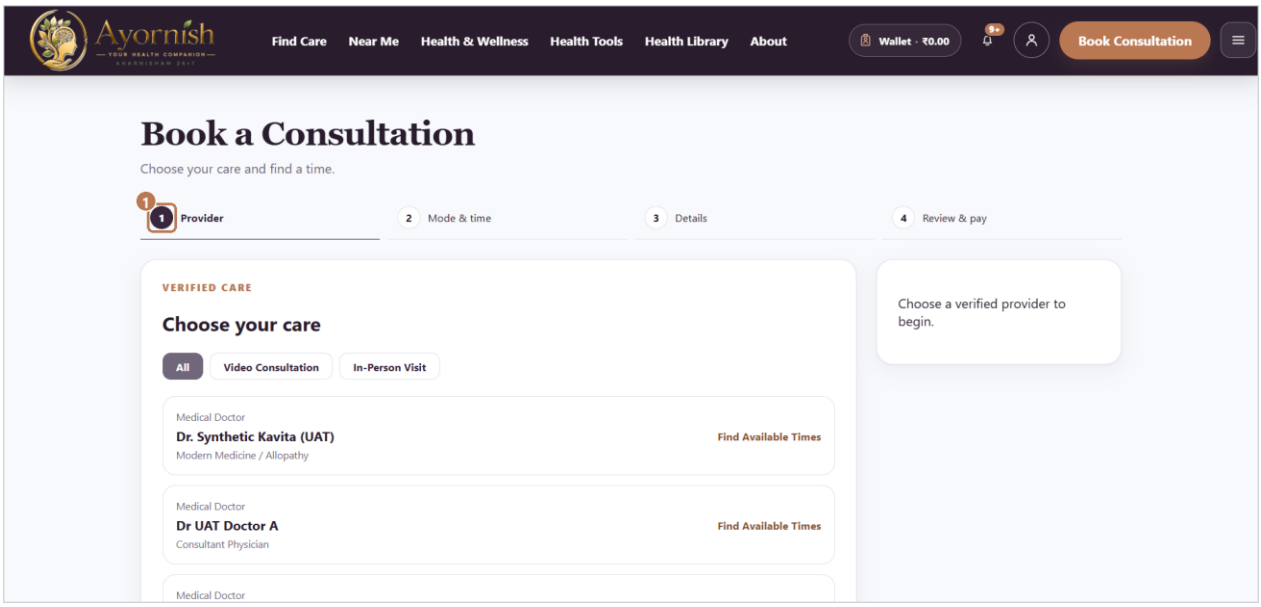

Figure 3. Step 1: choose the provider.

1 Step 1

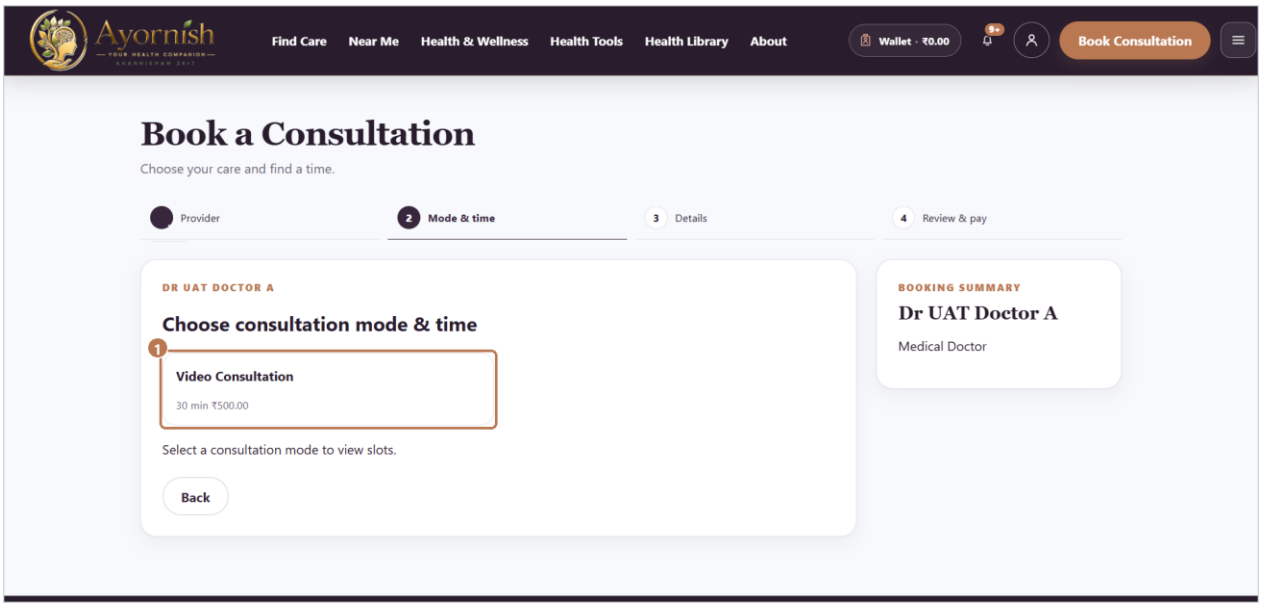

Figure 4. Step 2: choose the consultation mode.

1 Video Consultation

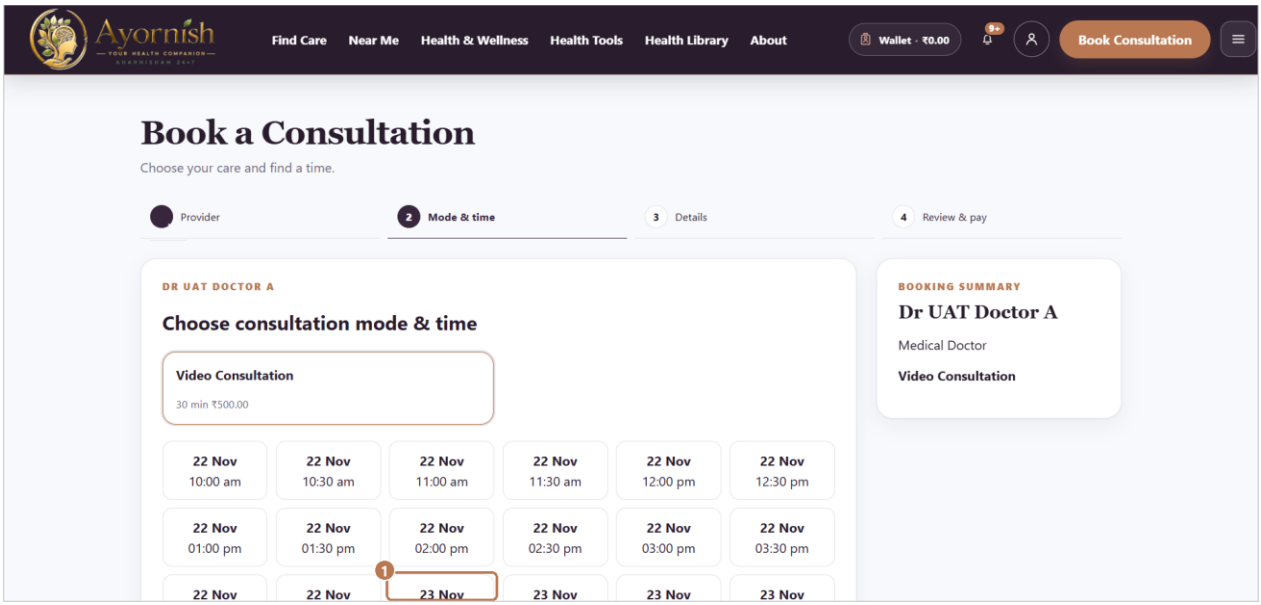

Figure 5. Choose an available time. Each button shows the date and the time.

1 Chosen time

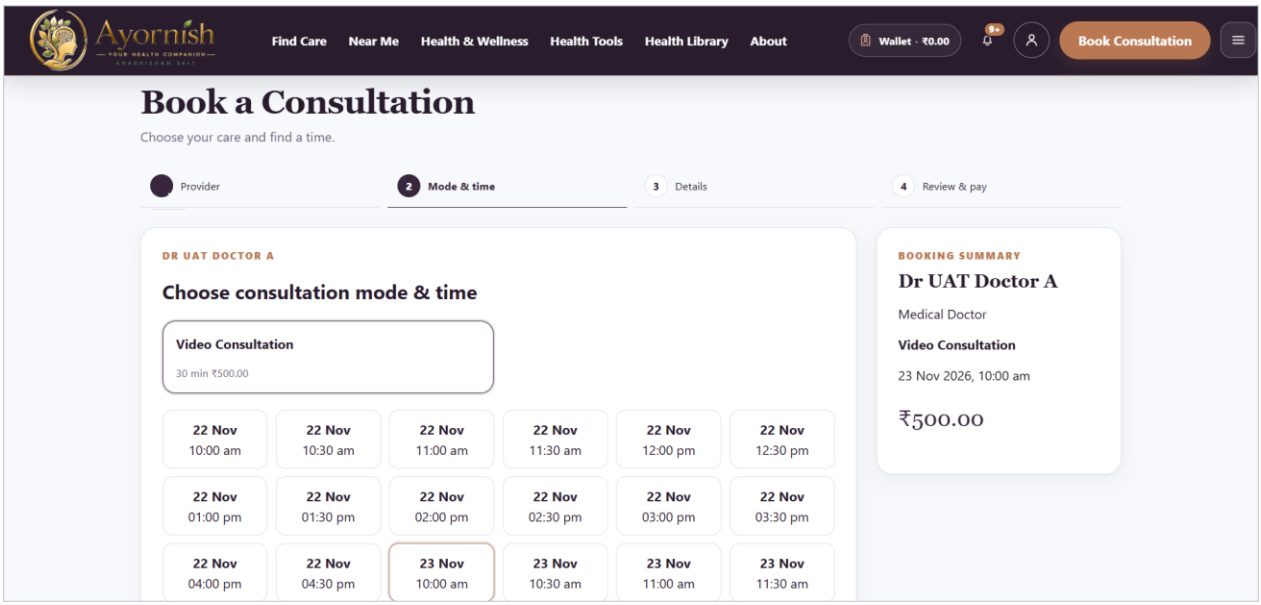

Figure 6. The summary shows the chosen time and fee.

Details

1. Under **Who is this consultation for?** choose the **Patient profile** (yourself or a family member).
2. Write the **Concern / reason for consultation** (briefly describe what you want to discuss). **Additional note** and **Promo code** are optional.
3. Continue to **Review & pay**.

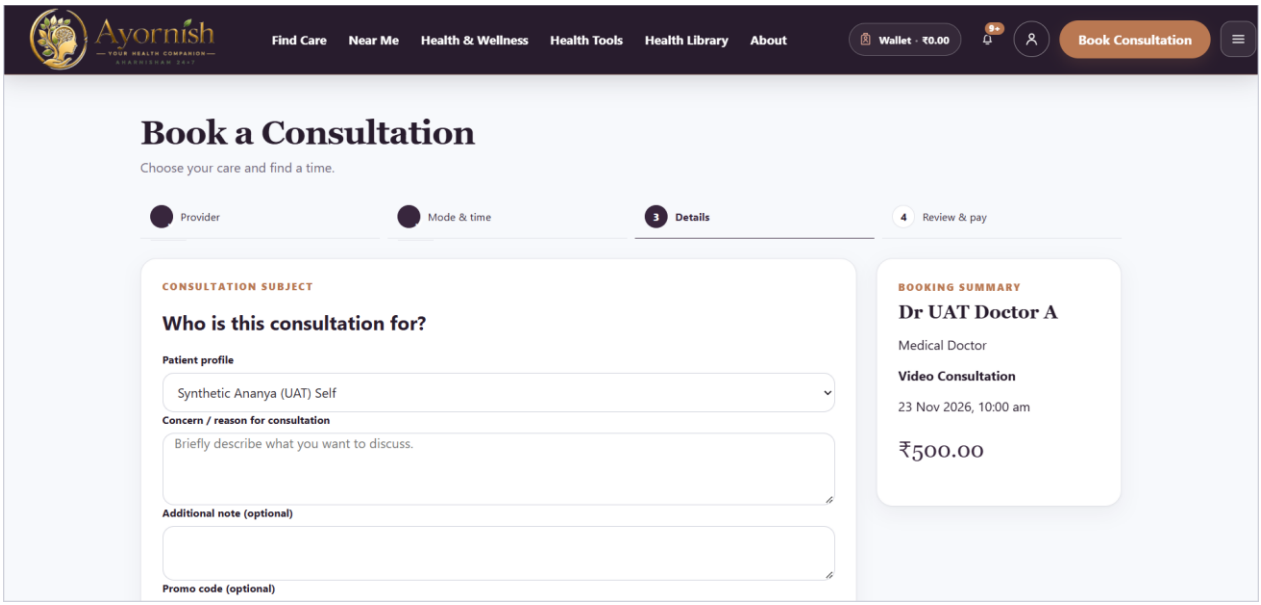

Figure 7. Step 3: who the consultation is for and the reason.

Review & pay

Confirm your consultation lists the Provider, Mode, Date & time, the fee before promo and platform calculation, and the Payment method (Online). If you have Ayornish Credit you can tick **Use Ayornish Credit**. The summary total can be higher than the doctor's fee because it includes the platform calculation (in the test the summary showed ₹550.00 for a ₹500.00 fee).

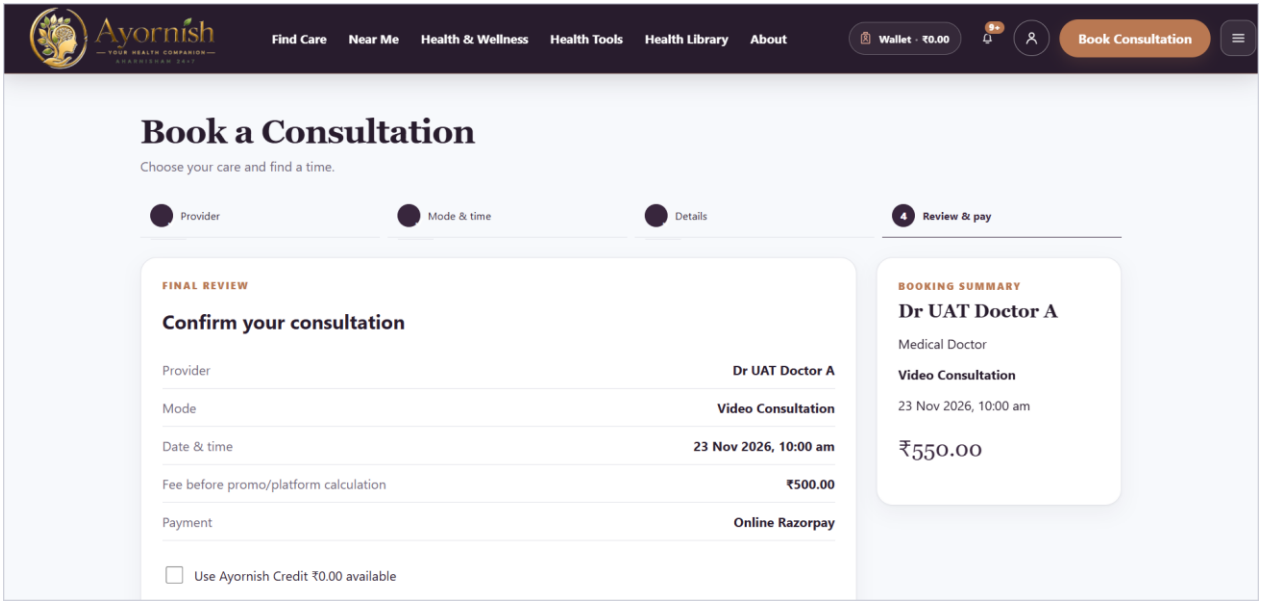

Figure 8. Step 4: check everything, then pay. This test stopped here: no payment was made and nothing was booked.

> **NOT VERIFIED** Payment was not made, so the payment gateway screens, the booking confirmation and the confirmation notifications were not seen.

4. After booking: My Care

1. Open **My Ayornish, My Care**. Your consultations are listed under **Upcoming**, **Past** and **Cancelled**. Each shows the date, doctor, mode, status and whether it is paid.
2. Choose **View appointment** to see the date and time, type, status, the doctor's response and the payment. Choose **Messages** to write to the doctor about this appointment.
3. **Ayornish Credit & refunds** opens your payments page.

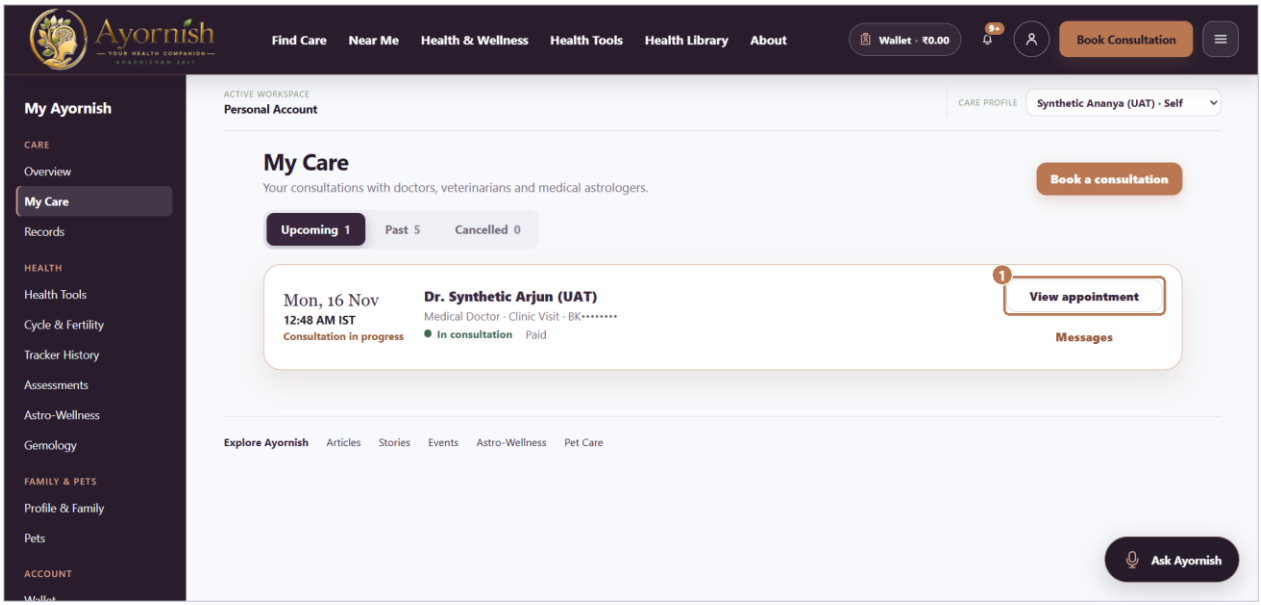

Figure 9. My Care lists your consultations.

1 View appointment

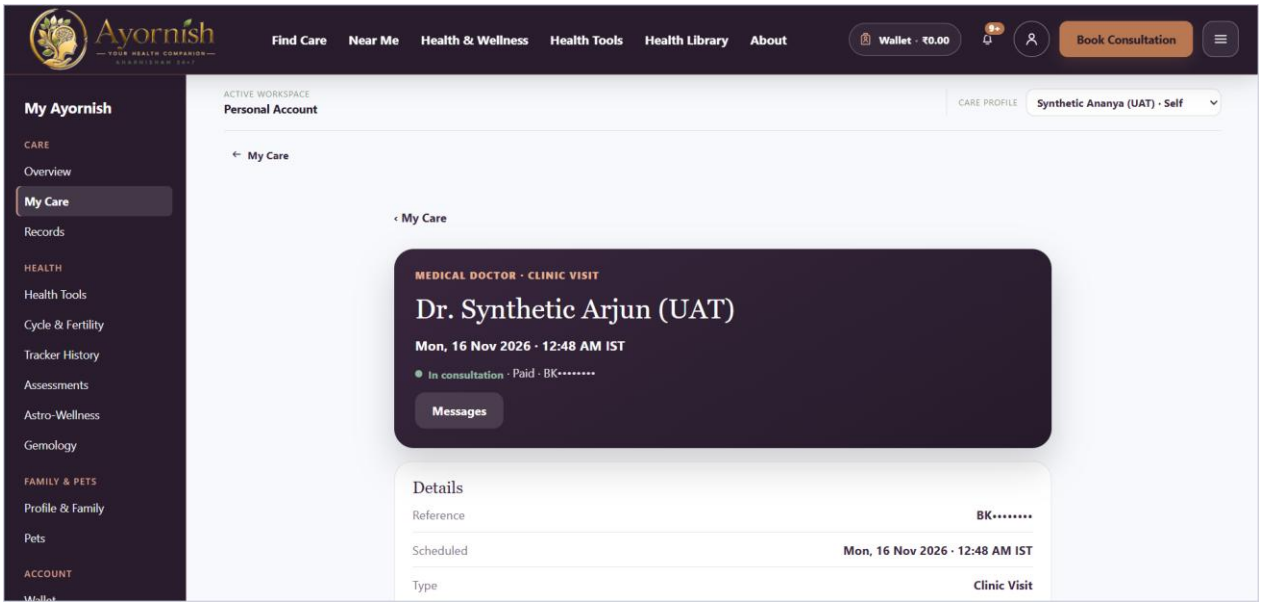

Figure 10. The appointment page.

5. Join the video consultation

When it is time, open the appointment and choose to join. The following screens come from the application's video-room test harness with synthetic data. A live call was not recorded.

1. The pre-call screen is titled **Check your camera and microphone**. Your camera preview and microphone appear. If the browser blocks them it says so; choose **Check again** after allowing access.
2. When ready, the screen says **Ready to join?**. Choose **Join consultation**. If you have no camera or microphone, choose **Join without camera or microphone**.
3. If the doctor has not arrived you see **Waiting for the doctor to join…**. You stay connected and the doctor appears when they join.
4. In the call you can use **Mute**, **Camera off** and **Leave**. **Leave** does not end the consultation for the doctor: you can rejoin while it is open and you are not charged again.
5. A banner shows **Consultation ending soon** with a countdown before the call reaches its time limit. The doctor can extend it by 15 minutes.
6. If the connection drops the screen says **Reconnecting… your consultation is safe and you will not be charged again.** If it was lost, choose **Rejoin**.

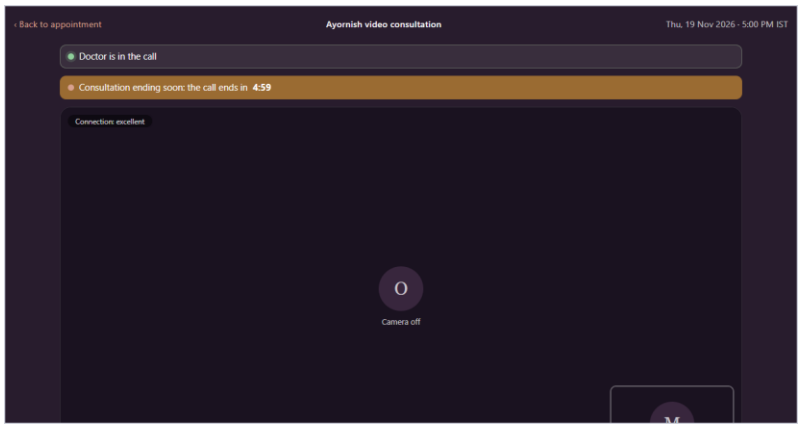

Figure 11. In the call: the countdown banner Consultation ending soon, and the controls Mute, Camera off, Leave. (Test harness screen.)

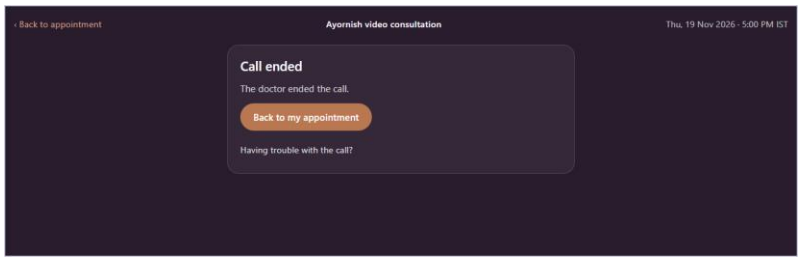

Figure 12. When the doctor ends the call the patient sees Call ended and a way back to the appointment. (Test harness screen.)

Message you may see	What it means
You left the call	You can rejoin while the consultation is open. You will not be charged again.
The connection was lost	Your consultation is safe. Rejoin to continue.
Joined somewhere else	It was opened on another tab or device, so this one disconnected.
Call ended: The doctor ended the call.	The consultation is over. Details are on your appointment page.
Call ended: The call reached its time limit and ended.	The booked time ran out.
Consultation completed	The call ended for everyone. Notes and the prescription are added from the appointment.

NOT VERIFIED Joining and reconnecting were not performed live. Automated real video calls are not run in testing, to protect the shared video-minute allowance.

6. Documents, prescription and follow-up

1. Open **My Ayornish, Records & prescriptions** to find reports, notes and prescriptions from your consultations.
2. Use **Messages** on the appointment to send questions or documents to the doctor.
3. If the doctor schedules a **Free Follow-up**, it appears in **My Care** under Upcoming like any other appointment. Follow-ups carry no fee.

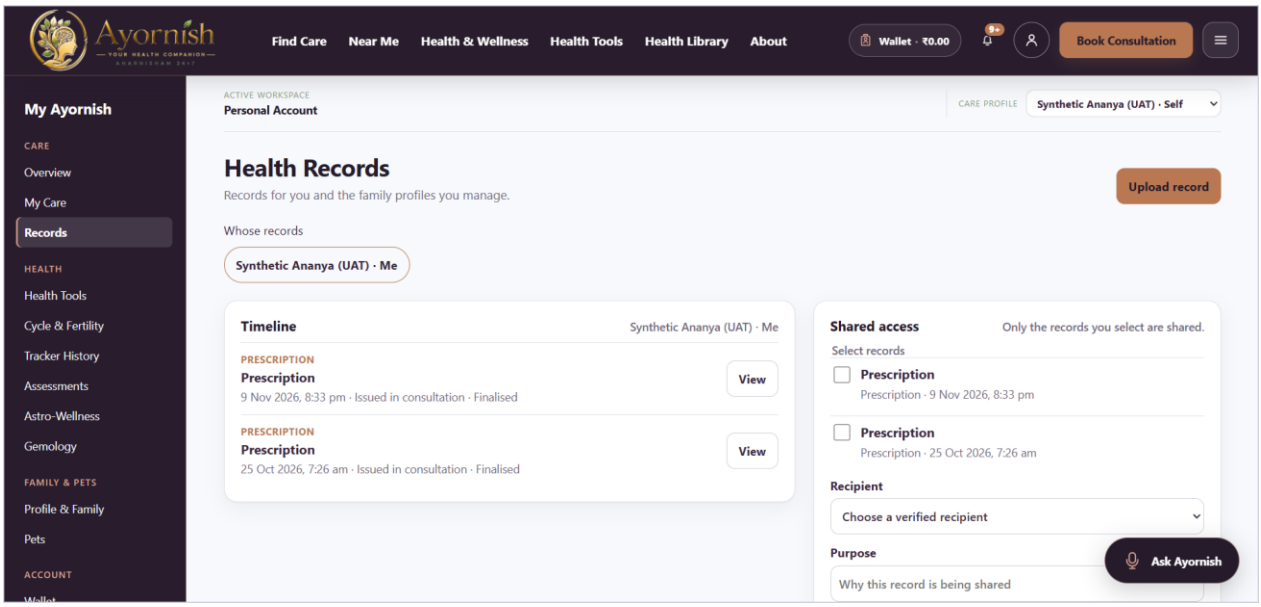

Figure 13. Records & prescriptions.

NOT VERIFIED No prescription or follow-up was received in this test, so the prescription document and the follow-up booking were not seen.

Common problems and what to do

What you see	Why	What to do
No appointments available right now.	The doctor has no open times. A doctor's saved working hours do not create bookable times until slots are generated.	Choose another doctor or try later. A doctor can open times with **Generate slots** on the Schedule page (guide UM-09).
The list of times takes a long time to appear	The doctor's times are still loading.	Wait a little. If nothing appears, go back and choose the doctor again.
Pet Profile required	You chose a veterinary doctor, who treats pets.	Add a pet profile under **My Ayornish, Pets**, then book.
The Book Appointment button is missing	No time is chosen yet.	Choose a date and time first. The summary on the right shows your choice.
Camera and microphone access is blocked.	The browser is blocking access.	Allow the camera and microphone in the browser's address bar, then choose **Check again**. You can also **Join without camera or microphone**.
The connection was lost / Reconnecting…	Your internet dropped.	Your consultation is safe and you will not be charged again. Wait for it to reconnect or choose **Rejoin**.
Joined somewhere else	The consultation was opened on another tab or device.	Use one device. Close the other tab, then rejoin.

Related guides

- UM-01 Personal User Registration
- UM-09 Doctor Consultation Workflow
- Smart Rx Doctor Manual (how the doctor writes the prescription)