



PORTEA
HEAL AT HOME

**EMBRACE GOOD HEALTH
WITH PORTEA CHERISH**

Heal. Inspire. Engage.



Portea Cherish

Portea Cherish is our Member Engagement Programme which aims to build upon the trust and our association with you. It is designed to create exciting avenues through a continued engagement with you and your loved ones. Portea Cherish partners with you through the journey of healing to staying healthy, at the comfort of your home.

About Portea

With presence in over 17 cities in India and 2,50,000 + happy customers, Portea provides doctors, nurses, trained attendants, nutritionists and physiotherapists for home visits. Portea also facilitates with accredited labs, tests and vaccinations at home along with medical equipment purchase/rentals. Through competent partners for pharmacy delivery and disease management, we bring world-class healthcare, at your doorstep.

Benefits of Portea Cherish



Health Miles

Earn and Redeem Health Miles for every step you take towards Good Health. Once you accumulate 200 Health Miles, use it to pay for your future appointments.



Health Milestones

Milestones are based on your health journey with Portea, to keep you motivated on your path to recovery.



Health Manager*

Be it appointments, general concerns or health queries, now all the answers are just a call away

*For select members only



Family Benefits

Register your family members and help them avail good health.



Information & Offers

Stay updated on healthcare content, tips, queries, exclusive offers, deals and more!



Signature Events

Enjoy signature healthcare events and seminars curated especially for you



Health Miles

Each time you take a positive step by adhering to a treatment plan, asking your loved ones to take care of their health, or managing your comprehensive healthcare needs, your contribution is acknowledged by rewarding you with Health Miles that can be redeemed to your Portea Wallet to pay for future appointments. Each Health Mile is equal to INR 1.

WAYS TO EARN HEALTH MILES :

COMPLY WITH
YOUR TREATMENT
PLAN

MANAGE YOUR
HEALTH NEEDS
THROUGH
CONTINUED
ASSOCIATION

REFER A FRIEND
TO AVAIL
PORTEA SERVICES

ADD YOUR
FAMILY
MEMBER

How can you redeem your Health Miles?



Keep taking positive steps towards a healthy lifestyle with Portea Cherish.

Health Milestones

To keep you motivated, your journey has been divided into Milestones. Each time you achieve a milestone, you will be rewarded with Health Miles and exciting goodies.

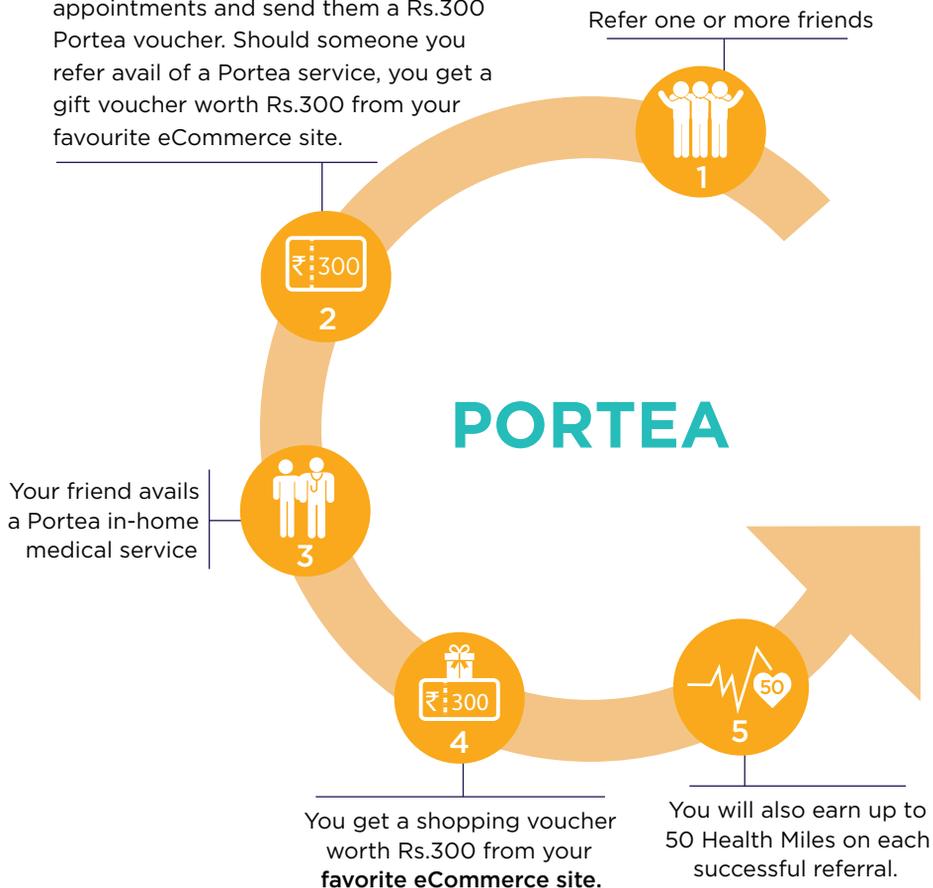
• Treatment Compliance



Each time you take a positive step towards health, you earn Health Miles and get a step closer to unlocking your next milestone. So keep treading the path to a fitter you and your family, while we keep adding interesting reasons to motivate you.

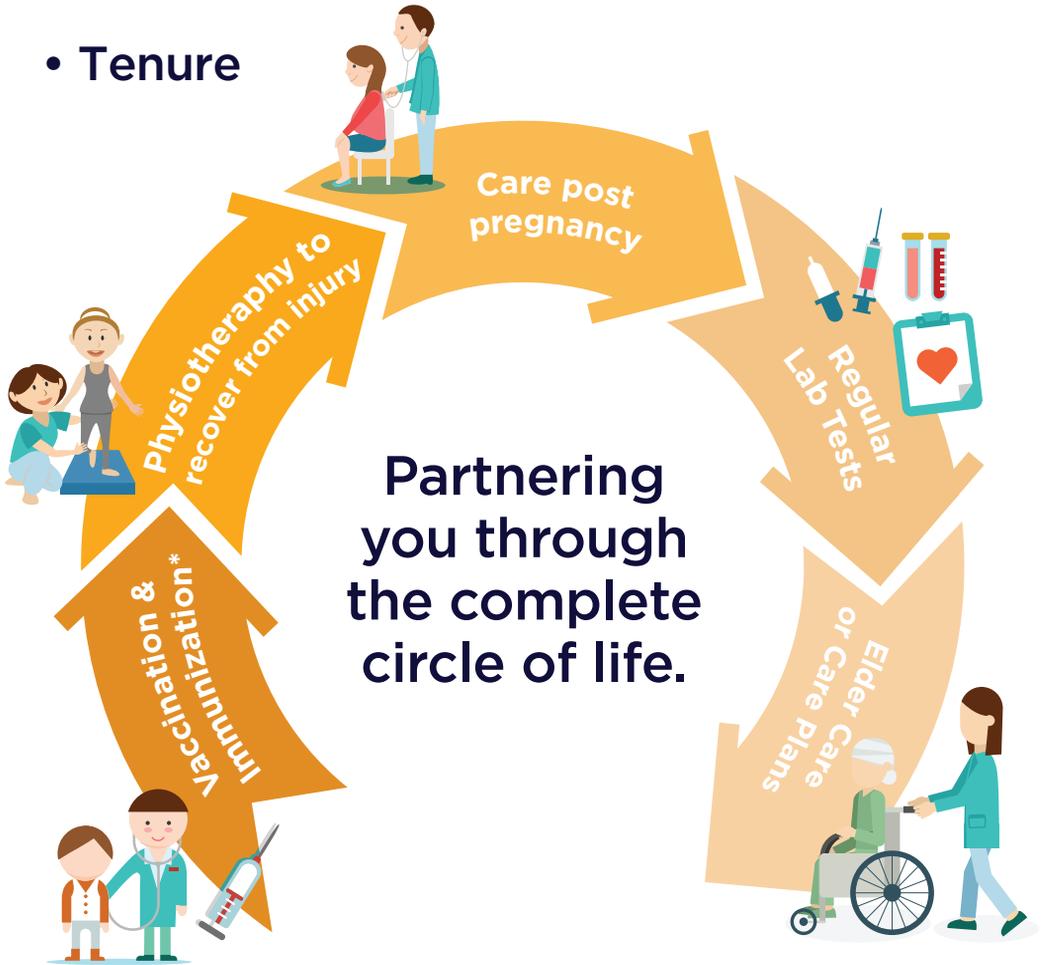
• Referral

A dedicated team will get in touch with the person you referred, assign appointments and send them a Rs.300 Portea voucher. Should someone you refer avail of a Portea service, you get a gift voucher worth Rs.300 from your favourite eCommerce site.



Being a friend indeed is as simple as referring a friend in need. While you help a friend get well sooner at home, we'll add up to 50 Health Miles on each successful referral.

- Tenure

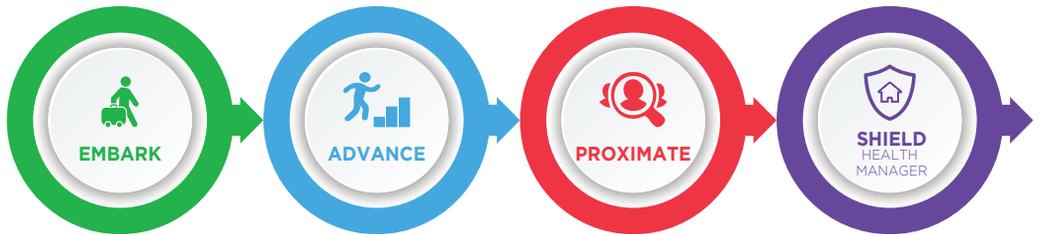


You earn Health Miles every time you reach out to Portea to fulfill your healthcare needs. These Health Miles can be redeemed for Portea Services and help you and your family get well sooner at home. All this to make your journey through life a lot more delightful.

*Vaccination and immunization age limit for children: 12 years and above

Journey Phases

The Portea Cherish journey is designed in phases, based on your health needs.



While managing your comprehensive healthcare needs with Portea, you move from one phase to another, over time.

As you make progress, you are eligible for **additional benefits and value added services** to make sure you get the most out of your healthcare journey with us.

FAQs

What is Portea Cherish Programme?

Portea Cherish is a flagship engagement program for its customers. It is a registered entity of Portea, which aims to provide expert medical service with a motto of **HEAL. INSPIRE. ENGAGE**

What are the benefits of becoming a Portea Cherish programme member?

Here are some benefits of becoming a member of Portea Cherish:

- ◆ Enjoy member-only exclusive offers
- ◆ Earn Health Miles on every interaction with Portea. These Health Miles can be used to redeem Portea services amongst your family members using your family ID.
- ◆ As you progress through your Portea Cherish journey, you would also be entitled to a dedicated Health Manager, who will be your point of contact for all your family's health needs.

Who are referred to as members?

Any customer availing Portea medical services with a valid Portea ID will be considered as a member of Portea Cherish.

How can I join this programme?

Once a customer avails Portea service, he/she is automatically enrolled to this programme.

What is a Portea ID?

Every customer visiting Portea is assigned a unique ID called the Portea ID, which is used in all communications. This is sent to the registered email ID and is used as login credential for the member website and portal.

What are Health Miles?

With Portea Cherish, you can earn Health Miles for adhering to your treatment plan, utilizing services from Portea and ensuring that you and your loved ones lead a healthy life. You can also earn Health Miles for giving successful referrals.

What is a Family ID?

A Family ID is a group ID, which will be generated in the future linking all the members of the Family. You will be informed when the Family ID is available for use.

FAQs

Who can be added as Family?

The family relations which will eligible to be enrolled for the Family ID are Father, Mother, Son, Daughter, Husband, Wife, Father-in-law, Mother-in law, Daughter-in-law and Son-in-law only.

How can I view my Health Miles?

You may view your Health Miles on the portal under the Cherish tab. Health Miles can be redeemed as money in to the Portea wallet which can be used to pay for Portea service except Pharmacy and Equipment.

Is there any minimum redemption threshold?

The minimum point criterion for redemption is 200 Health Miles

Do I have to renew the membership or is there any renewal charges?

The membership to this programme is lifetime and there are no renewal charges. The membership can only be cancelled on blacklisting of the customer

How can I address any query related to the programme?

In case of queries, please feel free to call us on [1800 121 3020](tel:18001213020)* or write to us at cherish@portea.com.

*Helpline timings: 9 AM to 6 PM on weekdays.

What if I forget my password or Patient ID, how can I retrieve it?

You can retrieve them by clicking on the “Can’t Login?” on the portal and sharing your Patient ID (in case of a forgotten password) or your mobile number (in case of a forgotten Patient ID). Your details will be sent to you via an Email/ SMS.

For further assistance, please reach out to us on [1800 121 2323](tel:18001212323) (Press 2) or write into us at customersupport@portea.com

What if I forget the Family ID?

To help you recall your Family ID, please reach out to us on [1800 121 2323](tel:18001212323) (Press 2) or write into us at customersupport@portea.com

What is a Health Manager?

A Health Manager ensures all your healthcare needs are taken care of and remains your single point of contact with Portea. Be it an appointment, service or health related query.



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1800 121 2323 (select 2)*



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