



Doctor consultation during COVID-19 pandemic just got easier.

Download Gen iClick and get **Dokter Leo Telemedicine** service now!

Dokter Leo, a Free online Telemedicine service for Generali customer, only on Gen iClick app.

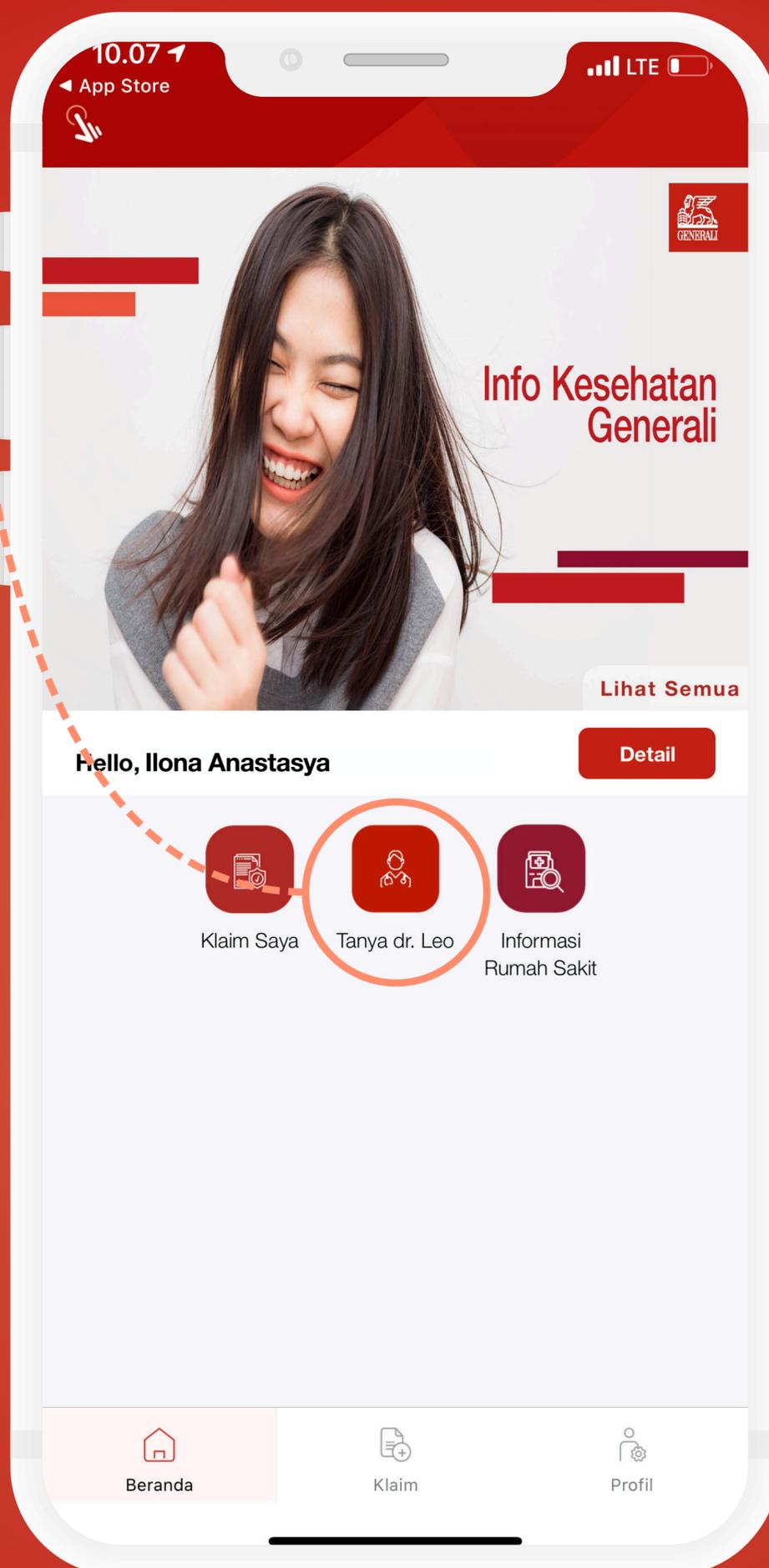
Scroll to see the guide





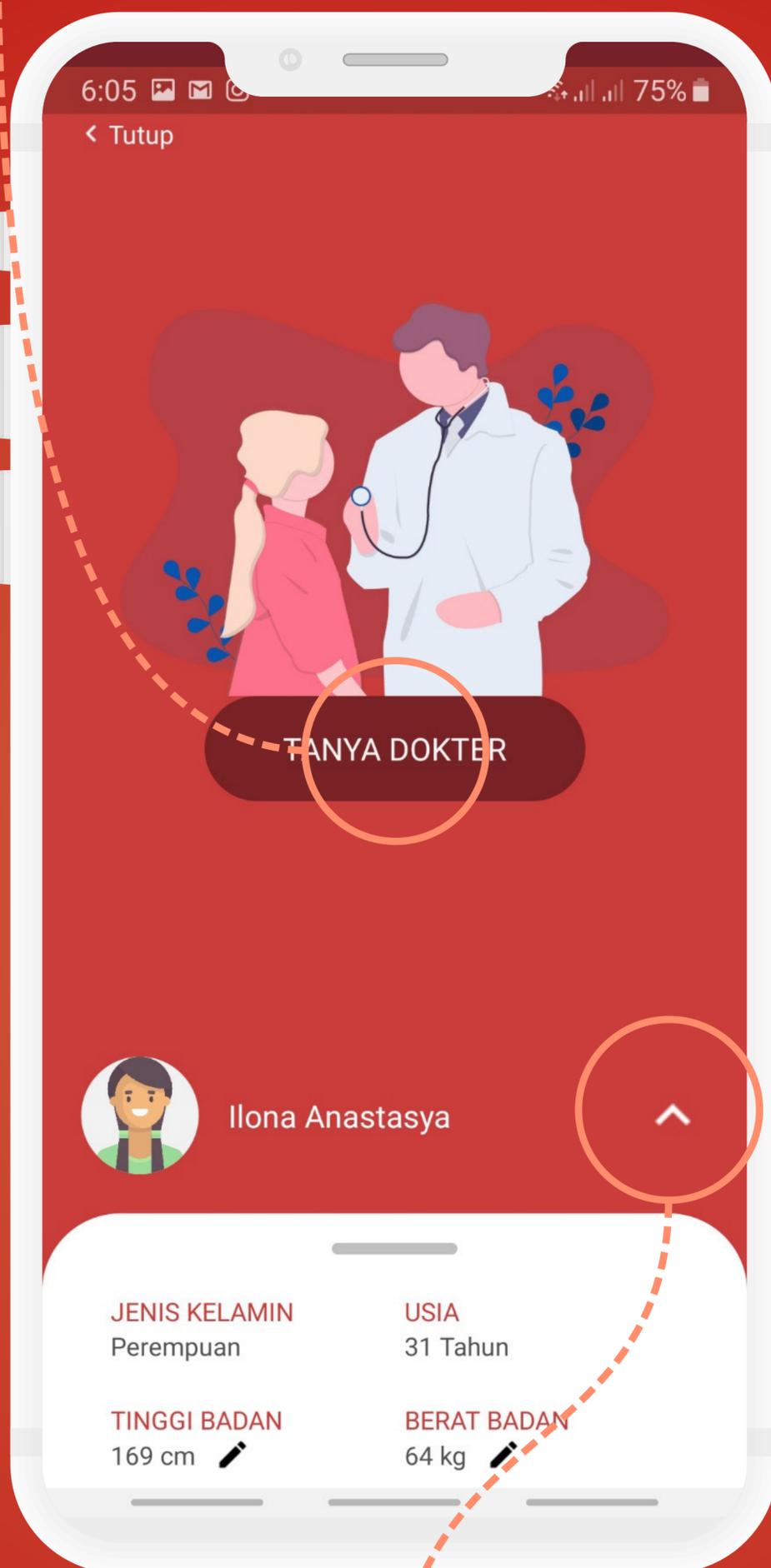
1

Find and click “Tanya Dr. Leo” icon on the Gen iClick Dashboard page.



2

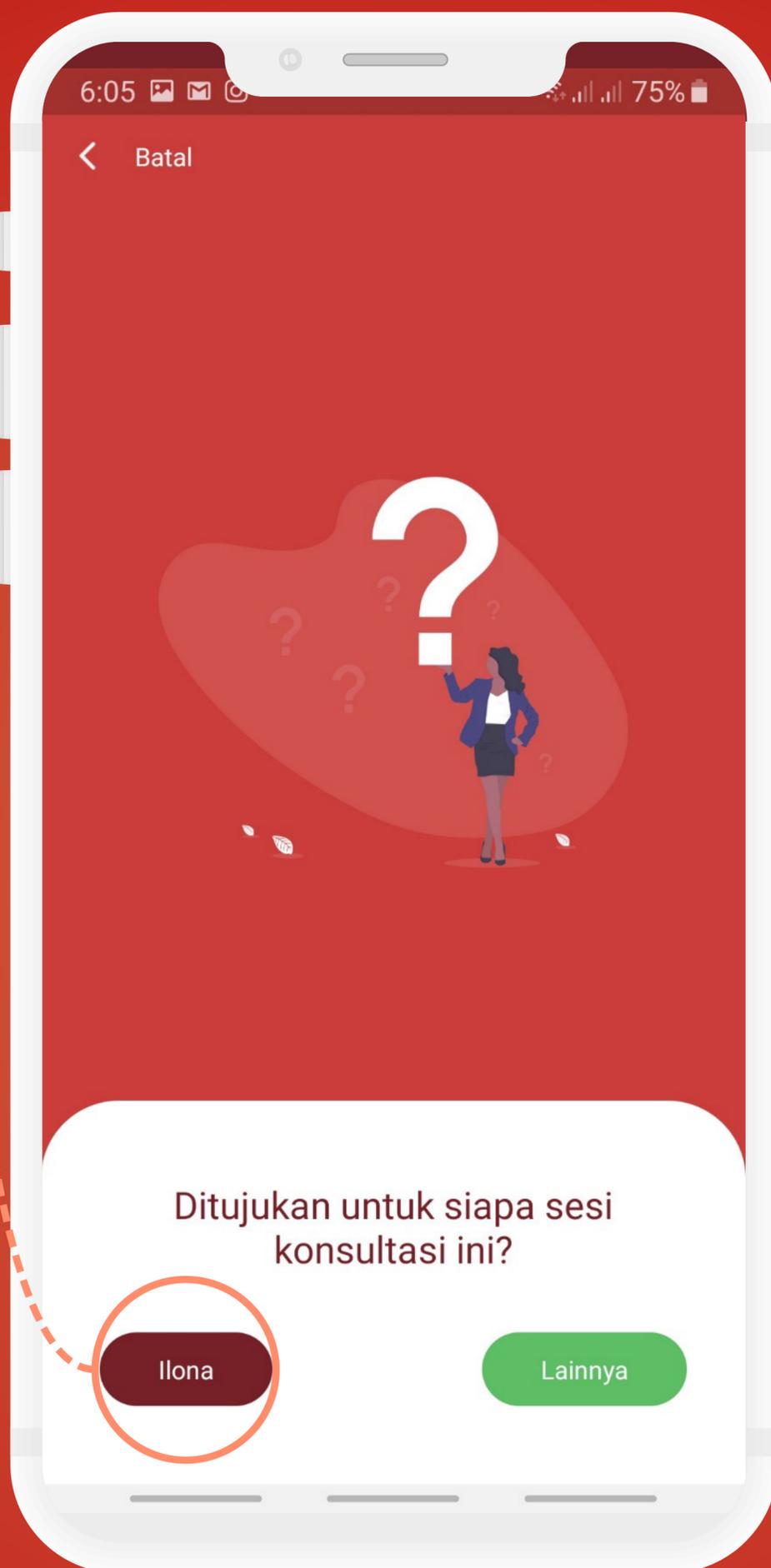
Click "Tanya Dokter" to continue.



Click here to see your personal details.

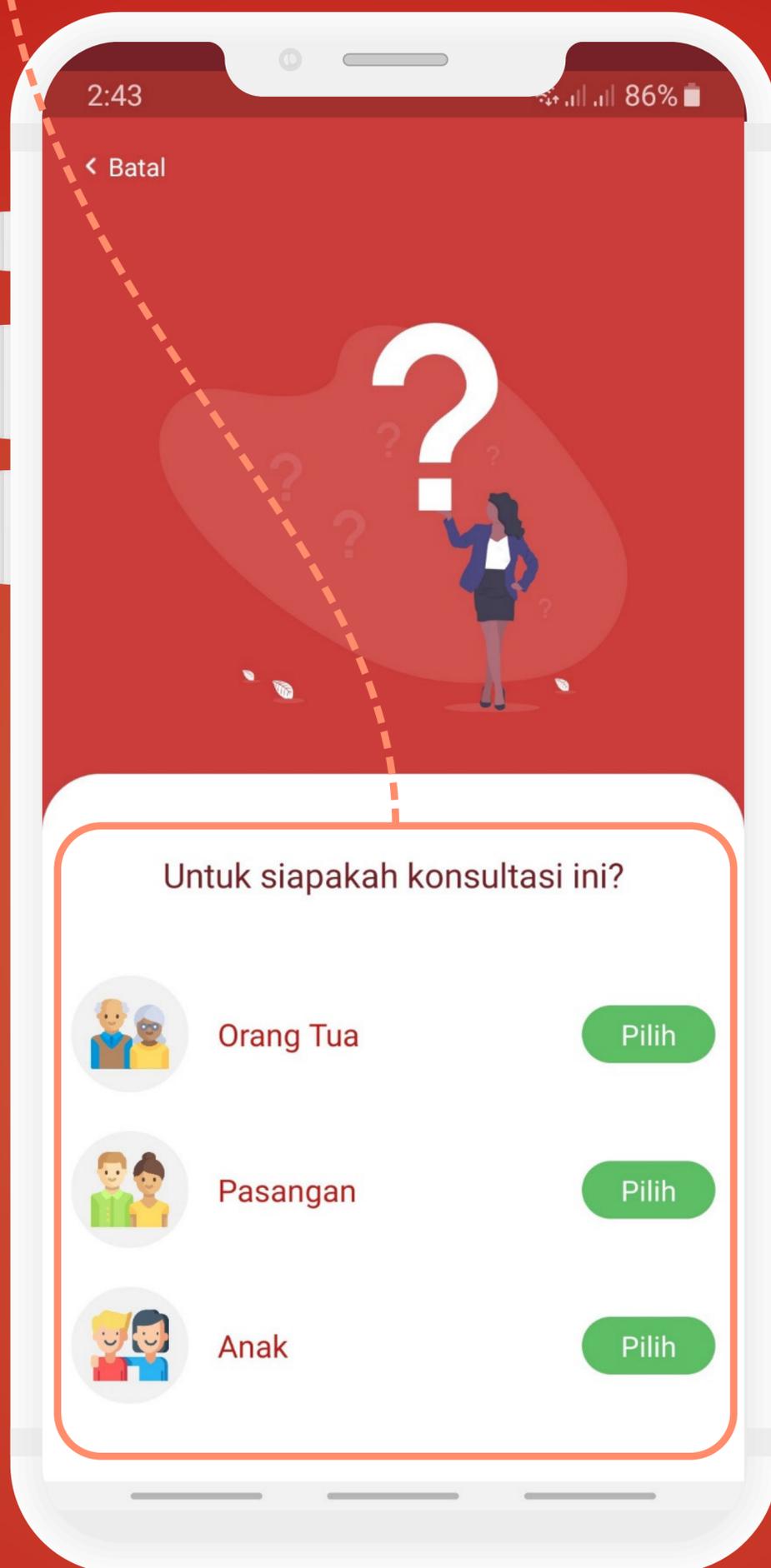
3

Please select to whom the doctor consultation is assigned to, for yourself or a family member?



4

If you choose “Lainnya” You can find the options below :
“Parents, Spouse, or Children”.

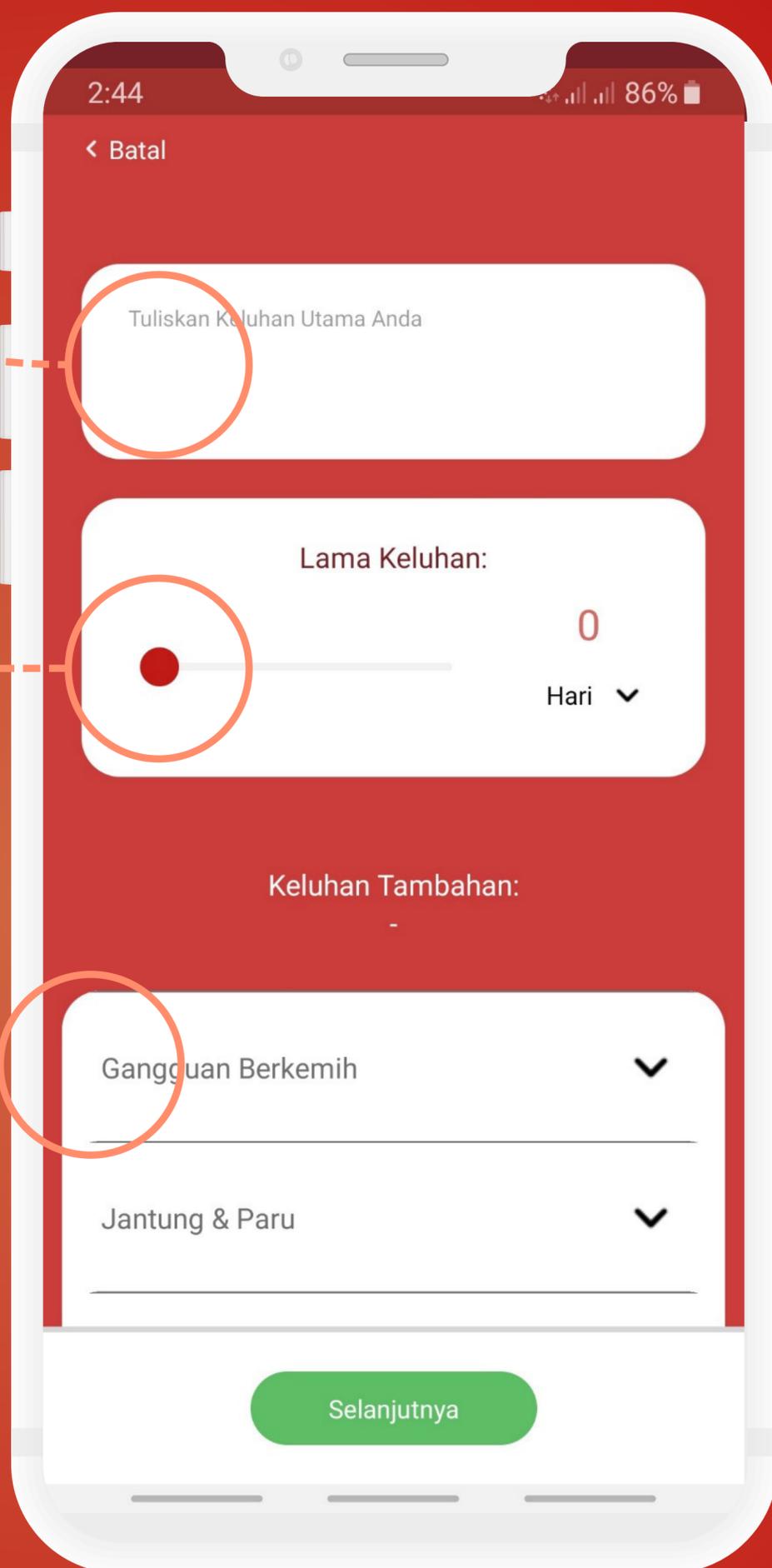


5

Please write down the symptoms you felt here.

Choose the duration of symptoms.

If there's additional symptoms, you can choose from the options below.



2:44 86%

< Batal

Tuliskan Keluhan Utama Anda

Lama Keluhan:

0 Hari

Keluhan Tambahan:

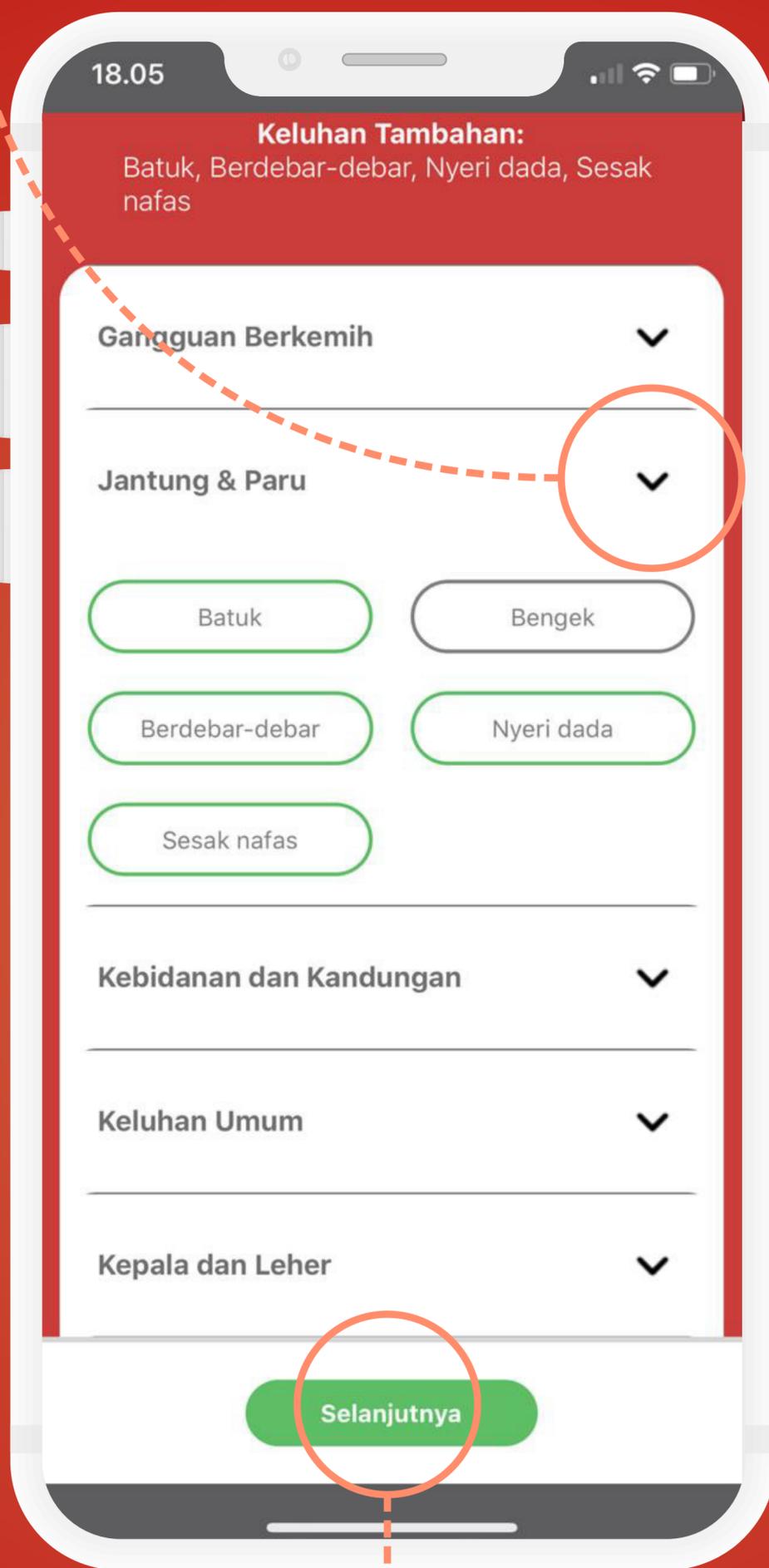
Gangguan Berkemih

Jantung & Paru

Selanjutnya

6

These are the list of additional symptoms, select accordingly.



18.05

Keluhan Tambahan:
Batuk, Berdebar-debar, Nyeri dada, Sesak nafas

Gangguan Berkemih

Jantung & Paru

Batuk

Bengek

Berdebar-debar

Nyeri dada

Sesak nafas

Kebidanan dan Kandungan

Keluhan Umum

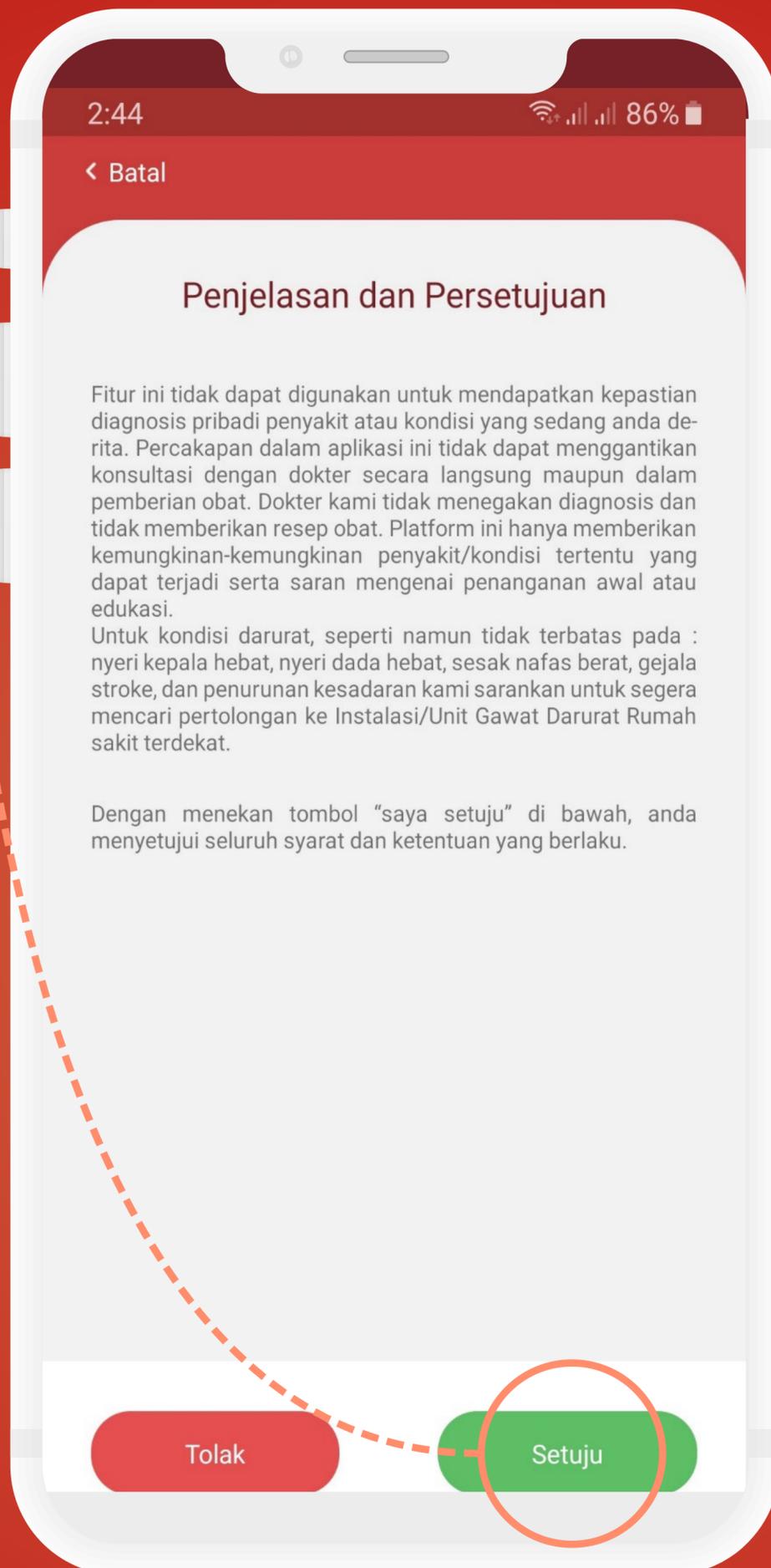
Kepala dan Leher

Selanjutnya

Click "Selanjutnya" to continue.

7

Please read the terms and conditions. Then click “Setuju” to approve and continue with doctor consultation.

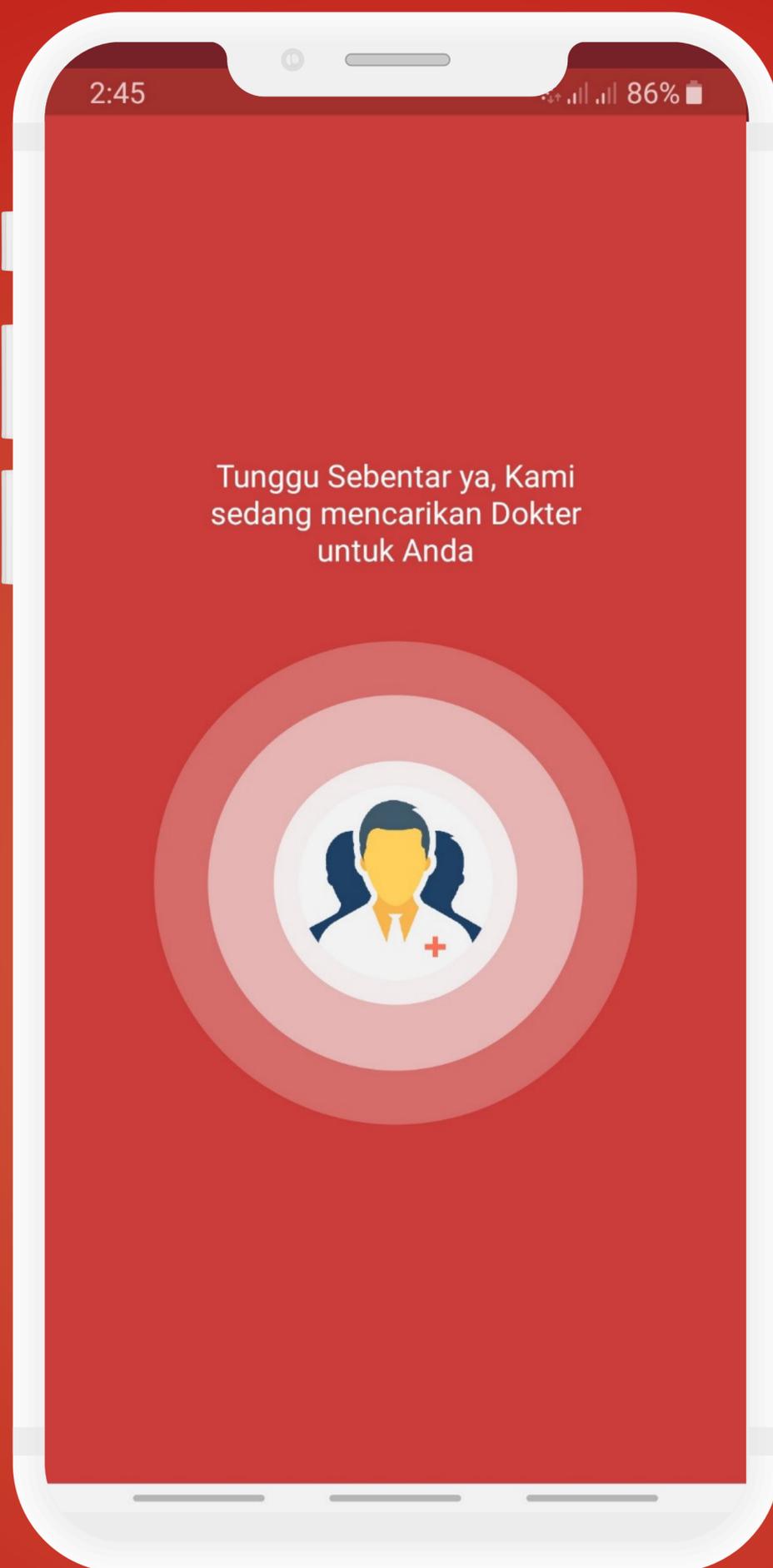


Telemedicine Dokter Leo service is powered by
Siloam Hospitals



8

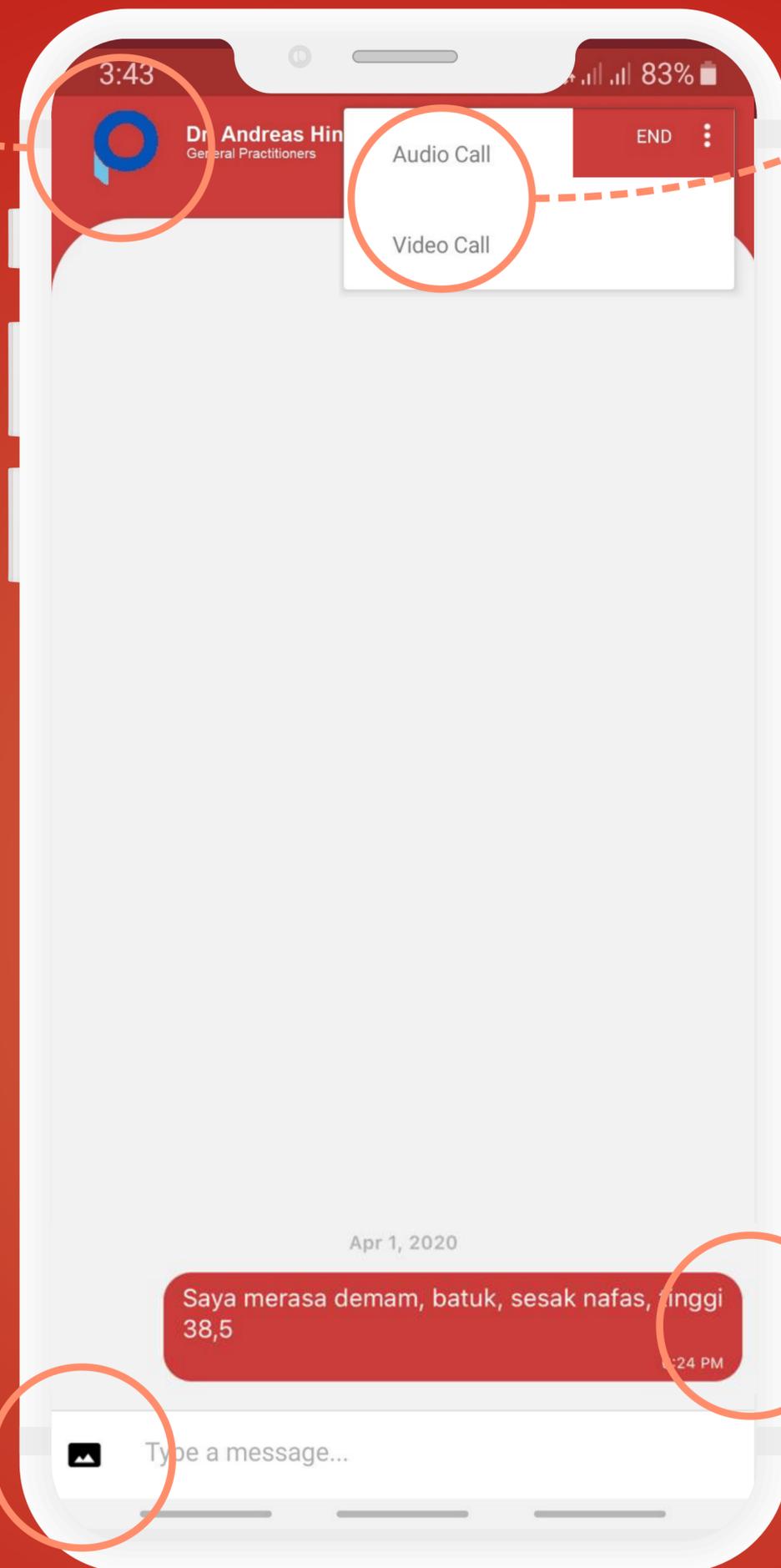
Please hold for a moment, the system is analysing your symptoms and connecting you with the appropriate doctor.



9

Click here to see the doctor's profile.

Click this button to open other media options : Audio call or Video Call.

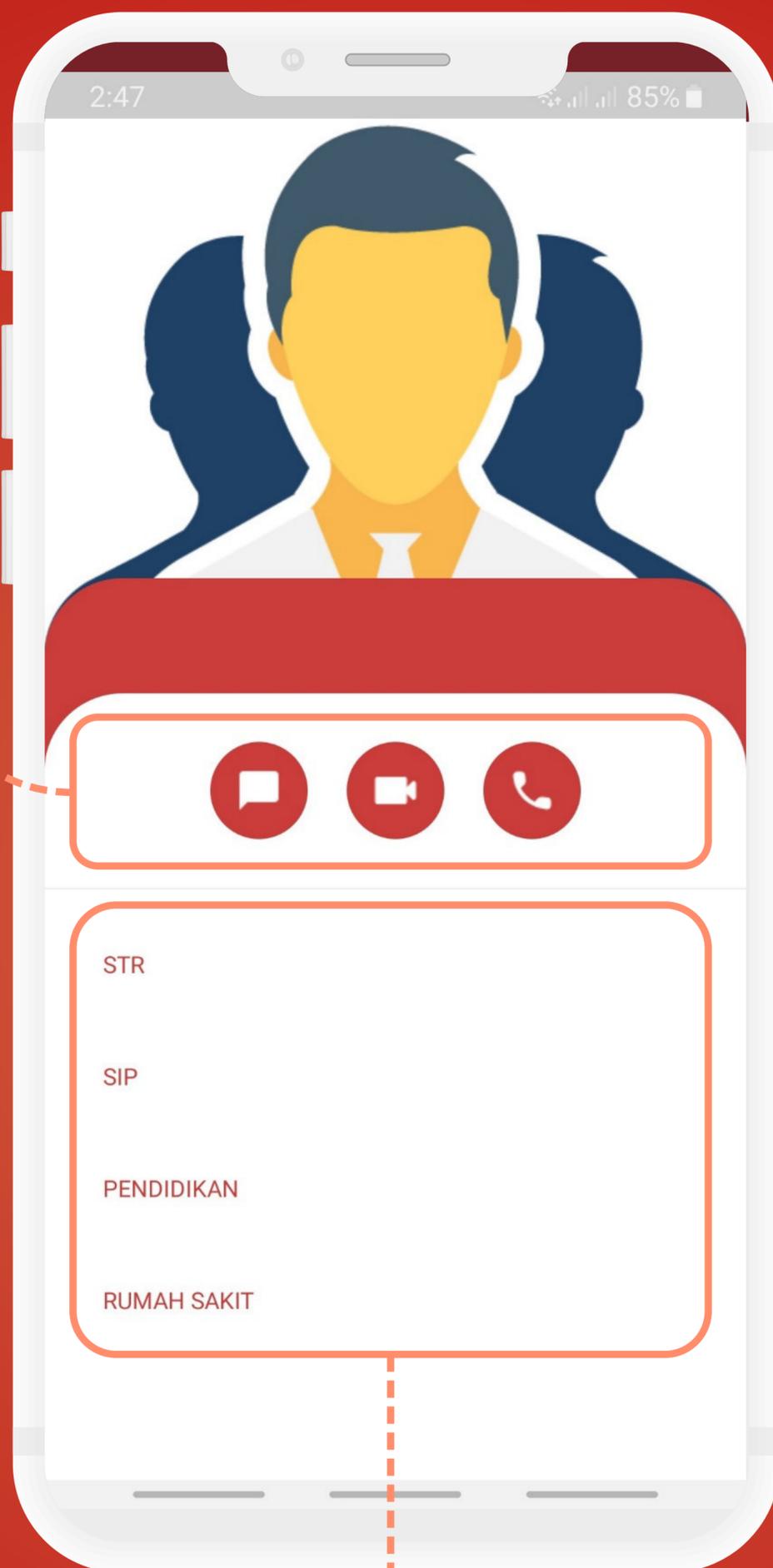


Click the camera button if you want to add visual proof of your medical symptom. You can "Take from Camera" or "Select from Gallery".

Your reported symptom will be automatically shown here.

10

You can change and select option for doctor consultation in here too.



If you click your doctor's profile, their details will be shown here.

11

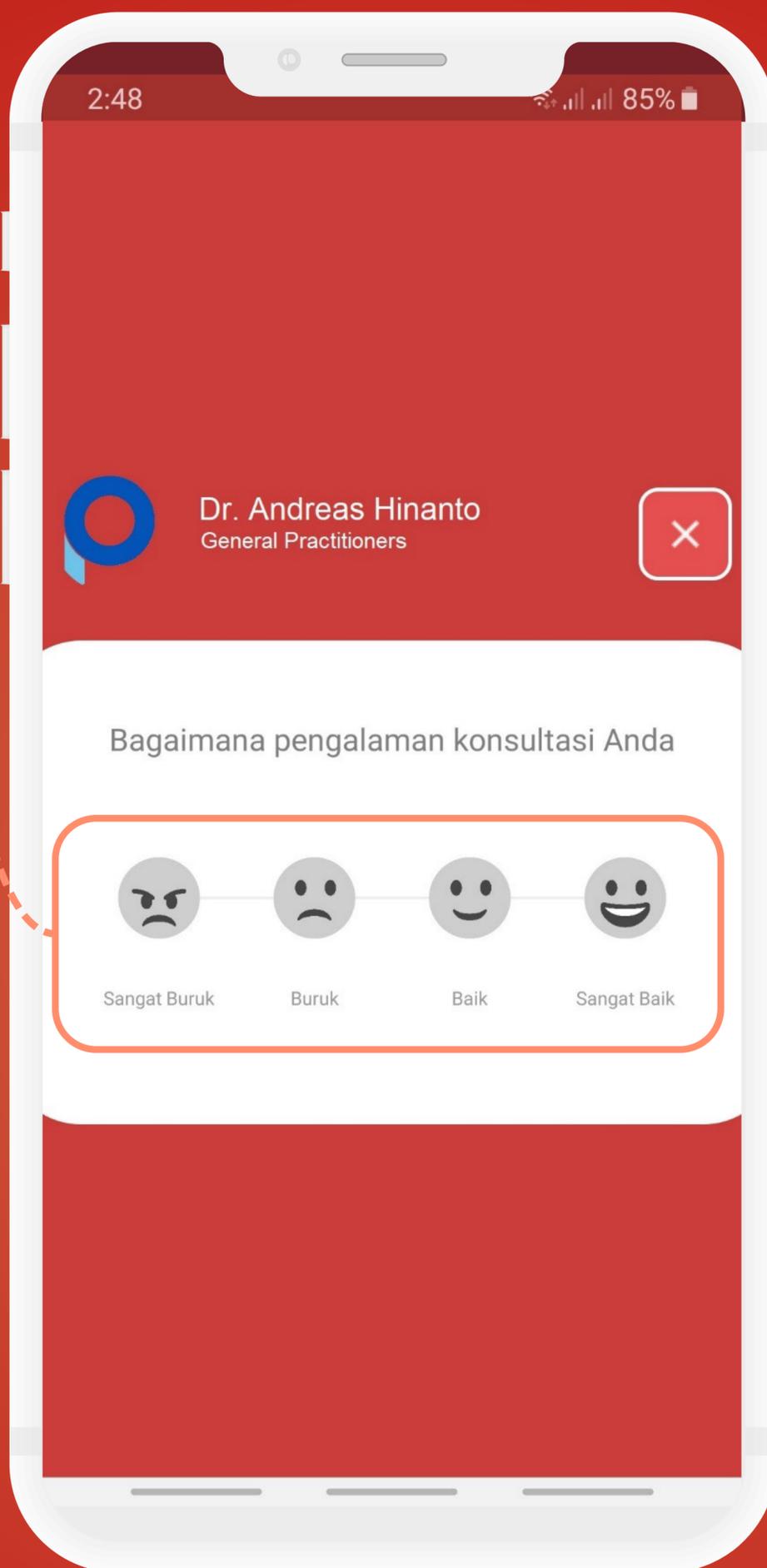
Click “End” to finish your consultation session with the doctor.



A notification prompt will appear, click “Akhir” to end the session, or “Lanjutkan” to continue with the consultation.

11

Please give feedback to the service provided.



12

Find additional categories to support your feedback here.



The screenshot shows a feedback form on a mobile device. At the top, there are four emoji-based rating options: 'Sangat Buruk' (angry face), 'Buruk' (sad face), 'Baik' (neutral smile), and 'Sangat Baik' (happy face). The 'Sangat Baik' option is selected. Below the rating, the text reads 'SANGAT BAIK' and 'Terima kasih, apa yang telah kami lakukan dengan sangat baik?'. A list of six categories is shown, each with an icon and a label: 'Respon Cepat' (clock icon), 'Infomatif' (lightbulb and target icon), 'Ramah' (two people icon), 'Mudah dimengerti' (hand holding a question mark icon), 'Sangat membantu' (hand holding a hand icon), and 'Lainnya' (thumbs up/down icon). Below the categories is a text input field labeled 'Catatan' and a green 'Kirim' button.

You can also leave notes here.

Click “Kirim” to send the feedback and continue

