

Teleconsultation Adherence Checklist for Blinkit only.

1. **Start every call with:** ""Hello, I am Dr. <Full Name> calling to verify your medicine order at Blinkit.".
2. **Ask for symptoms** — no leading questions (Don't state symptoms).
3. **Always confirm** drug allergies and current medications.
4. **Oral steroids should not be prescribed without prior consultation** with a doctor (for the time being, the Oral steroids are restricted at App, so the patient will not be able to add that into the cart).
5. **Injections** - have been restricted from the app. Only Approve Insulin Injections after taking the history as a refill to continuation of therapy.
6. **For ED meds** - take proper history. Do not approve if the customer has no prior prescription or is using it for the first time.
7. **Steroid ointments/cream** - Follow the protocol we are following right now.
8. **Paediatric meds** - Follow the protocols as we are following right now. Special mention to follow the protocol for cough syrups.
9. **Don't hesitate to share basic queries when asked by patient** ie. Qualification, Practice location, Experience.

Important points to consider:

1. Caregiver Approvals

Caregiver-related requests should not be approved without first speaking directly with the patient to confirm the need and ensure clinical appropriateness.

2. Antibiotic Evaluation

Antibiotics must be approved only after a comprehensive clinical evaluation. They should not be authorised in cases where the prescribing doctor identifies a potential for unnecessary use or risks of longer-term adverse effects.

3. Sensitive Medications (Examples - Insulin, Thyroid therapy, Pregnancy, Hormones, Paediatric Medicines, etc)

All sensitive or high-risk medications should undergo a detailed clinical review. Relevant SOPs must be strictly followed to ensure safe and compliant decision-making.

SOPs - [Important Links MyRx Training for Doctors - Docversity](#)

Question to be asked for Symptom Evaluation: Ask 2-3 specific questions based on patient complaint

For fever/cold/cough:

- What's your temperature right now?
- Any chest pain or difficulty breathing?

For headache:

- Where exactly is the pain? (One side, both sides, front, back)
- Any vomiting, vision changes, or neck stiffness?

For body pain/muscle pain:

- Which part of your body hurts?
- Did you have any injury or strain?

For acidity/stomach pain:

- Where exactly does it hurt in your stomach?
- Any vomiting or burning sensation in the chest?

For loose motions/diarrhoea:

- How many times today?
- Are you able to drink water and keep it down?

For skin rash/allergy:

- Can you describe the rash?
 - Location specifically
- Any itching, swelling, or breathing issues?

For period pain:

- Is this your usual pattern or something different?
- Any unusually heavy bleeding?

For cough/throat pain:

- Dry cough or with phlegm?
- Any fever along with it?

For eye problems:

- Redness, itching, discharge, or pain?
- Any vision changes?

For urinary issues:

- Burning while passing urine?
- Any fever or back pain?

For weakness/fatigue:

- When did you last eat properly?
- Any dizziness when you stand up?

For chronic condition (Tagged medications) follow-up:

- When did you last check your sugar/BP levels?
- Are you taking your regular medicines properly?

Safety Check (10 seconds) I hope all the information that you have provided in this session is accurate and legit. Is there anything that you want me to know?

Treatment Understanding (10 seconds) Based on what you've told me, I've prescribed you the medication. [Do you have any questions?](#)