

FAQ for ATC Platform

Payments Related FAQs:

1. How will be the cancellation process?

The hospital can cancel the ambulance within 5 minutes of booking time without any charges. You can cancel a booking by calling our call centre (1 800 266 4242)

If the ambulance has started towards the pickup location and then it is cancelled, then 50% of the amount will be charged to the Hospital or Patient

2. How much amount will be deducted when there is any cancellation of ambulance that booked earlier?

The hospital can cancel the ambulance within 5 minutes of booking time without any charges. You can cancel a booking by calling our call centre (1 800 266 4242)

If the ambulance has started towards the pickup location and then it is cancelled, then 50% of the amount will be charged to the Hospital or Patient

3. In how many days amount will be refunded if cancelled?

The amount will be refunded within 48 hours if full or partial payment is made at the time of ambulance booking

4. What would be the payment structure and its details?

The payment structure will be shared with you at the time of discussion/demo of the ATC platform

5. How will be the rate structure, is that based on km or with respect to ambulance type?

Ambulance rate depends on type of ambulance selected; distance to be travelled and any non-standard equipment is required.

6. Were the rates negotiable?

The rates are not negotiable once agreed as a part of the agreement between hospital and Dial4242.

7. Is the rate structure same for all the ambulance type?

No, the rate structure depends on the type of ambulance, distance to be travelled and any non-standard equipment required for the journey

8. How much it charges, only for the platform that you provide?

Please discuss this with our sales representative who is in touch with you and he will be able to provide you with the monthly charges if only technology platform is selected by the hospital

9. How the TAT will be calculated?

TAT is calculated as the time taken by the ambulance once the confirmation is given by the user to the time ambulance reaches the pickup location.

10. Who will be going to pay the amount if trip booked through hospital?

It can be either user or hospital based on their terms and conditions agreed between Hospital and Dial4242

11. How much you charge for a trip individually?

It's based on the distance, ambulance type and special equipment that Hospital chooses while booking an ambulance.

12. Does your app accept online payment mode?

Yes, it accepts all the online payment modes you can select and pay in any mode.

13. The rate for these services is dependent on the distance between the Ambulance 1st contact locations to final destination.

E.g., Ambulance is standing at 10 Kms away from my Home at Location A & After booking it reaches my home at Location B (travelling 10 Kms). And then it reaches the destination which is another 5 Kms away from my home (Location C). So, will I be charged based on 10+ 5 Kms (A+B+C) or only 5 Kms (B+C)?

Ambulance charges are only from pickup to destination where the ambulance is sourced

Equipment and Tech-platform Related FAQs:

14. Hospital needs to register user details one by one or any other bulk upload type option?

If the hospital has the list of users, you can share the same with Dial4242 in the excel format provided by Dial4242 and the same can be uploaded in bulk upload into the system

15. Is it Mandatory to Fill City & State if hospital is only providing service in one city/State?

State and city fields are mandatory at this time. We are trying to pre-fill the state and city fields based on your hospital location so that you will not have to do anything in such cases.

16. Will ventilators be provided in Basic ambulances? How about other ambulances?

No, basic ambulance will not be provided with ventilators. User need to choose their ambulance type, equipment and device based on their requirement while booking an ambulance.

17. How many supportors (nurses/doctors) will be offered along with ambulance?

Every type of ambulance comes with default one non-medical helper.
ALS / ACLS ambulance comes with default paramedic
In case anything else is required, then you need to specify the same at the time of booking of the ambulance

18. Can we set our own destination location in the app?

Yes, that can be set by user if they are booking an ambulance thru the user app. Hospital person can also set the destination location while booking thru the ATC platform

19. Is that possible to track even our hospital vehicles on this dashboard?

Yes, first you need to link up your vehicles to your hospital and then you can track them.

20. Where the paramedic data about patient is added in the app?

At the time of booking, if any special information is to be conveyed to the ambulance, there is a place provided in the booking page (triage Information) where Hospital admin can add required data of patient condition and that will be shared to driver and paramedic.

21. How to link our drivers to your ATC platform?

This is possible to be done only in case of hospital having their own ambulances. Hospital needs to share the ambulance and driver details with Dial4242 and then Dial4242 will verify the details and link the drivers to the Hospital

Miscellaneous FAQs:

22. What all types of ambulances do you provide?

We provide basic life support, advanced cardiac life support, Paediatric, Hearse van, train ambulance & Air ambulance.

23. Can you arrange the bed in the nearest hospital?

Yes, we will try to support as much as possible for our members Q.

24. Is there any possibility that the user registration details done at your side (i.e. by dial4242 call centre)?

User registration is a simple process and can be done by the hospital at the time of booking of the ambulance using the ATC platform

25. What about the ambulance availability based on our hospital locations? can you share few ambulances owner details nearer to our hospital.

No, as a policy, we do not share our driver or ambulance details with the hospital. Ambulance will be made available to the hospital once the booking is done as per the agreed parameters in the service agreement

26. After booking an ambulance in what time we can request for the change of ambulance type?

If you need to change the ambulance type, then you have to call our call center and cancel the previous booking and then using the ATC platform, do the new booking with the correct ambulance type

27. Can I change my location/destination once the ambulance is booked?

Yes, you can but the charges will differ from the current charges.

28. Is your app same as ola and uber?

Dial4242 User mobile app is similar to Uber / Ola Mobile apps, from the standpoint of booking and tracking of the vehicles. But our process is different than Uber / Ola process for booking.

Since Ambulance booking is done in case of a medical emergency, we have an intermediate step for confirmation (our call center will call you to confirm the vehicle type, any special requirements etc) before allocation of the vehicle for the case

29. How much time do you take to deliver the ambulance?

Our average Turnaround Time (TAT) for

- Basic ambulance is 15-20 minutes
- ICU ambulance is 25-30 minutes

30. Whom should we reach in case of any query?

Please write to support@dial4242.com to get your queries resolved. Dial4242 support staff will answer your queries within 24 hours.

If you are a corporate customer, then you can reach out to your dedicated account manager to get any queries resolved. The details of your account manager are shared with your company SPOC.

31. How you promote your dial4242?

At this time, we do not have need to promote Dial4242 as we have presence in 500+ cities in India. We have a large corporate client base (almost 30 Lacs plus members) who are our champions and they use our services as required by them.

32. Is that possible to merge our call centre with your dial4242 call centre?

At this time, it is not possible to merge Hospital call centre with Dial4242 call centre. In case you already have an established call centre, you can choose to use your call centre for doing the booking and patient handling etc and we will train your team in managing the ATC platform.

33. What all the cities or places that your dial4242 network covers with respect to the hospital location.

The list of cities where Dial4242 is present is available at www.dial4242.com/cities

34. What and how they work about variant offerings that dial4242 provides?

ATC platform has 3 offerings

- 1) You can take full ATC platform, which will give you access to our network, call centre and technology

- 2) If you have your own vehicles, but no call centre, we can provide you with technology and call centre.
- 3) If you have your own vehicles and call centre, then we can provide you with technology

35. Can we use our ambulances along with your ambulance network?

Yes, it is possible to utilize both your owned vehicles along with dial4242 vehicles. Please get in touch with Dial4242 representative to get this done.

36. We have really poor/good service with you and we would like to complain / appreciate where should we write our feedback?

You can mail us the feedback or complaint on support@dial4242.com. We will address if any issue within 24 hours.

37. Are your services available 24/7?

Yes, our call centre is operational 24/7/365

38. What is your success rate for the ambulance reach?

Our success rate in terms of ambulance reaching the patient (caller) is 99.9%

39. Is Dial4242 a paid service?

Yes, it is a paid service. Members need to pay the actual charges at the time of utilization of service.

40. Looking at the COVID situation, what all precautions you're taking?

Our ambulances are sanitized before and after every trip, PPE kits are worn by staff at all times, and payment mode is digital- cashless.

ONE INDIA
ONE AMBULANCE NETWORK