



Customer FAQ – Golden Key Hospital Healthcare Packages



1. What is the partnership between mCash and Golden key hospital?

mCash Customers having sufficient balance in their mCash Account will be eligible for these packages when paying with mCash. To get started with mCash simply dial #111#.

2. What does Golden Key Hospital offer and where is it located?

Golden Key Hospital offers medical services such as Eye and ENT and is located at No: 1175A, Cotta Road, Rajagiriya, Sri Lanka.

3. How to increase mCash balance in the mCash Account?

You could simply walk in to any mCash Retail Point or Mobitel Branch / Singer Mega / SLT / Abans to Top Up your mCash Account. Or you could ask a friend or family member to P2P Transfer some mCash to you.

4. What are the medical packages available exclusively for mCash Customers from Golden Key Hospital

Package 01 - Rs. 3,500 (P1)	Package 02 - Rs. 5000 (P2)	Package 03 - Rs. 10,000 (P3)
<ul style="list-style-type: none"> • Measurement - Height, weight, & BMI • Vision - Visual Acuity - Refraction • Full Blood Count - Haemoglobin - White Blood Cell Count - Differential Count - Red Blood Cell Count - Haematocrit - Red Cell Indices (MCV, MCH, MCHC) - Red Cell Distribution Width - Platelet Count - Blood Group (Free) • Cardiac Study - ECG • Lipid Test - Total Cholesterol • Diabetes Study - Blood Glucose Level • Audiometry - Hearing Test (PTA) - Tympanogram • Clinical Examination - BP & Physical Examination 	<ul style="list-style-type: none"> • Measurement - Height, weight, & BMI • Vision - Visual Acuity - Refraction • Full Blood Count - Haemoglobin - White Blood Cell Count - Differential Count - Red Blood Cell Count - Haematocrit - Red Cell Indices (MCV, MCH, MCHC) - Red Cell Distribution Width - Platelet Count - Blood Group (Free) • Cardiac Study - ECG • Lipid Test - Total Cholesterol • Diabetes Study - Blood Glucose Level • Kidney Test - Serum Creatinine • Liver Test - Alanine Aminotransferase (ALT/SGPT) - Aspartate Aminotransferase (AST/SGOT) • Clinical Examination - BP & Physical Examination • Audiometry - Hearing Test (PTA) - Tympanogram 	<ul style="list-style-type: none"> • Measurement - Height, weight, & BMI • Vision - Visual Acuity - Refraction - Colour Vision • Full Blood Count - Haemoglobin - White Blood Cell Count - Differential Count - Red Blood Cell Count - Haematocrit - Red Cell Indices (MCV, MCH, MCHC) - Red Cell Distribution Width - Platelet Count - Blood Group (Free) • Cardiac Study - ECG • Lipid Test - Total Cholesterol - HDL Cholesterol - LDL Cholesterol - VLDL - Triglycerides - Cholesterol / HDL Ratio • Diabetes Study - Blood Glucose Level • Liver Test - Alanine Aminotransferase (ALT/SGPT) - Aspartate Aminotransferase (AST/SGOT) • Audiometry - Hearing Test (PTA) - Tympanogram • Thyroid Study - Thyroxine (FT4, FT3) - Thyroid Stimulating Hormone (TSH) • Urine Analysis - Urine (UFR) • Kidney Test - Serum Creatinine • Clinical Examination - BP & Physical Examination

5. How do I make a payment for a medical package via mCash?

First you need to have mCash in your Mobile, so Top Up at any mCash Retail Point or Mobitel Branch / Singer Mega / SLT.

Step 1: Dial #111# on your mobile.

Step 2: select "Pay Institute".

Step 3: Select "Healthcare".

Step 4: Select "Golden Key Hospital".

Step 5: Enter Your PIN No.

Step 6: Enter the Package No (P1, P2 or P3)

Step 7: Enter the Relavent amount according to the package.

Step 8 : Confirm the Payment

6. How to redeem the medical package for which payment was made.

Step 1: Call the Golden Key customer service on the number that you will receive as an SMS call 011 2880200.

Step 2: Give your mobile no and the date of transaction for verification to the customer representative.

Step 3: A convenient time for you can be reserved for the entitled medical screening.

Step 4: On the day of the medical screening please visit the Golden Key customer service unit on Level 3 and obtain the relevant screening document which will guide you through the process.

7. How else could a Customer get information on special offers?

Visit Our Website www.mcash.lk you can call us on 1717

8. Transaction is failing, why is that?

- Customer should be Registered for mCash and should have sufficient balance ('Check Account Balance' function under the Customer wallet)
- Customer should enter his/her correct PIN.
- Maximum Transaction Limit per day for a Basic Account holder is Rs 10,000 and for an Enhanced Account it is Rs 25,000.
- Correct Amount should be entered for the chosen medical package.

Health Screening

Pre – Screening Guidelines

- As some tests require fasting (e.g. blood test), please avoid food and drinks for at least 12 hours before your appointment. Plain water is allowed during the fasting period.
- Please do not take medicine or insulin for diabetes on the morning of the health screening appointment. Regular high blood pressure and heart medication can be continued.
- Please bring your past medical reports for Clinical Examination day (if any)
- As we will be testing your vision, please bring your glasses (if any) for distant and near vision tests. Please do not put your contact lenses on the day of your appointment.
- For your comfort and convenience of the medical check, it is advisable to wear a two piece outfit.
- Collections of urine are required for the purpose for your health screening. The sample bottles will be provided on the day of the screening itself.
- The entire screening will be completed in 02 to 03 hours and need to visit following day for clinical examination.
- We will inform you the date for clinical examination and to collect the medical reports.