

AIIMS VIDEO CONSULTS

Background:

Quality and affordable health is one of the emerging needs of the citizens. Gone are those days when you need to stand in queue to have a consultation. AIIMS AVC clinic will bring it in your doorstep. It is just a click away.

Digitisation and telemedicine has brought profound changes in health care settings in global scenario. But it is less utilized and explored in India. Everyone wants an expert opinion related to health issues and many think of second opinion too. But due to time and distance constraints , need to stand in queue and long waiting hours many will compromise and deny their access to advanced healthcare technologies and multispecialty hospitals. AVC is intended as a solution for it and is potentially miraculous method that promises improvements to healthcare delivery systems, bettering quality and access

Vision:

To provide quality and affordable health care to patients at their door step.

1. To provide access to advanced health care facilities and experts
2. To promote tele-consultation as an effective means in delivering health care services.

Computer facility of AIIMS has initiated the AVC clinic which is a new program and was launched on 14th November 2016. It is a part of OPD services in all departments of AIIMS. In this initiative there is no need to go to a doctor. Those who require consultation or expert opinion can have it at home. One should have an internet connection with a valid g-mail account and an active mobile no. New as well as follow up patients can take their appointments. Follow up patients with valid UHID and mobile no can login to the site www.aiims.edu. They can book the appointments from the Patient portal/appointment. Once they login, the department names and available doctors will be displayed. Patient can select the doctor which will take him to the page where schedules and timings are given.

A total of 90 doctors and 23 departments are enrolled for AVC in AIIMS. One can book the appointment and options are available for uploading documents in jpg and jpeg

format with a size limit of 4mb. He/ She can select the type of document and upload the same in the site. He/she will get confirmation of their appointment with date and time through a message along with a mail confirmation with a link to fill the clinical details. Stroke nurses, Stoma care nurses, Tracheostomy care nurses, Congestive heart failure Nurses, Diabetic nurses are the new initiatives under AVC.

Consultation will be done through Google hangouts; patients can use their smart phones for the video call. Doctors will be able to view the uploaded documents and after consultation prescription can be given in the same (e-prescription). Patient can view prescriptions at patient portal simultaneously.

These consultations will not be valid for medico-legal cases.. Time allotted to individual patient will be 5 minutes and can be extended if the doctor finds it necessary.

AIIMS AVC provides easy and fast access to health specialist. New and follow up patients can have consultation at ease. Patients can also consult doctors to review the treatment as well consider it as an option for second opinion. This concept will be very useful for follow up patients as they can review through video consults and avoid travelling to hospitals for the follow up clinic

Time and distance will no more be a constraint as consultation can be at home or at office.