

FAQ FOR IVR APPOINTMENT

Q1. What is the significance of appointment number if counter visit is required?

A1. As it is a transitional phase of appointment system you have to go to departmental counter to confirm the appointment. We are in process to smoothen the system. In future you can directly go to the doctors room.

Q2. What is the procedure followed after taking appointments

A2. Bring your appointment number to the departmental counter on the scheduled day and confirm the appointment. Go to the doctor's room as assigned.

Q3. At what time should I come after taking IVR appointment for same department?

A3. You should come at 8AM (for morning OPD) and at 2PM (for Evening OPD).

Q4. Where should I come after taking IVR appointment for different department?

A4. The patient should come to make new cards in morning at 8AM in the following OPD.

RAK OPD (Near gate number 2) : Skin ,orthopaedics , psychiatry , gastroenterology, endocrinology ,Nephrology, GI-Surgery, Obstetrics - Gynaecology , Haematology, Paediatrics-Surgery , ENT, Surgery ,Urology)

MEDICINE OPD: Ground Floor (Near gate number 2, opposite RAK OPD)

GERIATRIC OPD: Ground Floor (Near gate number 2, opposite RAK OPD)

PAEDIATRICS MEDICINE OPD: Ground Floor (Near gate number 2, opposite RAK OPD)

CARDIO-NEURO OPD: (CNC OPD Near gate number 1)

IRCH OPD: (IRCH building Near gate number 1)

Q5. What is the significance of queue number?

A5. The queue number indicates the number of patients to be attended by particular doctor.

Q6. What is the significance of appointment number if counter visit is required?

A6. The confirmation of appointment is done at the counter but in future the patient may go to the concerned doctor's room directly.

Q7. Can I cancel the appointment and take another day appointment?

A7.NO, Appointment cannot be cancelled. However a new appointment can be taken for desired date.

Q8. Which room should I go to after taking the appointment for same department ?

A7. The patient should go to the same doctor's room, last visited for same department.

Q8. I want to pre-pone my appointment?

A8. There is no option of preponing the appointment through IVR system. However a new appointment can be taken on the current day, under the benefit of 25% current day booking from the OPD Counter .