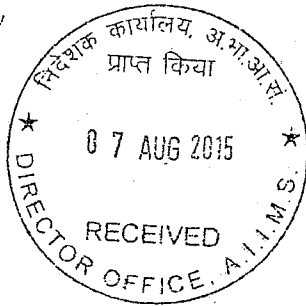


आ. एस शर्मा
सचिव
R S Sharma
Secretary



भारत सरकार
संचार और सूचना प्रौद्योगिकी मंत्रालय
इलेक्ट्रॉनिकी और सूचना प्रौद्योगिकी विभाग
Government of India
Ministry of Communications &
Information Technology
Department of Electronics &
Information Technology (DeitY)



DO No. NIC/HID/AIIMS/2015-1
Dated: 4 August, 2015

Subject: Providing online services for the patients in AIIMS

Dear Prof. Misra,

I would like to compliment AIIMS Computerization team under your leadership for starting online appointments for the benefit of OPD patients through ors.gov.in, which has been inaugurated by the Hon'ble Prime Minister on 1st July, 2015. More than 500 patients on an average are taking online appointments daily and we need to increase this number by putting big signboards in AIIMS for informing patients about this new facility.

2. AIIMS has also engaged TCS for improving physical infrastructure in the hospital for better crowd management and reducing waiting time of the patients. I have been told that TCS has also provided 100-trained manpower at AIIMS to provide services to patients in assisted mode.

3. While some patients would still be requiring services in assisted mode (counter based), there are a large number of patients who would be comfortable to use these services in online/self service mode instead of standing in long queues.

4. You may consider enabling Self-service/online mode for patients to book follow up appointments and make online payments for getting diagnostic tests done in AIIMS as these services are rule based and can be easily provided without any manual intervention.

For wa.
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DDA/ Dr Deekoh Agarwal
(Signature)

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5. Patients who have taken online OPD appointment and made payment on ors.gov.in, can print e-OPD card from the portal and mark their attendance when they visit hospital by entering their UHID in a self-service machine. These patients may be allowed to directly go to the doctor for consultation.

6. I have been told that TCS is also proposing to print plastic cards for patients with their UHID number, which is not a good idea as the patient information can be easily accessed by the patient with UHID.

We should encourage patients to use services in self-service mode by using latest technology platforms, thereby keeping manual intervention to the bare minimum.

With regards,

Yours sincerely,

Sd/-

(RS Sharma)

Prof. M. C. Misra,
Director,
All India Institute of Medical Sciences,
Ansari Nagar,
New Delhi-110029

Copy to:

Shri Bhanu Pratap Sharma,
Secretary,
Department of Health & Family Welfare,
158-A, Nirman Bhawan,
New Delhi-110001

✓ **Shri V. Srinivas,**
Deputy Director (Admn.),
All India Institute of Medical Sciences,
Director's Wing, Ansari Nagar,
New Delhi-110029


(RS Sharma)