

ALL INDIA INSTITUTE OF MEDICAL SCIENCES
ANSARI NAGAR, NEW DELHI – 110029

Dated: 05.05.2021

No.F-79/Covid-19/2021-Estt. (H.)

Subject: Streamlining of Tele-consultation for effective Outpatient services at AIIMS during the current COVID pandemic, reg.

In continuation of previous circulars, the following is hereby implemented, with an intent to further streamline the OPD teleconsultation:-

A. Patients with existing appointments:

1. All existing physical follow-up appointment shall be converted to Teleconsultation.
2. All existing new physical appointment shall be cancelled & an SMS will be sent to the patient for the same.

B. Patients seeking fresh appointments:

1. All patients seeking a follow-up appointment, will only be offered a telemedicine appointment. No in-person appointments will be offered. Follow-up tele-consultation appointment must be limited
2. No fresh appointments for new patients will be offered via tele-consultation. In case a particular clinical Department is willing and equipped to entertain new cases through teleconsultation appointments, while adhering to the recommendations of the Telemedicine Practice Guidelines, Government of India, they are requested to kindly intimate the same to the faculty-in-charge, OPD service through email (email: rakopd@gmail.com) .
3. An SMS will be sent one day prior to the appointment date to all the patients for a better recall value. This SMS will inform the patient regarding conversion of their physical appointment to Teleconsultation and they do not need to visit AIIMS for consultation.
4. Departments may communicate the limit of teleconsultation appointments the are equipped to handle, taking into account the pre-lockdown patient load (in person and teleconsultation combined).
5. In order to continue to render effective OPD services, in the wake of the pandemic, Departments are encouraged to use the **Doctor Dashboard** developed by Computer Facility and implemented for their convenience.

This issues with the approval of the Director, AIIMS.


(DR. D. K. SHARMA)
MEDICAL SUPERINTENDENT

Copy to:

1. Chief(s) of all Centres & Head(s) of all the departments/ Units.
2. Medical Superintendent / Addl. M.S. of all centres.
3. Prof. In-charge Computer Facility (with a request to share it on content provider).
4. All Faculty of Hospital Administration & All Hospital Officers.
5. CMO Incharge EHS / Chief Admn. Officer / Registrar / Supdt. Engineer / F.A. / CSO.
6. Chief Nursing Officer (with addl. Copies for all NS's & DNS's).
7. Duty Officer, Control Room / All Notice Boards.

C.C.: Director/Dean(s)/Dy. Director (Admn.)/ Sr. F.A./Dy. Secy. } - for info. pl.