

FAQ FOR IVR APPOINTMENT SYSTEM

Q1. Why should I stand in queue if I already have an appointment?

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 doctor's 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. Where should I come after taking IVR appointment?

A3. For follow-up to the already visited department, go to respective department counter. For appointment to new department that you have never shown yourself, go to following counters:

RAK OPD (Near gate number 1): Skin, Orthopaedics, psychiatry, gastroenterology, endocrinology, Nephrology, GI-Surgery, Obstetrics & Gynaecology, Haematology, Paeds-Surgery, ENT, Surgery, Urology)

MEDICINE OPD: Ground Floor (Near gate number 1, opposite RAK OPD)

GERIATRIC OPD: Ground Floor (Near gate number 1, opposite RAK OPD)

PAEDAITRIC MEDICINE OPD: Ground Floor (Near gate number 1, opposite RAK OPD)

CARDIO-NEURO OPD: CNC Building (Red Building)

IRCH OPD: IRCH building

The patient should come to make new cards in morning at 8AM in the above mentioned OPDs.

Q4. Why counter visit is required?

A4. At present, the confirmation of appointment is done at the counter.

Q5. Can I cancel or reschedule my appointment?

A5.NO, Appointment cannot be cancelled or rescheduled; however, a new appointment can be taken for desired date. New appointment can be taken on the current day, under the benefit of 25% current day booking from the concerned OPD counters.

Q6.At what time should I come after taking IVR appointment for same department?

A6. The timing to report in different OPDs is different. Please see the below link for more information: <http://www.aiims.edu/aiims/hosp-serv/opd-main.htm>