

## Citizen Charter

- Routine OPD function between 9 AM and 1 PM. Registration for new patients is between 8:30 AM and 11:30 AM on weekdays and 8:30 AM to 11:00 AM on Saturdays.
- New OPD Card costing Rs. 10/- and shall be valid for a calendar year.
- You have right to consult any doctor/ consultant. For seeking appointment with any consultant on his OPD days, you may contact his/her office.
- Patients are seen on first come first serve basis. However, out of turn consultation may be provided in case of emergency or to senior citizens.
- For consultation in Specialty and Super-specialty clinics, you need to have referred from general OPD of AIIMS Bhopal or any Government Institution.
- **Investigations:** After OPD consultation, the treating doctor will fill up the requisition forms for various investigations & direct/guide you to the concerned lab /department.
- Sample Collection Timings are:- 8:00 AM to 1:30 AM at block No.25, First Floor lab area .
- Certain specialized investigations are done on particular days only.
- The reports may be collected from counter No. 11 at central registration counter.
- Certain investigations are done free of charge while others are charged as per the prevailing rates fixed by Government. Patients should Deposit the money only at billing counter at Lab and central registration counter No.06 for Radiology, PFT, HbA1c , & Dental Cash Counters and obtain the proper receipt
- **Digital Payment facility available.**
- CT,MRI, Digital X-ray & USG facilities are available on upper ground floor at block No.24. Patients are given future dates by the concerned departments. However, these may be done out of turn in emergency, on recommendation of the treating doctor
- Many facilities are provided at OPD level e.g. ECG, Plaster, Injections and Immunization, Contraception, Minor Surgical Intervention, Physiotherapy and other Point of care.
- Medical fitness / Medical examination and other such certificates are issued after paying the requisite fees. For this purpose contact the central registration office, ground floor OPD
- Wheel chairs, patient trolleys etc. are available free of charge at the entrance of OPD
- OPDs have waiting hall with chairs, TVs, lifts, public utilities like drinking water & toilets etc. at each floor shall be made available.
- To meet day-to-day needs of patients, a cafeteria shall be open shortly.

M 08/04/17  
(DR K C TAMARIA)