

**GENERAL GUIDELINES FOR TELEMEDICINE
CONSULTATION**

In view of COVID-19 pandemic, All India Institute of Medical sciences(AIIMS), Gorakhpur is going to provide Telemedicine facility w.e.f.23rd April,2020(Monday to Friday at 9.00 AM to 1.00 PM).

GENERAL GUIDELINES:

1. In view of COVID 19 pandemic, patients are advised not to visit AIIMS, Gorakhpur OPD.
2. People symptomatic with cold/ cough / fever or having history of contact with any COVID19 patients, have to follow guidelines of the Government and should visit the nearest health care facility.
3. **This facility is currently NOT for new patients.** Only patients who are already in consultation with any department of AIIMS, Gorakhpur can avail this facility.
4. **This facility is not a substitute for any medical emergency. Patients facing any urgent medical emergency should contact the nearest health care emergency services close to their home.**

**TIMING: 9.00 AM to 1.00 PM
(Monday to Friday)**

5. Patient's already registered with AIIMS, Gorakhpur can avail facility of consultation with their parent department through telephone.
6. Patients can contact on following helpdesk numbers to find the contact for their respective departments

S.No.	Helpdesk Contact No. (9:00 AM to 1:00 PM)
1.	0551-2205501
2.	0551-2205585

7. **CONSENT:** -When a patient calls and contacts for telephonic consultation, it is implied that the patient has agreed for telephonic consultation for guidance regarding their medical issues; to share important and private information pertaining to their medical problems and agree to be provided consultation by any doctor of the department contacted. Calling patients also agree and accept the prescriptions through telephone/ WhatsApp/e-mail etc. Patients will receive a message for written consent from department coordinator. They have to reply "YES" to the same mobile number through WhatsApp or text message.

8. Patients have to send the prescription slip/photo of the registration card/relevant records directly via WhatsApp on same mobile numbers on which they have received the consent message to take appointment for telephonic consultation. They are advised to keep their AIIMS, Gorakhpur registration card number, all relevant records/investigation, name, age of the patient etc. available before making a phone

call. Patients are advised **NOT** to make call on these mobile numbers. These numbers are only for WhatsApp conversations. Incoming call facility is not available on these numbers.

S.No	Name of the Department	E-mail
1	General Medicine	medicineaiimgkp01@gmail.com
2	General Surgery	surgeryaiimgkp01@gmail.com
3	Gynaecology & Obstetrics	gyneaiimgkp01@gmail.com
4	Paediatrics	paediaiimgkp01@gmil.com
5	Psychiatry	aiimgkpppsychiatry@gmail.com
6	Dermatology	dermatoaiimgkp@gmail.com
7	Orthopaedics	orthoaiimgkp@gmail.com
8	PMR	pmraiimgkp01@gmail.com
9	ENT	entaiimgkp01@gmail.com
10	Ophthalmology	ophthalaiimgkp01@gmail.com
11	Dentistry	dentistryaiimgkp01@gmail.com
12	Community and Family medicine	cmfmaiimgkp01@gmail.com
13	Pulmonary medicine	pulmonaryaiimgkp01@gmail.com
14	Radiotherapy	radiotherapyaiimgkp01@gmail.com

9. Patients can send the records via email also.

10. Once you get an appointment for teleconsultation, you will receive a call from the AIIMS, Gorakhpur on scheduled time between 9 AM to 1PM for consultation.

Patients are advised to be ready with the records and they should ensure that they have a smartphone with WhatsApp facility.

11. Only patient and nobody else will be allowed for consultation. Consultation on behalf of someone else will not be entertained **except in case of Minors** where parents are allowed to consult on behalf of their children's.

12. After Teleconsultation, Prescription will be sent as Photo/scan/digital copy of a signed prescription via WhatsApp/email.

13. The teleconsultation services are provided free of cost.

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Director,
AIIMS,gorakhpur