

PRIOR APPOINTMENT FOR OPD CONSULTATION THROUGH TELEPHONE

➤ **Restoration of Genl. OPD/Spl. Clinics:**

It is for the information of all Rly beneficiaries (Serving & Retired) that services of Gen OPD/Special Clinics will be restored w.e.f. 01.06.2020. This shall be done keeping in mind the mandatory protective measures as per Govt guidelines like social distancing, mandatory use of masks & sanitizers, prevention of overcrowding, thermal scanning, etc.

To ensure these, Central Hospital/GRC is introducing "**PRIOR APPOINTMENT FOR OPD CONSULTATION THROUGH TELEPHONE**".

- There will be two fixed **Landline Telephone Numbers (9002080551 & 2450-4814)**. This will remain open from **Mon-Fri: 10 am to 1 pm; Sat: 10 am to 12 noon**
- Railway beneficiaries (Serving / Retired) to seek **prior appointment** over phone for Genl. OPD/Spl. Clinics/USG/X-Ray, etc. Appointments may be sought for a week before (max) while appointments on **Monday** may be last given within 12 noon of preceding **Saturday**.
- For **General OPD**, there will be 02 segments:
 - (a) **Consultation** - @ max. 40 patients per doctor per day
 - (b) **Repeat Medicines** - @ max. 50 patients per day
- For **special clinic**- Mon-Fri: 10 am to 1 pm (except the holidays)
- **For Pathology investigations, contact no. is 2450-3483**
- Doctors of **SHM/SRC** can issue **medicine slips** for medicines not available at their Health Units which will be **supplied directly** from CH/GRC Pharmacy. Such medicine slips should be accompanied with Name, Signature and Stamp of the prescribing doctor for easy identification by the Pharmacist.
- The maximum permissible appointments for the Special Clinics on a single day are as follows: -

Clinic/ Facility	Max. per day	Clinic/ Facility	Max. per day
Skin	20	Eye	20 (10 per doctor)
Endocrine	20	ENT	15
Neurology	20	Urology	10
Neuro Surgery	10	Ortho	30
Haemato	10	Cardiology	20
Onco	10	Echocardiography	10
Nephro	10	USG	10
Surgery	30	Chest	10
Plastic Surgery	15	Paediatrics	20
Gynaecology	30 (15 per doctor)	Genl. Medicine	30

- On a given day, once the number of appointments reaches the maximum permissible limit, he/she shall be given appointment for the next day/clinic.
- On arrival to the hospital, the patient should get himself registered at the Registration Counter against the Token Number allotted to him earlier during appointment, after statutory thermal screening & hand sanitization.
- Please visit <https://ser.indianrailways.gov.in> → Department → Medical for further clarification.

By Order
MEDICAL DIRECTOR