



अखिलभारतीय आयुर्विज्ञानसंस्थान, भोपाल
ALL INDIA INSTITUTE OF MEDICAL SCIENCES, BHOPAL
Saket Nagar, Bhopal (M.P.) – 462020

(Public Relation Cell)
Press Note 15th October 2020

In ref. with the adverse news published in some newspapers on 13.10.2020 regarding the OPD services at AIIMS, Bhopal the following clarification is here by shared with.

As has been shared with the media on earlier occasions for information and dissemination in the interest of the general public, it is once again informed that AIIMS, Bhopal Hospital is attending patients through various options as under:

- 1. Dedicated COVID screening facility with sampling and a holding unit** for patients coming with suspicion of COVID-19 infection.
- 2. Covid Emergency:** For patients with suspicion of COVID-19 infection, as per the condition of the patients.
- 3. Non COVID emergency and Trauma –** For regular emergency and trauma patients
- 4. Daily OPD** as per scheduled slots given by various clinical departments including maternal and Child and other Specialties and Super-specialties.
- 5. E OPD and Tele-consultation services:** AIIMS, Bhopal has been extending the Out Patient (OPD) consultation services through 'eOPD' facility to the patients since June 2020, and this has been shared with the media in earlier occasions also in public interest. Several Specialty and Super specialty departments are providing eOPD services through tele-consultation and video-conferencing on eHospital portal (available at link: ors.gov.in) hosted by the National Informatics Centre (NIC) as a joint initiative of the Ministry of Health and Family Welfare (MoHFW) and Ministry of Electronics and Information Technology.

Due to the ongoing COVID-19 pandemic, all patients are requested and expected to strictly adhere to appropriate behaviors for preventing the spread of COVID infection such as mandatory use of mask and maintenance of social distancing. For this reason, it is imperative that the OPD registration timing is restricted till 11:30AM.

On the day referred to in the adverse reports by a section of the media, i.e. on 12 October 2020, **240 new patients and 482 follow-up/re-visit patients (Total: 722 patients)** were treated at AIIMS, Bhopal. These number are self-explanatory and that OPD services were provided unhindered and uninterrupted to the patients who reported timely for OPD registration i.e., from 8:30am to 11:30 am. Those who reported late were counseled and attended appropriately in case of emergency.

It is pertinent to reemphasize that AIIMS, Bhopal is strictly following the national COVID 19 guidelines and limits its OPD in such a way that that waiting area is not overcrowded and social distancing is followed in OPDs. In fact, it has been constantly making additional efforts to continue to provide services through eOPD and tele-consultation.

There is no scope for any “mismanagement” as portrayed in some news reports, which is objectionable, and misleading. It creates unwarranted panic and concern among the patients & general public. It also un-necessarily and undeservingly tarnishes the image of AIIMS, Bhopal - An institute of National Importance, despite the constant untiring efforts that the institute has been making for providing quality health services through the COVID-19 pandemic.



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