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Date 30/9/2020

CIRCULAR

In view of the decision taken by Director to start OPD (both e-OPD & Physical OPD) on 26.09.2020 and communicated the same to all HODs through Video Conferencing, e-OPDs and Physical OPDs shall function between 9.30 AM to 2.00 PM from 01.10.2020.

All Heads of Department are requested to make necessary arrangements for smooth functioning of OPDs. The internet facility has been activated in 03 rooms (01 for Consultant & 02 for Senior Residents) of each specialty OPD and CUG no. functional in OPDs will be used for WhatsApp facility.

SOP in this regard is attached herein.

(Prof. Amit Agarwal)
CMS

Copy to:-

1. Director.
2. Additional Director.
3. Dean.
4. Executive Registrar.
5. All HODs.
6. Medical Superintendent.
7. HOD, BHI- with the request to upload the office order on Institute's website.
8. Chairman, HRF & IRF.
9. Chairman/In-charge, Security.
10. Finance Officer.
11. Dr. R.P. Singh, CMSSO.
12. Ex. En, Telecom.
13. Nodal Officer, Sanitation.
14. Concerned Nodal Officers.
15. In-charge, OPD.



Alorin
3:30 pm

Ar-5/Rajseth/RN.
01/10/2020

(Prof. Amit Agarwal)
CMS

Suggested SOP for starting OPD and Work flow chart of OPD:

The following SOP has been prepared by the OPD committee and approved by the Director and discussed in the HOD meeting.

1. E-OPD and physical OPD both will run from the New OPD building. It is proposed to start this from coming Tuesday.
2. All patients will be seen only by prior appointment only.
3. The OPD schedule of departments and consultants will remain the same.
4. All appointments will be routed through e-opd of respective opd bay which will be received by the bay DOE and transferred to the SR/Faculty.
5. After discussion with the senior resident posted there, the patient will be given appointment to visit OPD on a specific date.
6. The data entry operator should ask the patient to get himself registered online and make online payment (**SBI collect facility** has been activated for online payment) on the same day as cr. no can be generated only after 48 hrs of making the payment. This also applies for online renewal of follow up patients. Subsequently, the patient can be given appointment after 3 days.
7. It is likely that many patients will register and make online payment. Since the payment gateway cannot be restricted, a disclaimer can be printed that registration and payment does not guarantee a physical appointment for seeing the consultant/resident.
8. Patient will collect their registration card from registration counter.
9. The patient will/may also be asked to get COVID 19 test (RTPCR from an ICMR accredited lab) done along with that of one attendant who will accompany him.
10. A list of appointed patients will be displayed at the very entrance of new OPD block, where security personnel will allow the patient along with one attendant only after checking their online payment receipt and Covid 19 negative report.
11. The list of appointed patients should reach In-charge OPD a day before commencement of OPD who will display the list near the gate based on which the guard will allow only the patients with prior appointments to enter.
12. Only those follow-up patients which are approved for appointment will be given appointment to visit OPD through eOPD.
13. Renewal of follow up patients will also be done online by using SBI collect.
14. Number of SR and faculty will be decided by every department individually depending upon their strength of staff.
15. 30 data entry operators, 5 medical social workers, 30 patient helpers and two technicians are needed to run the OPD smoothly .

16. Protective gears like N95 mask, plastic apron, face shield, sanitizers and hand wash will also be required for the above number of staff posted in the OPD. (*action to be taken by HRF and Dr. RP Singh*)
17. As patients will be registered online, label printer and barcode printer will also be needed in the OPD. (*action taken by Dr. Uttam Singh*)
18. Physical barriers (plastic curtains): JDMM office yet to procure; will be made available as and when procured by the JDMM office. Till the time the plastic curtains are procured, as a suggestion the following can be adopted: the patient is made to enter in a designated room and talks to the consultant/resident by sitting at the connecting doors of the consultant/resident room. If need be, the patient is examined in that designated room only. This way the patient does not enter the resident/consultant room thus minimizing the risk of covid infection.
19. Paperless work will be preferred, with no OPD file and patients will not be given the requisition forms for investigations. Forms will be raised on HIS and patient will be sent to sample collection centre for investigations.
20. Cross-consultations will be online only.
21. Prescription will be given online. (computer generated)
22. If the patient requires admission, he or she will be admitted on HIS by SR/ faculty. Payment can be made at cash counters either in OPD/ F block or on the G block IVth floor.
23. OPD timing would be from 9.30 am to 2.00 pm.
24. Restricted appointments: At present only 5 follow-up patients and 10 new patients per department will be given appointment. The number will be gradually increased as per the prevailing situation after due consultation with all the faculty.
25. Adequate security guards will be deployed by the In-charge Security.
26. Patient canteen/ doctors canteen/ staff canteen: only take away packaged water and dry food.
27. Trauma center OPDs will run from GH.
28. Manned Helpline numbers : 2496001, 2496002 at registration counter

