GOVERNMENT OF KERALA

No:P1A/167/2022-HEALTH
Health & Family Welfare (P) Department
Thiruvananthapuram,
Dated:24-12-2022

CIRCULAR

Ref: G.O.(Ms)No.188/2022/H&FWD dated 02/10/2022

The eHealth Kerala Project, based on the concept of "One Citizen One Electronic Health Record", is a unique, robust, and sustainable Healthcare Information Technology solution supporting nearly 50,000 healthcare service personnel consisting of Doctors, Paramedical and other non-clinical staff in the Primary, Secondary and Tertiary care centres maintained by the State Government under Department of Health Service and Department of Medical Education. The two major components of eHealth, the Hospital Management System and the Public Health Management System are tightly integrated.

eHealth has provided the provision for advance appointment booking facility to citizens through the portal, through the review appointment option and at reception. The operations and guidelines for advance appointment booking and other allied eHealth services are as follows.

1. eHealth Web Portal (www.ehealth.kerala.gov.in)

- eHealth Web Portal provides informational and hospital-based services to the citizen.
- Online Unique Health ID [UHID] generation using OTP - based Aadhar KYC
- Online advance appointment booking for consultation in eHealth - enabled hospitals for a particular date and time slot.
- Facility for online printing of Token Slip and OP ticket
- Facilities available in eHealth - enabled hospitals are available

2. Advance appointments

Advance appointments can be obtained by a patient in the following ways in eHealth

a. Online Appointments

- Using eHealth Web Portal (www.ehealth.kerala.gov.in)

b. Review Appointments

- Consulting doctors can also schedule review appointments for patients via HMS
- Advance appointments can also be taken reception counter of respective Hospitals

c. Referral Appointments

- In case of a referral from e Health Hospital to tertiary/secondary hospitals, Advance booking of token to can be taken from the reception counter of the referred hospital.

Online Appointments

a. Registration and UHID Generation

- Using Aadhaar, anyone can register in the eHealth portal and generate UHID through the portal.
- Citizen has to provide Aadhaar number based on which OTP will be sent to the registered mobile number in Aadhaar.
- After successful OTP validation, the eKYC details will be shown, and a 16-digit UHID will be generated.
- Using UHID as username and password, citizens can login for the first time.
- During the first login, the password has to be changed, and the mobile number has to be verified using OTP.
- Using the credentials provided, they can log in to the portal and avail services in the portal.

b. Advance appointment:

- Patients with permanent UHID can log into the portal using their username and password. They can select the department, Date and time slot and book the appointment.
- A referral letter is mandatory for taking online appointments in case of referral institutions. For booking appointments in referral institutions, Patients shall enter the referral details on the screen and then can book appointments.
- Patients can book tokens for appointments against tokens available for any day.
- Tokens are available in various time slots.
- After booking, tokens slips, and OP tickets could be downloaded and printed.
- OP charges, if any, are not collected online and hence must be

collected at hospitals before the consultation.

Review Appointments

- After consultation, treating doctors can schedule the appointment of their patients for next review visit.
- Doctors can select the date and time slot for the next review.
- The details of the appointment will be sent to the patient mobile number.
- Advance appointments can also be taken at reception counter of respective Hospitals using the tab 'Advance Appointment'

Referral Appointments

- While referring a patient to higher centre, the patients can book appointments to refereed eHealth enable hospitals from the reception counter of referring hospitals using the Tab 'Appointment for Other Hospital'.

3. Instructions to MO i/c and Superintendents

- Institution admin/ILO shall configure the number of tokens, frequency of token, days, time slot, referral, etc through 'Appointment Setup' in eHealth HMS.
- Reception staff / Attendance marking staff shall verify the referral details before printing the OP Ticket/token or marking attendance in the respective institution (In case of referral institution)
- Hospital authorities shall honour the OP token/OP card print from the eHealth portal.
- Arrangements shall be made in the reception counter to collect cash for OP Ticket/visit as per the existing HMC/HDS decision. The OP visit charges for these appointments shall be maintained by the

hospital authorities separately.

4. Instructions to Newly started eHealth hospitals:
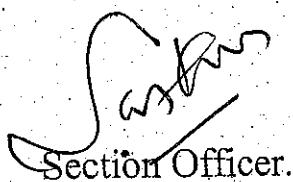
- When eHealth is started in a Hospital, necessary steps shall be taken to enable online services in the web portal for the respective institution by the Medical Officer-in-charge/Superintendent.
- Institution Admin / Institution Liaison Officer (ILO) should do a one-time configuration of the days of appointment and the number of tokens that can be issued.

Citizens can make use of the above facilities so that unnecessary crowd and waiting can be avoided to a great extent.All health care institutions shall take necessary steps to create awareness about eHealth Web Portal among the public.

DHS , DME and NHM shall publish the circular in their web sites and give maximum publicity .

B SURENDRAN PILLAI
ADDITIONAL SECRETARY

Forwarded / By order;

Section Officer.

To:

The Project Director, eHealth Project Management unit, Thiruvananthapuram.
The Director of Medical Education, Thiruvananthapuram
The Director of Health Services, Thiruvananthapuram
The Director, Kerala State IT Mission, Thiruvananthapuram
State Mission Director, National Health Mission, Thiruvananthapuram
All District Collectors (for providing vide publicity among public)
All District Medical Officers
Electronics & Information Technology Department
The Principal Accountant General (Audit), Kerala, Thiruvananthapuram
The Accountant General (A&E), Kerala, Thiruvananthapuram
The Information & Public Relations (Web & New Media) Department (for publishing in official website)
Stock file / O.C
Copy to : PS to Minister, H&FWD
           PA to Principal Secretary, H&FWD