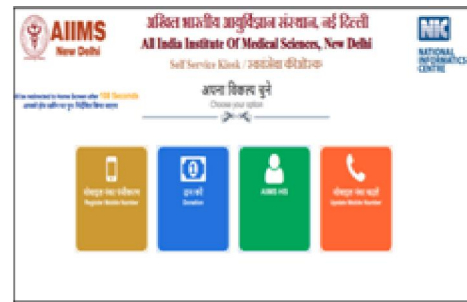


- Give feedback on various services in AIIMS through the feedback application in kiosk.
- Register or Update mobile number- One can register or update their mobile number against their UHID through the kiosk application
- Health care providers can access the Hospital Information System through kiosks which include links to – e hospital, Open PACS, GE PACS, online vitals entry, online duty roster, e-learning, grievance module, e-newsletter, OT list, Death module etc.



Interface to register/update phone number, access HIS, and donate



AIIMS HIS Tab



PACS in kiosk

Over 270 kiosk machines have been installed all over AIIMS to enabling easy access to the online system existing in AIIMS.

Centre wise distribution of kiosk machines.

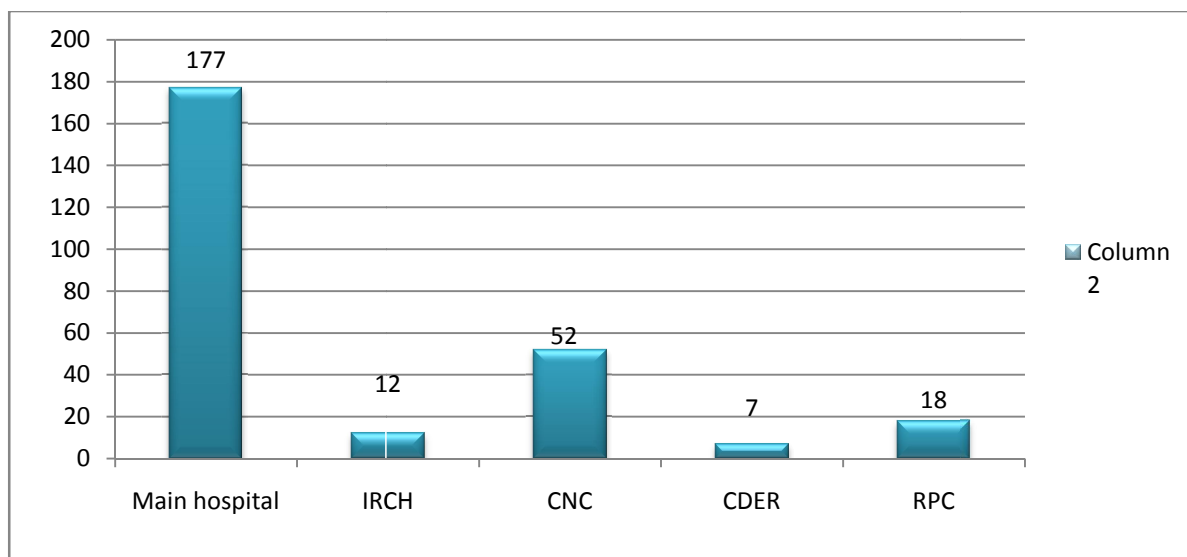


Figure 1: Number of kiosk machines in each centre

Functional Status of kiosks over the past 6 months

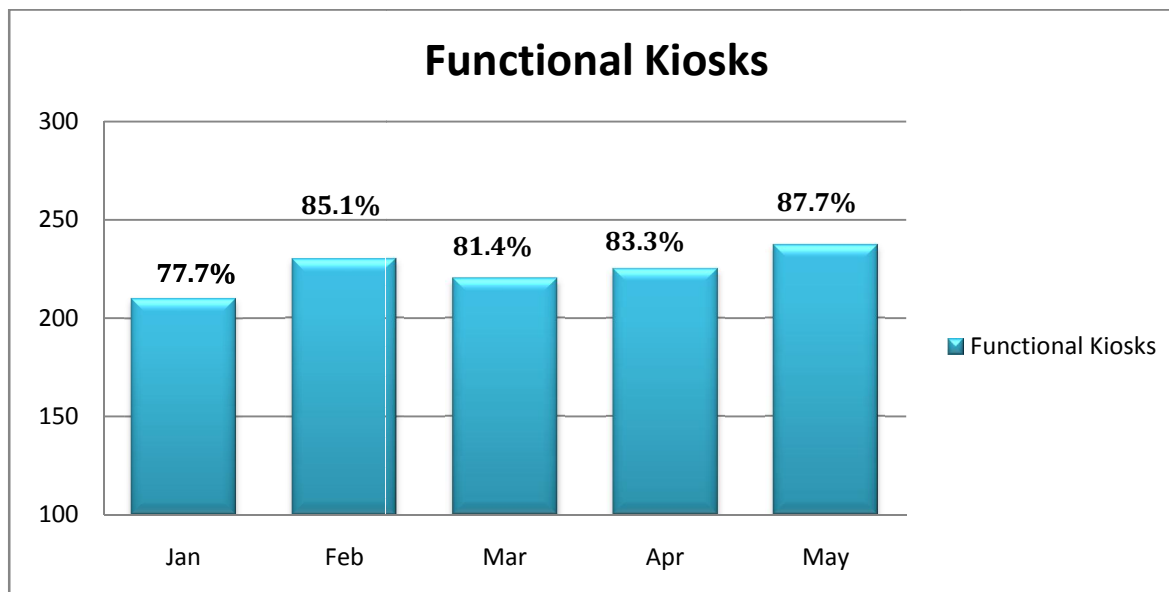


Figure 2: Percentage of kiosks functional during last 6 months

Reasons Identified for Non-functioning of kiosks

- **Power Issues-** The direct power connections are frequently dismantled during the washing of OPD and ward areas.
- **Hardware Issues-** Problems related to OS (Operating System) which requires formatting of the kiosk.
- **Network Issues-** The kiosks are disconnected from LAN connections and frequently repositioned to different locations within the OPDs and wards.

Appointments taken through kiosk in the last 1 year

A total of 3,77,792 appointments have been taken through kiosk in the last 1 year.

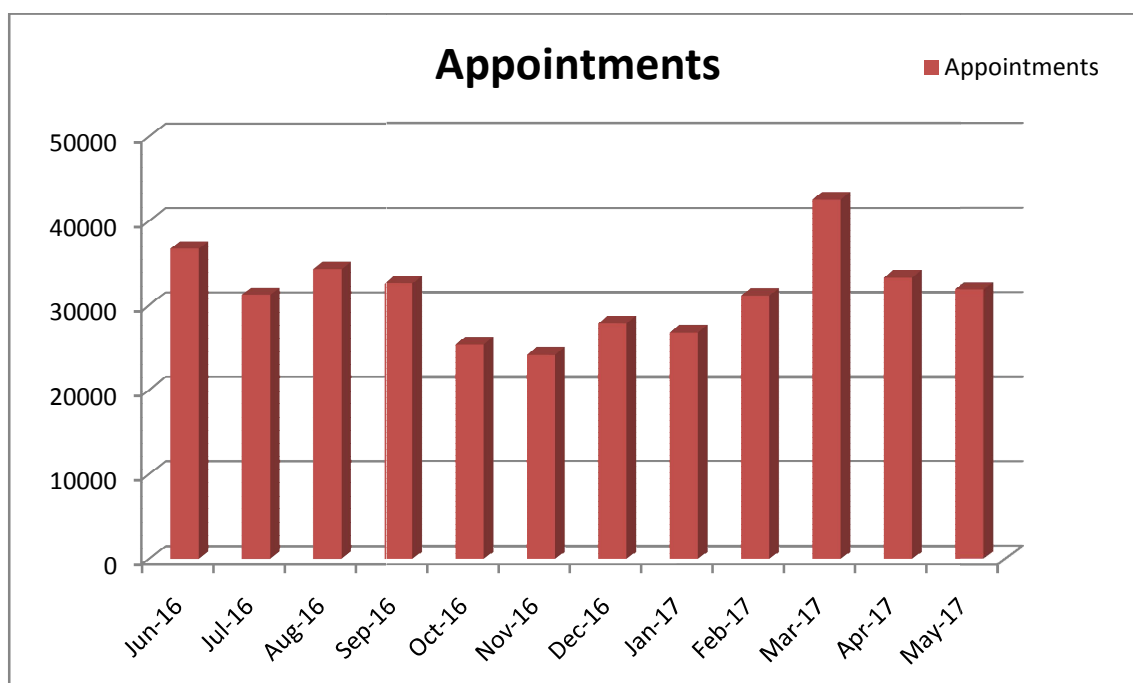


Figure 3: Month wise appointments taken through kiosk over 1 year

Phases of Implementation

Phase 1 (completed by Sept 2015)

All kiosk machines were connected to hospital network through WIFI. The Hospital Information System (HIS) dashboard was set as home page and training and assistance was given to all users.

Phase 2 (completed by Aug 2016)

Self service kiosk application, a user friendly interface was developed by NIC and configured in all kiosks to facilitate a better user experience to patients and health care providers.

All kiosk machines were given direct power supply, connected to hospital network through LAN connections, and taken into domain network for central monitoring.

FUTURE PLANS

- Advance payments for OPD patients through kiosk
- Payment for all investigations through kiosk
- Self confirmation of appointment and visit the doctor.