# FACTS AND STATISTICS ABOUT KIOSK IN AIIMS

(Updated on 5/6/17)

# INTRODUCTION

Computer kiosks have become a larger part of digitization as users embrace technology in their daily lives. Integration of technology allows kiosks to perform a wide range of functions, evolving into self-service kiosks for healthcare workers as well as for patients.

In an effort to ease the accessibility of online services in AIIMS, 270 self service kiosks have been placed in AIIMS in various areas including wards and OPD.

The various facilities provided through kiosk machine for patients and health care providers are

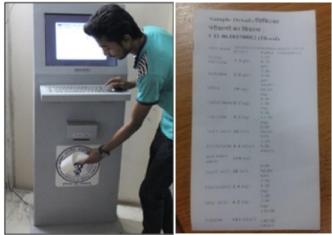
- Book appointment to a particular department- Patients with and without UHID can book appointments through kiosk machines. A SMS of the same will be sent to the registered mobile number.
- Confirm/ Cancel appointments- One can confirm or cancel their appointments through the kiosk application. A SMS of cancellation will be sent to the registered mobile number.



Kiosk Interface

 View and print one's lab reports- All lab reports which are online can be viewed and print outs for the same can be taken from kiosk.





Options available in kiosk

Printed lab reports from kiosk

- Make advance payments for admitted patients advance payments for all patients admitted in AIIMS can be made against their UHID through the kiosk application.
- Details of various service charges- The charges of various services available in AIIMS have been listed down for information.

- 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,



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

online duty roster, e-learning, grievance module, e-newsletter, OT list, Death module etc.

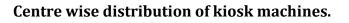


AIIMS HIS Tab



PACS in kiosk

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



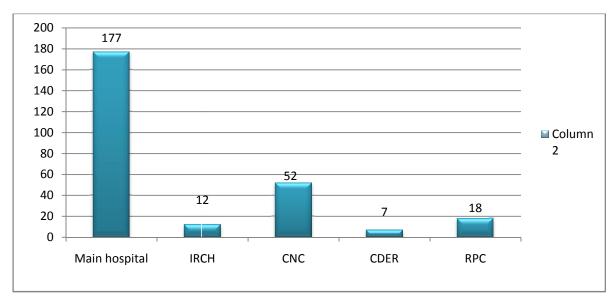
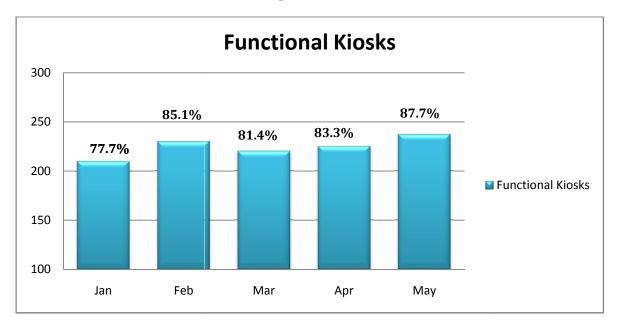


Figure 1: Number of kiosk machines in each centre



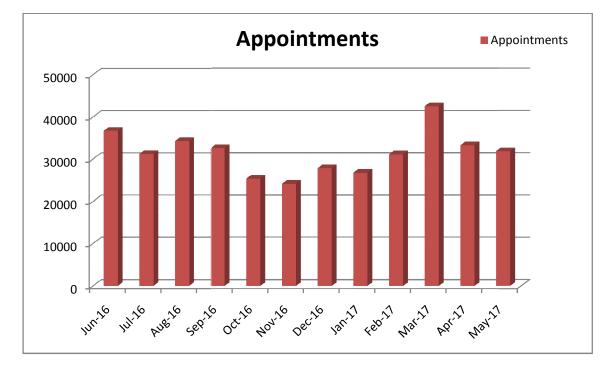
#### Functional Status of kiosks over the past 6 months

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.