

ALL INDIA INSTITUTE OF MEDICAL SCIENCES, NEW DELHI
OFFICE OF DIRECTOR

F.No. 40-30/2022-Estt.I

15.11.2022

OFFICE MEMORANDUM

Sub: Promotion of Ayushman Bharat Health Account (ABHA) ID for OPD Registration & sharing of patient health records reg.

It has been noted that patients visiting AIIMS OPD's are standing in long queues for registration and there is manual entry of patient demographics being done for registration despite the availability of **Ayushman Bharat Health Account (ABHA)** with many patients. Also, at the time of registration by using ABHA ID, often OTP is delayed and maximum attempts to resend the OTP is also limited to 3 times.

Scan & Share QR Code solution of National Health Authority (NHA) has shown promising results in reducing the time taken for registration of patients in the OPD & has also helped in streamlining the patient journey on arrival at the Hospital. Also, the said solution is biometric & face authentication enabled to allow sharing of ABHA ID details.

Accordingly, it has been decided to promote the use of Ayushman Bharat Health Account (ABHA) ID for OPD Registration of new & follow up patients at AIIMS. This shall entail adoption of Scan & Share QR Code solution of NHA in all OPDs of AIIMS so as to facilitate quick registration & to provide a registration queue number to the patient on his arrival at the Hospital. To facilitate creation of ABHA ID for patients who do not have a smartphone, dedicated counters & kiosks shall be operated from atleast 7 A.M. – 10 P.M. to promote creation of ABHA ID's. This project shall be piloted in the new RAK OPD w.e.f. 21st November 2022 & shall be taken up in a mission mode w.e.f. 1st January 2023 across all OPDs of AIIMS New Delhi.

Action: Chief's of all Centres; Medical Superintendent; F I/c New RAK OPD

To further enhance the use case of ABHA ID, QR Code based sharing of digital health records of patients with healthcare professionals shall also be enabled by use of 'Personal Health Record' (PHR) applications. eHospital shall also be integrated with appropriate framework of NHA so as to allow patients to store their health records like prescriptions, lab reports, discharge summaries, vaccination records, etc. in the 'Digilocker' document wallet.

Action: PICF; NIC

A video demonstrating the OPD registration process using Scan & Share and other functionalities of ABHA ID including sharing of medical records via QR codes, etc. shall be prepared by CMET in consultation with the computer facility by 30th November 2022. This video shall be played in all OPD's & waiting areas.

Action: Prof. I/c CMET; Dr. Vivek Gupta, CF



Prof. M Srinivas

Director

Distribution (with a request to also circulate it to all officials under their control)

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