## **A GUIDE**

TO

# CHRISTIAN MEDICAL COLLEGE VELLORE

INDIA



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- 1. The information contained in this booklet is valid as on the date of printing. However it is subject to change from time to time.
- 2. To obtain a copy by post, please write to the Public Relations Officer, C.M.C, Vellore 632 004, Tamil Nadu, sending Money Order for Rs.40/-.
- 3. We wish to thank all departments and all volunteers who have contributed their valuable suggestions and time in getting this booklet ready.
- 4. We welcome your suggestions for improving this guide. Please contact the Public Relations Office near the Main Reception Counter.

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#### WELCOME

Dear Patient/Visitor,

Welcome to the Christian Medical College (CMC), a registered voluntary, non-profit making organization. We hope your stay here will be pleasant and your recovery as speedy as possible.

From 1900 when the founder, Dr. Ida Sophia Scudder started CMC with a single bed in her father's home, to the present day, CMC has been growing both in numbers and services rendered to the people. Today, CMC serves over 2000 inpatients and 7000 outpatients daily, with 67 wards, 92 clinics each day and 144 departments / units.

As a teaching institution CMC trains doctors, nurses and allied health workers with a high degree of technical competence to serve with love and compassion in the spirit of Christ. CMC is unique in being not only one of the pioneering institutions in the country in the area of medical research and high-tech health care, but also as an institution which reaches out to the practical needs of the poor through low cost inpatient wards and outpatient clinics in the slum areas of Vellore town with concessional or free care for the most needy. In addition, through large rural health and development projects in the K.V. Kuppam, Kaniyambadi and Anaicut blocks, the wholistic concept of healing is advocated wherein rural folk are given training in various vocational fields, by which they can augment their earning power, thus enhancing their standard of living and the general physical and economic well being.

With this constant growth and expansion, patients/visitors coming for the first time to CMC may have difficulty getting around the campus and may fail, through ignorance, to take full advantage of the available facilities. Therefore, this booklet was developed to provide basic information necessary to make use of our facilities speedily, to the fullest extent and with the least inconvenience and loss of time.

Dr. Ida Scudder gave the institution the Biblical motto "Not to be ministered unto but to minister" challenging CMC's students and staff to heal and serve the needs of the whole person which today remains the most important objective of CMC.

Editor

HAVING PROBLEMS? Can't find your way around? Suggestions ? Want to know more about CMC? CONTACT: P. R. O.

We are located just inside the main entrance. Our friendly staff will do their best to help you.

We have a few publications about CMC. You can even hear our founder, Dr.Ida Scudder, speak!

If we can't help you directly, then we may know of someone else who can.

#### A SHORT HISTORY OF CMC

Christian Medical College, Vellore, is the outcome of a single woman's obedience to God's call. In 1890, Ida Sophia Scudder, founder of this institution, then a schoolgirl, was visiting her missionary parents in South India. One eventful night she was asked to help three young women from different families struggling in difficult childbirth. Being without training at that time, Ida herself could do nothing. She offered the help of her missionary father, who was also a medical doctor. However, to her amazement, the men responded saying, "What! Take a man into my house to care for my wife? It is better that she should die than another man should look upon her face." Custom prevented them from accepting the help of a male doctor. The next morning Ida found out that all the three women had died. She believed that it was a calling and a challenge set before her by God to begin a ministry to the health needs of the people of India, particularly women and children.

Consequently, she went back to America, entered medical training and in 1899 graduated from Cornell University Medical College and was among its first group of women students.

Ida returned to India in 1900 and opened a one-bed clinic in Vellore. In 1902, she built the 40-bed Mary Taber Schell Memorial Centre for women and children, named after the donor's wife. The original site is now CMC's Ophthalmology Department. The main campus moved to the present site in the Thottapalayam area of Vellore in 1924 and treatment was extended to the whole family.

Early in her career, Dr. Ida Scudder realised that the women of India themselves should be trained to help in medical work. She started a school for women nurses in 1909 which was upgraded to a College of Nursing in 1946. A training programme for women doctors began in 1918 which was raised to MBBS level in 1942 and men students were admitted in 1947. Today CMC offers

163 recognized training programmes for both women and men in allied health, nursing and medical fields.

CMC has been given a five star rating by the National Assessment and Accreditation Council, an autonomous institution of the University Grants Commission, for the quality of its education. In honour of its work in the health care sector the institution received the National Citizen's Award. CMC has been categorized as a super speciality teaching hospital of the highest quality and assigned the A1 grading by the Investment Information and Credit Rating Agency (ICRA) Ltd. CMC is NABH accredited and has been awarded 'Asia's Best Private Educationcal Institute in Medical Category' by KPMG and World Consulting & Research Corporation.

Throughout its history CMC has taken up each new task in response to Christ's command. In the words of our founder, Dr.lda Sophia Scudder," We thank God for the way in which He has led us in the past and we look forward to an even greater future. We need those who can take up the torch of life and carry on and make Vellore Medical College one of the outstanding medical institutions today and, shall I say, in the world. We need your love and prayers and help as never before." Today the vision of Aunt Ida, as she was popularly known, has come to fruition.

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Dr. Ida Sophia Scudder 1870-1960

Leprosy is curable

#### LIST OF ADMINISTRATIVE OFFICERS

Director : Dr. Sunil Chandy, MD, DM,

FCSI., FIC(Aus)

Associate Directors : Dr. Raju Titus Chacko, MD

: Dr. Thomas Kuriakose, D.O,

Dip NB, FRCS(Edn)

: Dr. Kenny S. David,

M.S.(Ortho), F.A.C.S

: Dr. D.J. Christopher, DTCD.,

Dip. NB, FRCP (Glasg),

FCCP(USA)

: Dr. K. Anil Kuruvilla, MD. DCH

: Dr. Dolly Daniel, MD

Principal : Dr. Alfred Job Daniel,

D.Ortho, DNB, M.S.Ortho

Medical Superintendent : Dr. C.E. Eapen, MD, DM (Gastro)

Treasurer : Mr. Robby Pria Sundersingh,

M.Com, ACA

General Superintendent: Mr.Ebinezer Sundarraj, MCA,

M.Phil

Dean, College : Dr. Selva Titus Chacko,

of Nursing M.Sc.N., Ph.D

Nursing

Superintendent : Dr. Premila Lee,

M.Sc.N., Ph.D

#### THE MAIN CAMPUS:

In accordance with the vision of the founder, CMC has, through the last many decades, through sheer hard work, prayer and dedication evolved into one of the pioneering institutions in specialized medical care rendering invaluable service to large number of patients from every state in India and neighbouring countries in the spirit of Jesus Christ.

CMC located on Ida Scudder Road, in the heart of Vellore town, is a large **2789** bed hospital with **144 specialized departments/units**. The various consultants and the days they conduct outpatient clinics are listed from page 75.

Being a referral hospital CMC is in a position to provide specialized medical care to patients requiring treatment in more than one area/ailment/disease. This is due to the unique availability of all the specialized departments/units under one roof and due to the existence of close understanding and harmony amongst these departments.

Moreover CMC has a system by which it gives exposure to all consultants by periodically sending them for various national/international conferences, symposiums and specialized training overseas to acquire the latest knowledge and skills in their respective areas so that they can provide high quality medical service to all patients coming to the institution.



#### **ISSCC FOR WOMEN & CHILDREN**

The Ida S.Scudder Centenary Center for Women and Children houses the departments of Obstetrics & Gynaecology, Reproductive Medicine, Child Health, Neonatology, Paediatric

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Surgery and Developmental Paediatrics. There are **424** beds for in-patient care in this facility.

#### PERIPHERAL FACILITIES

In addition to the main campus on Ida Scudder Road, there are a number of peripheral facilities which are also departments of CMC.

#### **OPHTHALMOLOGY DEPARTMENT**

The Ophthalmic Department of Christian Medical College is located in the Schell campus 2 km away from the main campus, on Arni Road, Vellore. Patients with eye problems should go directly to this department for registration, investigations and treatment. This department like other departments of CMC is a tertiary care unit and equipped with all modern devices.

This department has all subspeciality services like Microsurgery, Pediatric Ophthalmology, Cornea clinic and contact lens services, Orbit and Oculoplastic, Vitreo-retinal Surgery, Lasers, Glaucoma, Ocular inflammatory diseases and Neuro-ophthalmology services. The separate location helps deliver all the dedicated services in a less spread out area making the patient experience more enjoyable.

In order to reach the Ophthalmology Department, take town bus **Route No.2** from the main CMC bus stop or **Route No.1** from Bagayam, near CHAD Hospital and ask to be dropped off at Eye Hospital.

For further details please contact the Main Reception or write to the Head, Ophthalmology Department, Schell Campus, Arni Road, Vellore - 632 001, Tamil Nadu. Suggestion for improvement or complaints can also be made to the head of the department.

## MENTAL HEALTH CENTRE (MHC)

CMC's Department of Psychiatry, is situated on the Christian Medical College Campus at Bagayam, 7km south of the main campus. Patients with psychiatric problems may go directly to this department for registration,

**evaluation and treatment.** Both inpatient and outpatient services are available.

For further details please contact Head of the Department of Psychiatry, Mental Health Centre, Bagayam, Vellore-632 002. E-mail :psyrehab@cmcvellore.ac.in. Phone No.0416-2284259.

In order to reach the Mental Health Centre (MHC), take No.1 or 2 town bus from the bus stop near the CMC out-gate which goes to Bagayam. If travelling by personal or hired transport ask for directions to the Bagayam Police station. The Main gate to MHC is next to the Bagayam Police Station.

## NAMBIKKAI NILAYAM (Facility for children with Intellectual Disability)

A facility for the evaluation and training of children with Intellectual Disability and other neurodevelopmental conditions like Autism, Cerebral Palsy and Specific Learning Disabilities. Here it is essential that atleast one primary caregiver of the child should be present during the first consultation and subsequent care and training. The initial assessment is done with prior appointment only for which caregivers can contact the office as given below:

Child and Adolescent Psychiatry Unit Office Department of Psychiatry, Christian Medical College, Bagayam, Vellore - 632 002, Tamil Nadu.

The facility has a day care program for families who reside near the centre and an inpatient twenty-four bed facility for a 3 month intervention program, managed by a multidisciplinary team consisting of Psychiatrists, Psychologists, Occupational therapists, Special educators, Speech therapists and Psychiatric nurses.

#### REHABILITATION INSTITUTE

The Rehabilitation Institute is the inpatient facility of the Department of Physical Medicine and Rehabilitation and was dedicated in 1966 by the then Union Minister for Health Dr.Sushila Nayyar.

This department has recently been designated as a World Health Organization Collaborating Centre for Development of Rehabilitation Technology, Capacity Building and Disability Prevention. Comprehensive multidisciplinary care is provided for people with spinal cord injury, acquired brain injury, cerebral palsy and other conditions leading to cognitive and physical disabilities. The facility also has the movement analysis lab, urodynamics lab, diagnostic ultrasonography services, and spinal cord regeneration research laboratory.

For further details, visit this link: http://www.cmchvellore.edu/PatPMR/tabid/285/Default.aspx

In order to reach the Rehabilitation Institute, take No.1 or 2 town bus from the bus stop near the CMC outgate which goes to Bagayam.

#### COMMUNITY HEALTH AND DEVELOPMENT (CHAD)

This comprehensive health and development programme under the Community Health Department of CMC, Vellore covers approximately 200,000 in the rural, urban and tribal community areas of Vellore Districts. This programme covers the Kaniyambadi block, urban slums of Vellore and the Jawadhi Hills area. The programme is carried out through the joint efforts of medical and nursing staff, social workers and volunteers. Health activities are done in close collaboration with the existing government services. The 135 bed CHAD hospital serves not only as a base hospital for the peripheral programme but also as a secondary health center.

For further details write to the Head, Community Health Department, CMC, Bagayam 632002, Vellore District, Tamil Nadu.

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### RURAL UNIT FOR HEALTH AND SOCIAL AFFAIRS (RUHSA)

Twenty five kms north west of Vellore in K.V.Kuppam Block is the **Rural Unit for Health and Social Affairs** (RUHSA). It is an outreach health care programme of Christian Medical College started in 1946 as Kavanur Rural Health Center responding to the felt need for providing health care services to a most backward rural development block in Vellore district – K.V.Kuppam. In 1977 primary health care concept and socioeconomic development of the community was introduced to overall health care services.

Secondary and Primary Level Health Care: RUHSA Department provides both secondary and primary level health care services to a population of 120,000 in K.V Kuppam block and also to the residents of other neighboring blocks through its 70-bed Community Health Center and 23 Peripheral Service Centers. Outpatient services include general clinic and specialty clinics for antenatal, well baby, diabetes, TB, HIV, ENT, ophthal, psychiatry, Orthopedics, Dental Care, cancer care, HIV and AIDS counseling, nutrition counselling, occupational therapy services.

## **Community Development Programs:**



RUHSA directs several programs to advance the health, education and socio economic status of the community like:-

- Microfinance/ Microcredit schemes for Self help women groups.
- Youth Clubs
- Farmers clubs
- · Elderly day care centers
- · Play center for rural children

Training: RUHSA focuses on training health care personnel with special emphasis on training middle level health workers to improve health services in the country. Annually about 2000 students are trained in primary health care and health



management through short courses (1-12 weeks).

**Research**: Significant contributions are made in generating and advancing knowledge through population based research with support from international and national Research Organizations in the area of nutrition in adults and children, HIV Disease, Cervical Cancer screening in women, under-5 morbidity and mortality.

## For further details please contact:

#### The Head

RUHSA Department Christian Medical College RUHSA Campus P.O 632 209 Vellore District, Tamil Nadu, India

**Phone**: 04171 - 246251, 9367985804

**Fax** : 04171 - 246255

E-Mail : ruhsa@cmcvellore.ac.in

## HOW TO REACH VELLORE AND CMC (Main Campus)

CMC is located at Vellore, the district head-quarters of Vellore District, Tamil Nadu. The main campus is situated on the Ida Scudder Road about **2 km from the main busstand.** Those coming to Vellore by broad gauge train should get off at Katpadi Junction. The main campus is about **6 km** from Katpadi Junction. Town buses (No.1 & 2) operate regular day and night service from

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Katpadi railway station via CMC to Bagayam. Taxis and auto-rickshaws are always available at Katpadi railway station and will charge approximately Rs.250/- for taxis and Rs.100/- for auto-rickshaws to bring you to the main campus. For any help contact the "CMC Help Desk" (phone No.9367985250) on platform No.1 at the station.

Patients travelling to Vellore by meter gauge train (Villupuram - Tirupathi line) should get off at Vellore cantonment station which is 2 k.m. from the main campus.

Auto-rickshaws and cycle-rickshaws are available at approximately **Rs.50/- and Rs.30/-** respectively to take you to the main campus.

Patients who arrive at Chennai and wish to come by bus to Vellore should take bus no.102 from the new bus stand in Koyambedu. This service is available every 15 to 20 minutes and is about 3 hours journey, a distance of 140 k.m.

For those coming by air, the options available are either to come into Chennai city from the airport (by bus, taxi or suburban train) and find a suitable connecting train from Chennai Central to Katpadi or a bus from Koyembedu or take a taxi right from the airport to CMC, main campus at an approximate cost of **Rs.2000/-**

## OUT PATIENTS SERVICES OUTPATIENT BUILDING (O.P. Block)



The Outpatient block is a four storeyed building situated on your right as you enter the main gate.

Most of the out patient clinics functions in this building.

The outpatient department is a very busy area catering to more than **7,500 patients** per day. Reception staff at the OPD and Centenary building will assist patients with information and accompany them, if need be, and provide any sort of procedural assistance patients may require. Contact G-12 (OPD Reception) for assistance.

Every floor has a Floor Manager. You can contact them if you need any help or if you have any suggestions or encounter problems during your treatment at the hospital. Following are the phone numbers:

OPD Building -	1st Floor	 9367985228
	2nd Floor	 9367985229
	3rd Floor	 9367985486
	Ground Floor	 9367985302
	Basement	 9367985227

ISSCC Building -- 9367985230

Patient Care Facilitators are available on each floor for assistance.

OPD	Building	Basement	 9367985636
		1st Floor	 9367985637
		2nd Floor	 9367985638
		3rd Floor	 9367985639
1000	O D 11.11		0007005040

ISSCC Building -- 9367985640

#### REGISTRATION PROCEDURES

All Patients coming for the first time to the hospital must:

a) Fill in the registratrion forms kept at the ISSCC and the Main Reception. Please fill all details accurately as they are permanent records which you may require later for reimbursement or further correspondence.

If you know the area Pin Code, please enter it correctly on the registration form. Don't fill the registration form for revisits.

- b) After filling the form, proceed to ISSCC building adjacent to OPD building for triaging (counter No.401).
- c) After triaging proceed to the cash counters (MCTT) and submit the filled in registration forms with registration fees of Rs.150/- for General patients and Rs.650/- for private patients. The counters No.3 to 10 will make new appointments both General & Private upto 11.00 a.m. After 11.00 a.m these counters will function as all functions counters. Counter No.1 & 2 for CHRIS Card, new appointment for O.G and Eye Hospital patients and 11-14 counters in the ground floor of the ISSCC Building for repeat registration.
- d) Proceed to the appropriate clinic with the payment receipt. This receipt will have your name, hospital number, date, reporting time and location of the clinic.

Kindly check Name, Hosp.No. & Date of appointment.

e) Submit the payment receipt to the Medical Record Officer at the clinic you are visiting. It is important that the Hospital Number Card be kept safely.

Please visit the OP at the specified time on your registration slip.

No extra charges is levied for appointments. Do not pay money to middlemen to get appointments. If you are a New or Repeat patients (with Hosp.No.) and you don't get early appointment, Please contact 492 counter in ISSCC ground floor for assistance. However it is advisable to book your appointment through online. Website: www.cmch-vellore.edu or www.cmcvellore.ac.in or home.cmcvellore.ac.in.

#### **REGISTRATION TIMINGS:**

Monday-Friday 6.30 am - 11.00 am (Morning OP)

6.30 am - 3.00 pm (Afternoon OP)

Saturday 6.30 am - 11.00 am

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### A. Out Patient Block:

#### CASH COUNTERS FOR APPOINTMENTS AND INVESTIGATIONS

	Time	Counter	Function
	30 am to 4.30 pm 00am to 4.30 pm		CHRIS Card transactions only All functions
7.3	30 am to 4.30 pm	6	For staff & staff dependants only
8.0	00 am to 4.30 pm	5	Staff relative payment counter

#### B. ISSCC Block:

Time	Counter	Function
8.00 am to 4.30 pm	1 2	CHRIS Card CHRIS Card & Advance booking appointment for Eye hospital
6.00 am to 8.30 p m	All counters	CHRIS Card loading
6.00 am to 8.30 pm	3 - 10	New registration (Pvt &general) till 11.00 am, all function after 11.00 am
6 am to 12 midnight	15	Paediatric casualty
6.30 am to 8.30 pm	11-14	Repeat Registration

## Sundays & Other Holidays

Time	Counter	Function
8 am - 4.30 pm 9 am - 5.30 pm 12 Noon - 8 pm 4.30 pm - 12.30am	13,14 12 10,11 15	All Functions

**ACCESS** Room No.490 (Access to Corporate, Cashless Entry and Services) This facility is made available to all our corporate credit paying and Insurance patients availing cashless services.

Time: Mon - Sat 8.00 am to 8.00 pm

**450 Well Baby Clinic** - 8.00 am - 4.30 pm (Mon - Fri) 8.00 - 12 noon (Sat)

## C. Credit Card Facilities:

Main OPD ISSCC building PCF
Counters 7-10, counters 3-14 counter 1 & Casualty
10a & 10b

#### O.P. RATES

O.P. RATES	GENERAL	PRIVATE	CASUALTY
New Registration	150.00	650.00	230.00
Repeat registration	80.00	220.00	230.00
Repeat Private Consultation	n		
(once in 3 months)		550.00	

Referral Consultation on the same day to a different department for a private consultation is Rs. 550.00 Registration charges for consultant in the same unit is also Rs.550.00

#### CASH COUNTERS

## LOCATION WORKING HOURS

## C. R.T. BLOCK (First Floor)

PRIVATE CONSULTATION FACILITY(PCF) (Regular and Private rate Patients)

Monday to Saturday : 8.00 a.m. to 4.30 p.m.

#### D. MAIN BUILDING

(a) **NEAR MAIN PHARMACY** (only for drugs) All days 24 hrs.

## (b) CASUALTY COUNTER (No.3 & 3A)

All days 24 hrs.

## (c) PHYSICAL MEDICINE AND REHABILITATION COUNTER

Monday to Friday : 8.00 a.m. to 4.30 p.m.

Saturday : 8.00 a.m. to 11.45 noon

(d) **AK LAB COUNTERS** : 8.00 a.m to 4.30 p.m

(e) **B-WARD COUNTER**: 10.00 a.m. to 6.30 p.m.

In the OPD Building each floor has two payment counters. Timings 8.30 am to 5.30 pm & 10 am to 6.30 pm.

All patients referred by companies should first go to the ACCESS Counter (490) in ISSCC ground floor to get their papers processed.

#### REVISITS

General patients must pay Rs.80/- for re-visit towards repeat registration charges and private patients must pay Rs.220/- for revisit. Private Patients who have paid the consultation fees of Rs.650/- need to pay Rs.550/- only as consultation repeat - cum registration fees for re-visit after three months. Kindly produce your Hosp.No., don't fill the registration form again.

#### PROCEDURE FOR PAYMENT OF BILLS

Cash can be paid at cash counters only. Demand drafts are accepted at all cash counters.

Payments can be made through credit cards in the PCF Counter (No.1), in ISSCC (3 to 14) in OP block (7 to 10, 10a & 10b) Casualty counter, A Block Counter and 'B' Ward Counter.

Very poor patients who cannot afford to pay the registration fees of Rs.120/- or revisit fees of Rs.65/- are requested to approach the OPD Reception (G12) for free registration.

To avoid over-crowding in the clinics only one relative will be permitted to accompany a patient.

### Entry and Exit points:

**Gate 1**: Entry for patients who have Doctor's appointments on the same day.

Gate 2 : Only exit.

**Gate 3**: Entry for patients who have blood investigations and ECG.

**Gate 4**: Entry for patients who have to go for x-rays and to P.C.F.

and to P.C.F.

We need your co-operation in this regard.

#### **GENERAL PATIENT / PRIVATE PATIENT**

If you choose to be a General Patient, you will be seen by one of the doctors in the appropriate clinic. But if there are concerns a second opinion is always asked for from a consultant at no extra cost.

If you are a Private Patient, you will meet the consultant in the appropriate outpatient clinic or by prior appointment at other times. All fees and charges collected go to the institutional funds and no doctor working in CMC has any private practice.

When you (as a general patient or private patient) are referred to another department for opinion or treatment, the option is available to you to be seen as a general patient or as a private patient.

#### **ALPHA CLINIC**

- (1) Any private patient who wants to be seen quickly can opt for this facility.
- (2) You can request your consultant that you be seen in ALPHA Clinic.Call the ALPHA Clinic reception and request for an appointment to be seen by a particular consultant. (Ph.No. 0416- 2282299).

- (3) Your consultant will see you in ALPHA Clinic only outside of his / her regular OP days.
- (4) You may request for a particular consultant to see you. However, if he/ she is busy, he/ she has a right to decline. The Patient Service Manager can help you find a suitable doctor for consultation in his/ her absence.
- (5) If your consultant is happy to see you in ALPHA Clinic on a non OP day, you can be seen in ALPHA Clinic by paying the difference in consultation fees.
- (6) Consultation fee for first visit is Rs.1,320/- (including medical report).
- (7) Consultation fee for a repeat visit within 3 months is Rs.275/- per visit.
- (8) Consultation fee for a repeat visit after 3 months is Rs.1,100/-.
- (9) We encourage use of CHRIS card/ credit / debit cards as ALPHA Clinic is run on a cashless format.
- (10) You can do a Master Health check up in ALPHA Clinic. The charges for such a check up is available with the Patient Service Manager in ALPHA Clinic.
- (11) Advance booking is not allowed in ALPHA Clinic. Appointments are done one day in advance.
- (12) Same day booking can be done through the Patient Service Manager if a consulting slot and the consultant is available.
- (13) If the consultant does not see you, your cash will be refunded as per CMC policy.

- (14) Your appointment slot will be open for 3 hours pending payment. If payment has not been made within 3 hours, the appointment slot will be cancelled automatically.
- (15) For problem / query you can contact the Patient Service Manager in ALPHA Clinic, Ph: 0416 -2282299.

#### **EMERGENCIES**

## (A) Accident & Emergency Medicine

The Accident & Emergency Department is open 24 hours for acutely ill patients who arrive at CMC after regular clinic hours needing immediate care. The triage nurse will assess the patient and issue permission slip for registration. ALL PATIENTS MUST REGISTER AT THE CASUALTY COUNTER PAYING Rs.230/-.

Counters are available to pay for emergency investigations and drugs at the Emergency Department.

## (B) Paediatric Casualty

The Paediatric Casualty department in the ISSCC is open 24 hours and treats children who are brought after regular clinic hours and requiring immediate care. THEY SHOULD REGISTER AT THE CASUALTY COUNTER OR COUNTER NO.15 in ISSCC Building paying Rs.230/- after getting permission slip from Paediatric Casualty.

Counter No.15 in ISSCC is open for registration upto 12.00 midnight. Thereafter registration can be made at the counter No.3 next to the Accident & Emergency Department.

## (C) CHEST PAIN UNIT

Patients with chest pain should go directly to this Unit, situated at the entrance of the main campus.

#### ADVANCE BOOKING

## Advance Outpatient appointment & CHRIS card

Before your visit to CMC it is advisable to have an appointment made in advance. Advance appointments can be made online. Advance Appointments cannot be made without payment.

Online appointments: New and Repeat appointments can be made through the online facility. To make an online appointment, visit our website <a href="https://www.cmcvellore.ac.in">home.cmcvellore.ac.in</a> or <a href="https://www.cmcvellore.ac.in">www.cmcvellore.ac.in</a> and go to 'patient services' and click 'appointments'.

If you have any queries, please go through the FAQs (Frequently Asked Questions) on the website or please mail to appointments@cmcvellore.ac.in.

- Online appointments can be made with payment through valid Credit/Debit card and also through CHRIS card of CMC Hospital which has sufficient cash balance.
- -- Only one time date change (postpone) is allowed online.
- Appointments booked online cannot be refunded or cancelled.
- -- Once you make an appointment through online please take the printout of the appointment.
- -- With the print out go directly to the Medical Records Officer of the concerned Out Patient department. You need not go to the Payment counters.

#### CHRIS card

CHRIS card is an in-house debit card cum patient identity card issued by CMC Hospital, which you can use to pay for appointments, investigations, procedures, pharmacy and to pay in-patient bills of CMC, Vellore.

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#### CHRIS Card Facilitates:

- -- Easy and quick transaction.
- -- Need not carry large sum of money in hand all the time.
- -- Cash is more secure with CMC than in a lodge in the city.
- -- Quick, easy and simple refund of remaining money.
- -- Can avoid long queue.
- -- Not necessary to maintain minimum and maximum balance.
- -- No surcharge collected like other Debit/Credit cards.
- -- Can avoid long queue.
- You may use the card to book advance appointment from your home through our website home.cmcvellore.ac.in or www.cmcvellore.ac.in provided you have sufficient cash balance in your card.
- -- You can recharge your CHRIS Card at any one of the cash counters.
- -- The balance amount in the card can be refunded at any time with your original receipt, ID Proof and CHRIS Card at Billing Section (Room No.105) or at KIOSKS placed on the Ground floor of ISSCC Building, next to ACCESS (Room No.490).
- -- Fresh card will be issued in replacement of lost/ damaged card for fee of Rs.150/- after verification. Only if there is a balance of more than Rs.150/-, a fresh card will be issued at CARE, else it will be issued at any of the cash counters at ISSCC Building.

For enquiry contact "CHRIS Card Centre" located in ISSCC building G 31.

**REFUNDS** for appointment -- Following policy is not applicable to web (New) appointments.

- 1. No refund for General new and repeat registrations.
- 2. No refund for Private repeat registration.
- 3. No refund after date change.
- Refund for private new registration (Rs.650/-) and three month renewal (Rs.550/-) is refundable one day before the date of appointment after deducting registration fee of Rs.220/-.
- 5. Date change is possible only before the date of appointment.
- You can contact the OPD Supervisors at Counter No.G31/G32, ISSCC ground floor for assistance for refunds.

Unit changes are done through the Medical Superintendent's Office.

## **Refund Timings:**

24 hours at room No.105, first floor of Main building.

#### **ESTIMATION OF COST**

If you would like to know the approximate cost of your treatment write directly to the Head of the concerned department or unit. It is advisable to estimate your total cost before coming here. The expenses will possibly include charges for such items as registration, revisits, tests, investigations, medicine, diet, theatre, anaesthesia, blood, oxygen, bed and nursing, radiation therapy, physiotherapy and occupational therapy, whenever these are advised by the doctor.

Expensive Food is not necessarily the most nutritious

Your total cost will depend on the choices you make, whether you wish to be seen as a general patient or a private patient; whether you choose a private, semi-private or general bed as an in-patient.

Patients who require open-heart surgery. kidney transplant, dialysis and other highly specialized procedures, should obtain an estimated cost of such procedures from their doctors before arriving at Vellore. Such patients should generate funds from their own contacts. However, some economically backward patients have been able to collect money from sources like Prime Minister's relief fund. Chief Minister's relief fund, various charity organizations and appeals in news-papers for expensive treatment.

Another important factor that will affect the total cost is the length of admission which is determined by your illness and the subsequent treatment. Though doctors will give you information as to the approximate duration of hospitalization, it is sometimes difficult to give an accurate estimation as it will, depend primarily on your condition, the number of investigations and consultations required before treatment and how well you respond to the treatment given.

Apart from the above, there will be other costs incurred such as boarding and lodging. It is wise to budget for all the above and to provide for sufficient reserve. It is important to keep in mind that specialized treatment is expensive and takes time.

#### **REFERRALS**

If you are referred to another department for opinion/treatment, the option is available to you to be seen either as a General or Private patient. If you choose to be a General patient and the clinic you are referred

to is on the same day, contact the MRO of that clinic for an appointment.

However, if the clinic you are referred to is on another day, you have to pay Rs.80/- for a General patient at payment counters showing the referral slip. If you do not show the referral slip your chart will be sent to your previous clinic.

To see a consultant get an appointment by making a payment of Rs.550/- at the cash counter in the ISSCC, ground floor.

#### SAFETY OF YOUR REGISTRATION CARD

The registration card issued to you is an important document. Please retain it carefully. To obtain a duplicate registration number card contact G-31/G-32 (Supervisor counter) in the ground floor of ISSCC building. **Do not register for a new card** as this is expensive and time consuming for you and us.

#### **OUT-PATIENT CLINICS**

On reaching the appropriate out-patient clinic, submit the appointment slip to the MRO, please be seated in the waiting hall. When your medical chart reaches the clinic, the MRO in the hall will call your name. On producing the payment slip which you had obtained during registration, the MRO will send your chart to one of the doctors. If you have registered as a Private patient, your chart will go to a consultant or his/her approved assistant. Your name will be called out when your turn comes and you will be seen by the doctor. Report to MRO according to your reporting time.

When you meet with your doctor feel free to discuss all your health problems with him/her, giving all relevant information about your sickness and follow the advice given.

If the doctor decides to have some clinical tests done, such as examination of blood, urine, stool etc., you will be issued the required forms. The steps to be followed are described below under the heading "Tests and Investigations".

If the doctor decides to put you on treatment, you will be given prescription slips for purchase of medicine/injections. and / or treatment procedures. Steps to be followed are given below.

If the doctor decides to admit you as an inpatient, he/she will give you an admission order. The steps to be followed then are given below.

If the doctor decides on any other course of action, he/she will explain the details to you.

#### PAYMENT FOR TESTS & INVESTIGATIONS

After obtaining the lab requisition master slip from the doctor, proceed for the payment and then for the appropriate tests/ investigations.

Investigation payments can be made at all payment counters (except pharmacy counters) in the ground floor of the OPD building and ISSCC from 6.30 am to 8.30 pm. You can pay for the next days investigations in the evening itself. In the OPD block, each floor has a payment counter.

## Company patients

Patients paying Regular and Private rates and credit patients can make payments for investigations at Access on the ground floor of ISSCC building (490). When Access is closed payment can be made at the counters on the ground floor of the ISSCC building. Blood test can be done at the laboratory in PCF(101).

## BLOOD (Location: G-20)

Counter No.G20 which is located in the Ground floor of OPD is open from 6.00 a.m. to 8.00 p.m. on Monday to Friday and on Saturdays from 6.00 a.m. to 6.00 p.m.

### URINE/STOOL/SPUTUM (Location G-21)

Counter No.G21 is open from 7.00 a.m. to 8.00 p.m.. from Monday to Friday. On Saturdays from 7.00 a.m to 6.00 p.m. Kindly read and follow the specific instruction before giving urine and sputum samples.

## 24 HOUR URINE and other routine Biochemistry samples (Location: G-21A)

Collect bottles from No.G21A in the ground floor of the O.P. building. After collecting the specimen return it to the same place.

Timings : 8.00 a.m. - 4.00 p.m. Saturday : 8.00 a.m. - 12.00 noon

## X-RAYS (Location: G-11)

After payment, X-rays are taken in the same  $\ensuremath{\mathsf{OPD}}$  ground floor (G-11).

## CT SCAN, MRI (Location:Radiology Dept, Main Building)

After payment get appointment at G-11A in the OPD building and report at instructed time.

## ECG (Location: G-51)

 After payment you will get an appointment for the procedure to be done. Report as instructed on time.
 For Treadmill and Echocardiograms contact the Cardiology Office on the ground floor of the Main building.

#### E.E.G., E.M.G.

## (Location: New lab near N2 ward main building):

- After payment you will get an appointment for the procedure to be done. Report as per appointment.

## Gastroenterology tests (location : Second floor of OT building)

After payment, proceed to Endoscopy room on the second floor of the Occupational Therapy Department to fix up an appointment for the prescribed tests.

## Nuclear Medicine: PET-CT Scan (Location: Adjacent to PCF, OP Block)

- After payment proceed to Nuclear Medicine Department on the first floor, opp. B ward, in the main building and report to PCF where the test is to be done.

## Pulmonary Function: (Location: ISSCC Seventh floor lift no.2)

- a. Pulmonary Function Studies (Spirometry, Lung volumes, Diffusing capacity, Bronchoprovocation, Allergen skin testing, sputum induction, Rhinomanometry, 6. min walk test.)
- b. Special procedures:- Fibreoptic Bronchoscopy, Pleural Biopsy, Polysomnography and other studies.
- Make payment at payment counter
- Fix appointment at Pulmonary Function Lab
- Report to the area where the test is to be done (as per instruction provided).

For conducting certain tests like cardiac catheterization angiocardiography, bronchoscopy, arthogram etc., and for collecting samples for certain biopsy tests, the patient has to be admitted. The concerned doctor will give admission slips in such cases.

#### **MEDICINES AND INJECTIONS**

If the doctor thinks that you need certain medicines, he will give you signed prescription forms. Take them to the Pharmacy payment counters for pricing and payment. These counters function from 8.00 am to 7.30 pm. The OPD Pharmacy dispensing counter will issue medicines only for the out patients. Prescriptions of inpatients will not be processed at this counter.

If you need an injection take the procedure form given to you by your doctor and proceed to the 24 hour injection room, which is next to the post office, after payment.

If you are claiming reimbursement, remember to have your receipt endorsed by the pharmacist.

It is safe to buy medicines from the hospital pharmacy to ensure quality and authenticity, correct dosage and strength of the drug. The Pharmacist will explain how to take the medication.

## IMMUNIZATION FOR CHILDREN (Location: ISSCC No.450)

Children may be taken to the Immunization and Well Baby Clinic in the ISSCC straight away for immunization.

After weight and temperature recording, the doctor will examine the child and give a prescription for immunizing your child. There is no need for OP registration for this.

## MINOR SURGERY DRESSINGS (location : OP building G-43)

If you require minor surgical procedure or dressings, you will be given a prescription for the same, specifying the charges for the treatment. Pay the amount at the payment counter after which proceed to the O.P.Surgery dressing room (G-43) in the ground floor of the OP building.

#### OTHER TREATMENT

For all other treatment you will be given referral slips which should be taken to the concerned doctors/ units. You will be registered and given instructions to follow.

#### DAY CARE FACILITY

For the convenience of out-patients while they undergo specific time-consuming investigation/procedures, a day care facility has been established at A Block / O4 East, where patients can avail a bed and hospital diet, on payment. This facility will be available only during the period of the actual investigation/procedure done during the day i.e. between 7.00 a.m. to 7.00 a.m the following day. Patients can make a request to the doctor who will make necessary arrangements.

The charge for the day-care facility is Rs.3,750/- for A Block and Rs.1,550/- for O Block. These charges and the fee for the investigation/procedure should be paid and reservation made before 3.00 p.m. the previous day. The medical chart of the patient will be sent to the ward automatically.

#### **BIRTH CERTIFICATE**

(Location: M.S.Office 3 main building)

To obtain birth certificate, death certificate, recent corrections, Insurance contact the Medical Superintendent's office (No.3) in the main building ground floor. A form has to be filled in and a fee of Rs.100/- for Birth Certificate has to be paid at the payment counter in the Main building. The birth certificate can be collected in person or by post by paying Rs.150/-.

#### MEDICAL REPORTS

To get a medical report, please request the doctor at the time of your final visit. He will give you a voucher for payment and make necessary arrangements for the medical report or guide you to the person who may be responsible to arrange this. After making the necessary Unnecessary injections will not cure you

payment, the receipt may be submitted to the secretary in the concerned department along with a self-addressed stamped envelope. The medical report will be posted to you later. If the report is ready before you leave you may be able to take it with you. Please write your hospital number and department when you correspond, in case you have not received your medical report.

#### **IN-PATIENT SERVICES**

#### **ADMISSIONS**

All admissions are made only on the advice of the doctors. If the doctor feels you require admission he/she will give you an admission slip which indicates the amount you will have to pay in advance. The admission procedure varies slightly depending upon whether the patient seeks admission in general ward or private ward.

All clinical departments have wards attached to them. All these wards have few semi-private rooms. At the time of admission patient must indicate their preference for general, private or semi-private room.

#### GENERAL WARD ADMISSIONS

i) After making the necessary payment you will have to take the admission slip to the ward and show it to the ward sister who will confirm your admission.

#### PRIVATE WARD ADMISSIONS

- i) The private wards are A Block, 'O' block.
- ii) Take your admission slip to the CBMO, No.619 on the ground floor of the main building where your admission will be confirmed after payment.

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- iii) At this office you will be allotted your bed as and when your turn comes. This is because there is a demand for private rooms and a waiting period of a few days or even weeks may become necessary. You are expected to keep checking with this office periodically.
- iv) When your turn comes, your admission order slip will be endorsed. You should take this slip to the concerned ward where the necessary files will be prepared and you will be admitted.

#### **MATERNITY PATIENT ADMISSIONS**

- i) Maternity patients in labour can go straight to the labour room in the ISSCC.
- ii) They need not wait to complete admission formalities.

## AT THE TIME OF ADMISSION PATIENTS MUST KEEP IN MIND THAT:

- 1. All admissions are made only on the advice of the doctors and not at the request of patients.
- 2. Routine admissions are made between 8.00 a.m. and 4.00 p.m.
- 3. Emergency admissions are made at all times.
- 4. General, semi-private and private beds/rooms are available at varying costs. For details of room/bed charges refer to page 39. It is important to note that the charge is only for the room/bed and does not include other costs which will depend on the type of bed facility available i.e. private, semi-private or general.
- 5. If you are claiming reimbursement of your bills, please contact CARE Section (106) at the time of admission.

#### **NURSING SERVICES**

When you are at C.M.C. as an in-patient, your requirements will be looked after by the nursing services. They will carry out the treatment planned by your doctors,make arrangements for your tests/investigations and give constant feed back to your doctor about your progress. They will look after your convenience and comfort as a patient. You are free to contact your ward sister and seek her advice/ assistance in all matters concerning your inpatient needs.

#### **DHOBIES AND BARBERS**

Authorised dhobies and barbers can be engaged for their services on payment. The ward sister will provide you information on this.

#### **ATTENDANTS**

It is compulsory to bring one lady attendant to stay in the ward with the patient. In private rooms a camp cot is available for the attendant.

If a private patient does not bring a lady attendant but is in need of one he should approach the ward sister through whom an ayah can be arranged at a nominal cost. Male attendants are permitted only during visiting hours and meal times. Patients should obtain passes(2) from the ward sister for attendants and relatives bringing food. It should be returned to the sister-incharge on discharge. Only a lady attendant is allowed to stay with the patient during the night.

#### SUPPORT SERVICES FOR INPATIENTS

#### DIET

CMC has a Department of Dietetics which serves vegetarian, non-vegetarian, western and modified diet

appropriate for health condition of patients at the bedside of patients at meal times. Food for the attendant of the patient also can be had from the dietary. Nutritious food is prepared and served under strict standards of hygiene using modern equipment and fully competent staff.

It is not advisable to give the patient food purchased from outside since the method of preparation and the environment in which it is prepared, may not be clean and hygienic.

However, cooking in the wards is strictly prohibited.

### Meal Timings

Con motionto in condo

For patients in wa	ıras		
Breakfast	- 7.00	to	7.30 a.m.
Lunch	- 12.30	to	1.00 p.m.
Tea/refreshments	- 3.00	to	4.00 p.m.
Dinner	- 6.30	to	7.30 p.m.

Diet	General Ward	Private Ward
Veg & Non-Veg	160.00	230.00

#### SPIRITUAL & PASTORAL CARE:

Spiritual and pastoral care are offered to all patients and their families by the Chaplaincy Department. It is located in the ground floor of the main building near the Chapel. The telephone number is 2016. For further information on Chaplaincy, see page 64.

#### PROCURING MEDICINE FOR PATIENTS

#### **General Ward Patients:**

- 1) The medicines your doctor prescribes will be written on a prescription which will be given to you.
- 2) You should take the prescription to the appropriate pharmacy counter (location and timings of the pharmacy counters are listed on pages **69-72** for payment.)
- 3) After payment collect your medicines from the pharmacy.

#### Private Ward Patients:

All medicines will be automatically procured by the nurses and the cost added to the hospital bill.

#### INFORMATION REGARDING PATIENT'S PROGRESS

The patient and relatives should feel free to contact their doctor for information concerning the patient's progress.

#### **VISITING HOURS**

Week days - 4.30 p.m. to 6.00 p.m.

Week ends - Saturdays 3.30 p.m. to 6.00 p.m. Sundays 10.00 a.m. to 11.30 a.m. 3.30 p.m. to 6.30 p.m.

#### Rs. P General Ward 680.00 Semi-Private room in General Ward 800.00 4-bed with attached bath 850.00 3-bed with attached bath 1000.00 2-bed with attached bath 1300.00 Double Room with AC (G7 South) 2600.00 Single Bed Room (Non A.C) 1800.00 Single Room M/O Block 2500 00 Single Bed Room (A.C) 3500.00 Single Bed Corner Room 4150.00 Deluxe Bed Room 5500.00 Private Double Room (A/C) 3500.00 Private Single Room (A/C) 5500.00 Private Delux Room (A/C) 10000.00 CCU 5000.00 Intensive Care Unit - K.N.Ward Bed 5000.00 Intensive Care Unit - N Ward 5000.00

IN-PATIENT BED RATES PER DAY w.e.f 4/1/2016

These rates are revised periodically. Rates applicable at the time of admission.

Intensive Care Unit - Medical

Keeping the body in the mortuary C

Surgical I.C.U.

charges/Day

Preservation of body

36

5000.00

5000.00

Ρ

5600

4350

R

5600

3480

5600

2175

#### CHARGES AND SETTLEMENT OF BILLS

At the time of admission patients usually pay an advance. After admission weekly bills are presented to all in-patients on every Monday evening. If you do not receive a weekly bill contact the ward sister or ward clerk. These bills should be settled on a weekly basis within 48 hours. A final bill will be presented on the day of discharge which should be paid before the patient vacates the room/bed. The final bill includes special procedures, major interventions etc. You can settle bills through cash, demand drafts (D.D) or credit / debit / CHRIS cards.

If you are claiming reimbursement, proceed to Credit Authorisation and Reimbursement (CARE) Section on the first floor of the main building room No.105 A in the Billing section.

- 1. Please check and verify the details and the total amount to be paid.
- 2. Please ensure that the receipt shows the correct amount paid.
- 3. If possible, please tender exact amount to be paid.
- 4. For further clarification regarding your in-patient bills, please contact the sister-in-charge of your ward who will be able to help you.
- ORIGINAL CASH RECEIPT IS AN IMPORTANT DOCUMENT. KEEP IT SAFE. Handover the originals to CARE section only. For all the others give photocopies.
- All D.Ds, cheques should be drawn in favour of "CMC Vellore Association" and all correspondence regarding billing should only be addressed to the "Treasurer, CMC, Ida Scudder Road, Vellore Dist - 632004, Tamilnadu".

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### CREDIT BILLING AND REIMBURSEMENT

#### I. CREDIT AUTHORISATION

1.ACCESS (Access for Corporates Cashless Entry and Service) Room No.490 has been started exclusively for credit billed (i.e., company referred, insured and deposit) patients. Phone: 0416 2283604. If you are a credit billed patient, the first person you would encounter is the friendly receptionist in the ACCESS. The ACCESS staff will decide on the credit eligibility and credit extension of the patient based on the refferal letter from the company or appoval letter from the Insurance Companies/ Third Party Administrators (TPAs). This credit eligibility / extension is enabled on the system after which the MCTT staff would print out the needed slips to meet the doctor. If you are an insured patient, the staff at ACCESS gets the Pre Authorization form (PAF) filled by the doctor. This is then sent to the Insurance Company / Third Party Administrator (TPA) for Pre Approval. Replies of PAF will be monitored by ACCESS from 8.00 a.m to 8.00 p.m. Between 8.00 p.m and 8.00 a.m. replies will be received by CARE section (Room No.106). For those who want to make advance deposits, they can do so at CARE through Demand Drafts favouring "CMC Vellore Association", payable at SBI Vellore Town, (Bank Code 1618) or at the cash counter by credit / debit cards or by Electronic funds Transfer (EFT) to our bank account. For details on our bank account numbers and bank codes please refer section on Banking Services.

- Before you start to CMC, Vellore, please enquire with your organisation, whether it has credit facility for your treatment at CMC. We have credit facility, only for companies listed with us, who have agreed to our terms and conditions, and those companies who settle our bills promptly.
- 3. If they have, kindly get a letter of credit (LOC) from the CEO of your organisation that they are referring you to CMC for treatment and that they undertake to pay all the bills in full promptly.

- 4. Once you are a credit billed patient you need not pay any amount in the cash counters, for any tests etc., except non admissable items. Patients/Attendants has to sign on the indoor bill if needed as per the companies instruction.
- 5. It is the responsibility of the CARE section to despatch the bills and get them settled.
- Patients who require major neurological procedures, cardiothoracic surgery, bone-marrow or kidney transplantation may need to pay the estimated amount as advance.
- 7. Payment of bills by companies will be carefully monitored. Credit facility will be discontinued for those companies that are irregular in payment.
- 8. CARE Section functions 24 hours. So you can get assistance for credit patients from CARE, during non office hours and from ACCESS during office hours.
- 9. When a credit billed patient is referred as an outpatient to Opthalmology Department/Mental Health Centre/Rehabilitation Institute /Nambikkai Nilayam he/ she should come to ACCESS for an authorisation letter. Proceed to the referred centre with authorization letter from ACCESS.
- 10. Self-deposit patients: Self-paying patients can also make deposit as drafts / cheques for outpatient treatment, and they can avail credit facility against their deposit. This deposit will be their own money. Deposit from organisation, drafts / cheques from organisations must have covering letter. All drafts/ cheques should favour "CMC Vellore Association" payable at SBI Vellore Town, Code:1618.
- 11. Patients who pay advance to us, are requested to advise the ACCESS / CARE section regarding the bills / further treatment or refund, if any, after discharge / treatment is over.

#### **II. REIMBURSEMENT CERTIFICATE**

Phone 0416 2286124

- 1. Registration for Reimbursement Certificate (hereafter referred to as RC) can be done only after completing the treatment for out-patients and discharge from the ward for inpatients. CMC has its own RCs for out-patients (Form A) and inpatients (Form B).
- 2. All payments have to be completed before registering for R.C. Please note that if you have received any concession in your bills, you can register for R.C, after paying the reduction amount.
- 3. The registration fee for RC for out-patient and in-patient treatment will be Rs.340/- and Rs.450/- respectively. Combined RC will be issued on payment of Rs.650/-. For each bill belonging to one period of admission or treatment the fees need to be paid.
- In-patients are requested to submit a photo copy of Discharge Summary in order to hasten the despatch of RC.
- Out patients are requested to submit photo copy of Medical Report / Diagnosis to be written in the investigation report in order to hasten the despatch of RC.
- 6. Once a registration is made we will not be able to accept anymore transaction for inclusion in the same registration. However, you may make a new registration with extra fees, or you may submit it along with future receipts.
- 7. If you need RC in your own institution's forms, please submit the blank forms to us, at the time of registration for RC and not later.

- 8. Patients who need RC in their employer's official forms, if any, after issuing it in our forms, would be required to pay an additional sum of Rs. 140/- for the same.
- Ensure that you receive the receipt for registration with your registration number. If you would like to contact us regarding RC later on, please quote this number, along with your Hospital Number.
- 10. We will provide a summary of your bills, with detailed break-up of items, drug details and consolidated cash receipt. Detailed break up of items are available in weekly bills for inpatients.
- 11. Company patients with credit facility can register for reimbursement certificate, after the settlement of bills by the company.
- 12. Medicines which are bought from other than CMC pharmacy cannot be included in RC. However these receipts can be attested by the treating doctor if found genuine, and claimed directly from your institution. These can be submitted to us along with CMC receipts and bills, for signature. But in case, you need a separate reimbursement certificate, for outside purchase alone, you need to pay extra fees.
- 13. We strive to despatch Reimbursement Certificate to you within 7 working days under ordinary circumstances.
- 14. In case you were not able to register for Reimbursement Certificate when you were at Vellore, you may send all documents (items 3 to 5) alongwith the fees as Demand Draft favouring "CMC Vellore Association", payble at SBI Vellore Town, Code :1618 and a covering letter addressed to the Accounts Officer, CARE Section, Accounts Department, CMC Hospital, Ida Scudder Road, Vellore 632 004.

- 15. Patients are requested to keep original receipts and Discharge bill safely for their future reference if needed by their office.
- 16. With the RC (A or B), you shall also receive, a consolidated cash receipt, a consolidated bill, and drugs list, indicating names of medicines.
- 17. You are advised to keep photo copies of all papers submitted to us.
- 18. Please provide accurate and full address in capital letters. We send reimbursement certificate by registered post.
- 19. Completed RC will be handed over to patient / representative if advised so, on production of registration acknowledgement slip only. But if no one receives it, it shall be sent by registered post.
- 20. Insurance patients are asked to contact M.S Office with claim form for R.C.

#### III. HEALTH INSURANCE

Phone 0416 2282593 / 2283604 / 2286193

The Health Insurance is a scheme which is very popular in the western countries, and slowly picking up in our country too. Basically, it is transferring your health risk to a health insurance company by paying a small premium. The following general insurance companies, namely, National Insurance, Oriental Insurance, United India Insurance and New India Assurance have tied up with many Third Party Administrators (TPAs) to administer and manage the health needs of their clients.

The following 29, TPAs have signed up agreement with CMC, Vellore:

- 1. Vidal Healthcare TPA Pvt. Ltd.,
- 2. United Healthcare India (Pvt) Ltd.,
- 3. Paramount Health Services (TPA) Pvt. Ltd.,

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- 4. Family Health Plan Limited
- 5. Medicare TPA Services (I) Pvt. Ltd,
- 6. Medi Assist India Pvt. Ltd., Bangalore
- 7. Heritage Health Services TPA Pvt. Ltd.
- 8. Good Health Plan Limited., Hyderabad
- 9. Park Mediclaim Consultants Pvt. Ltd., New Delhi
- 10. MD India Health Care Services Pvt. Ltd.
- 11. Dedicated Health Care
- 12. Vipul MedCorp Pvt. Ltd.
- 13 E-Meditek Solutions Ltd.
- 14. Med Save Health Care TPA Ltd.
- 15. Alankit Healthcare TPA Ltd.
- 16. MD India Health Care (T.N Govt Employees Health Insurance).
- 17. Genins India TPA Ltd (only for Kolkata Police)
- 18. MD India Retired Staff Scheme (TN. Govt.)

## **Direct Insurance Companies**

- 19. Bajaj Allianz General Insurance Co. Ltd.
- 20. Star Health Insurance and Allied Insurance Co. Ltd.
- 21. Cholamandalam MS General Insurance Co.Ltd
- 22. Vanbreda International Insurance company.
- 23. Star Health Insurance Co.Ltd TANGENHIS.
- 24. Future Generali India Insurance Co.Ltd.
- 25. IFFCO TOKIO General Insurance Co.Ltd.
- 26. ICICI Lombard General Insurance.
- 27. Religare Health Insurance Co.Ltd.
- 28. HDFC ERGO General Insurance Co.Ltd.
- 29. Reliance General Insurance Co.Ltd.
- 30. Raksha TPA

In case you are in possession of a Health Insurance card issued by any of the above TPAs, please contact ACCESS (8.00 a.m to 8.00 p.m - Monday to Saturday)/ CARE (8.00 p.m to 8.00 a.m - Monday to Friday and from 8.00 p.m Saturday to 8.00 a.m Monday), for further details. However, if you posses the card of any other TPA also, you may check with the ACCESS / CARE at the timings mentioned above, since, we are in the process of signing agreements with many more TPAs.

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However, in this connection, you need to remember the following :

- TPAs or Health Insurance companies do not pay for inadmissible items. So you need to carry cash in order to pay for these.
- ii) They allow only hospitalization and do not pay for investigations done and medicines bought as an out-patient. So you should be willing to pay for these, by yourself. This amount may vary based on the number and type of investigations.
- iii) Either before or immediately after admission, one needs to contact Room No.490, ACCESS. The staff at ACCESS then gets the Pre Authorisation form (PAF) filled by the treating doctor. This will be faxed or emailed by ACCESS to the TPA which shall in turn give or deny authorization for hospitalization for you. If we receive the authorization, you can have the treatment on credit upto the final approval amount. Over and above the final approval you need to pay the balance amount. But if it is denied, you need to pay for the treatment. Till the approval is received from the Insurance company, you will be treated as a cash paying patient.
- iv) Please remember to pay for the inadmissible items and diet at the time of discharge. Kindly ensure that you put your signature on the final consolidated bill before you leave CMC Hospital, Vellore.
- v) Please ensure that the actual date of your admission, date of admission in the pre-authorisation request given by CMC doctor and the date of admission in the pre-authorisation from your TPA are same.
- vi) If you need any other clarification, please feel free to walk into ACCESS which is open from 8.00 am to 8.00 pm.
- vii) In case, the approval is delayed, you are most

welcome to make payments and claim reimbursement from the TPA later on, except MD India, T.N.Govt.

#### DISCHARGE PROCEDURE

A discharge summary contains all relevant details of tests, treatment and doctor's advice. You may collect it from the department office before leaving the ward. If you return to C.M.C. for a follow-up examination or treatment, it will be helpful to bring this document with you. This discharge summary is given to you free of charge. You can also arrange for it to be sent by post to you.

#### OTHER CERTIFICATES

For Medical fitness certificate, emergency certificate and leave certificate contact your doctor before leaving the ward. For travel concession forms contact Medical Superintendent's Office - 2. For birth and death certificates contact the Medical Superintendent's Office. (Room No.3) in the main building, ground floor.

#### GENERAL INFORMATION

#### WHAT TO BRING / NOT TO BRING

Your length of stay at CMC would be considerably shortened if you remember to bring with you the following:

- 1. All relevant reports, X-rays, Biopsy Slides, blocks, and prescriptions for drugs, which you might have obtained from other doctors.
- 2. Patients requiring surgery and/or blood transfusions are advised to bring relatives or friends as blood donors.
- Patients requiring in-patient care should bring along one lady attendant to stay in the ward during the night. Male attendants or relatives are not allowed to stay with the patient in the ward after visiting hours.

- 4. For a longer stay you may find it convenient to bring items such as flask, a tiffin carrier, plates, tumblers, knife, spoons, etc.
- 5. Patients are advised to bring a lock and key to keep their personal belongings safe in the cupboard, cabinet or drawer provided.
- 6. During the months of (November to February), you may require light warm clothes.
- 7. Sheets, blankets, pillow-covers and towels are provided for inpatients.
- 8. Bring only essential personal items of clothing and toilet articles. It is not advisable to bring jewellery or other expensive articles. For inpatients requiring surgical procedures, it is the responsibility of the relatives/ attendants to take possession of all valuable personal belongings. CMC will not take any responsibility for the loss of personal belongings of patients.
- 9. Patients should not bring money (large amounts) in the form of a draft as they will find if difficult to find an introducer.
- 10. Children below the age of 12 are not allowed to visit patients in the wards.

#### TRANSPORT AND AMBULANCE FACILITIES

- **1.** With prior payment: Arrangements for an ambulance to meet critically ill or non-ambulant patients at Katpadi railway station can be made by writing to the Medical Superintendent, C.M.C./PRO before your visit, by paying in advance.
- **2.** While at CMC: You can make use of this facility by making the necessary payments. Kindly contact our Reception staff at the Main Reception.

#### WHEEL CHAIRS / STRETCHERS

These are available near the ISSCC Building and at the Main Reception.

#### **FOOD**

The Young Women's Christian Association (Y.W.C.A.) Canteen attached to the CMC Annexe serves south Indian and Western food. Room service is also offered to the guests in the CMC Annexe. Coffee, tea, snack tokens are available in advance to avoid rush at peak hours. The service hours are:

Breakfast	:	6.45	to	8.45	a.m.
Breakfast (Sunday)	:	6.45	to	9.30	a.m.
Refreshments	:	9.00	to	11.30	a.m.
Lunch	:	12.00	to	1.30	p.m.
Tea	:	3.00	to	5.30	p.m.
Dinner	:	7.00	to	8.30	p.m.
Dinner (Sunday)	:	7.00	to	8.15	p.m.

#### **HOSPITAL HOLIDAYS**

Weekly Holidays - Saturday afternoon

- Sunday full day

New Year - January 1 Republic Day - January 26

Good Friday - as per calendar

Independence Day - August 15 Christmas - December 25

## **WORKING HOURS**

Offices: 8.00 a.m. to 4.30 p.m.

#### A WORD OF CAUTION

There are a few people totally unconnected with CMC posing as guides, doctors and volunteers. Please do not be misled by these touts and brokers who may approach you with a promise of getting appointments, blood, bed, special care by doctors. etc., in exchange for money.

#### Please note:

- 1. For any requirement of blood the officer in charge at the Blood Bank should be contacted.
- 2. All cash is to be remitted only at the cash counters and not to any individual.
- 3. Doctors will attend on you only in the outpatient clinic and departmental offices and in the wards
- 4. All staff have identity badges. Please ask to see them if you have a doubt.
- 5. Tipping staff in cash or kind is strictly prohibited.
- 6. C.M.C. does not have any branch office in any part of India and does not work through the assistance of any agent.

If you face any sort of problem and need any clarification or assistance, please contact the staff of the Public Relations Office who are happy to do all they can to help you.

## ASSISTANCE PROVIDED BY THE PUBLIC RELATIONS DEPARTMENT

This department, centrally located at the main entrance of CMC, provides general information, publications about the Institution, guidance, assistance and subsidized accommodation for very poor patients. During your stay at CMC there may be instances when you face various problems for which you require assistance. In all such situations you are requested to feel free to meet the Public Relations Officer who will help you.

### Main Reception

This is situated at the entrance and provides assistance 24 hours. The staff at the reception will help you locate inpatients, and guide you to various departments. The Official Guide to CMC is available here.

## Information about CMC Main Campus

Patients / relatives / visitors wanting to know more about the Institution, its objectives, values, what it stands for, programmes, departments, historical background and publications are welcome to meet the P.R.O. For individuals and small groups who are genuinely interested in CMC and its work, arrangements can be made for them to have a tour of the campus, with prior appointments.

#### Friends of CMC Vellore

Friends of CMC Vellore is a network of benevolent people, interested in the work of CMC. Visitors, patients and relatives are welcome to join the FOV organization. Membership is free. Just fill in the form on the last page of this book and give to the Development Office or any

of the Reception Counters. We will put you on our mailing list and send you our newsletter, featuring new developments and opportunities for sharing in our charitable projects. The Friends group is a source of encouragement and support. The FOV membership does not entail any special privileges or concessions for patients or relatives. But by becoming a friend, we hope, you will support and promote our work among the poor and the marginalized.

#### **Donations**

Those who are committed to the cause of the Institution and would like to support it by making a donation in cash or kind are requested to enquire for details from the department. For further information on this see page 67.

### Suggestions

When you feel you have a valuable suggestion pertaining to any area of the Institution which could improve our working system, kindly meet the P.R.O. with such suggestions. Your suggestions will be forwarded to the appropriate department and if found feasible, will be implemented. We need your suggestions to help us serve you better.

#### Lost and Found articles

While patients are asked not to bring costly articles, in the event of losing any items, they are requested to check at the Public Relations Department. On the contrary if patients/attendants happen to find a costly article, they are requested to bring it to the Public Relations Officer who will try to locate the owner.

#### **ACCOMMODATION**

The CMC Annexe in Sathuvachari, provides accommodation for patients and relatives who might have to stay here for a long time. All rooms are double bedded

with attached bath. Hot water is supplied on request. There is heavy demand for this facility in order to be sure of your accommodation, write, preferably 6 weeks in advance to the Manager, CMC. Annexe, C.M.C.(Town campus), Vellore - 632 004, stating when (specify date) it is required. If accommodation is available intimation will be sent to you through a confirmation card. There is a common kitchen situated on the first floor of the Annexe. **No stoves are allowed in the room.** Phone: 0416 - 2253946 / 2255736

For very poor patients subsidized accommodation is provided by CMC in the Chatram situated just outside the eastern wall of the town campus. For further information contact the Public Relations Department.

# PATIENT'S RIGHTS AND RESPONSIBILITIES Rights of Patients:

- (1) Be treated with dignity, respect, consideration of their individual values and belief and privacy during examination, procedures and treatment.
- (2) Be protected from physical abuse or neglect.
- (3) Refuse treatment.
- (4) Confidentiality of all records and communications, to the extent provided by law.
- (5) Participate in decisions about their care and provide informed consent.
- (6) Be informed of the estimated costs of proposed treatment.
- (7) Access to information contained in the Medical Record in the form of a Medical Report / Discharge Summary.

- (8) Voice their concerns and complaints with the Patient Advocacy Cell of the Medical Superintendents Office. (Ph.: 0416-2282626).
- (9) Have the appropriate family member eligible to all the above rights, in case the patient is unable to meaningfully participate in his / her care.

## Responsibilities of Patients:

- (1) Provide accurate and complete information about their health condition.
- (2) Follow the treatment plan recommended by the treating Doctor.
- (3) Accept responsibility for their actions if they refuse treatment.
- (4) Preserve and produce all the records of their illness.
- (5) Accept responsibility for the safekeeping of their valuables and possessions.
- (6) Abide by the rules and regulations of the hospital including the "No-tobacco Campus Policy".
- (7) Be considerate of the rights of other patients and CMC personnel by assisting with the control of noise, cleanliness and number of visitors.
- (8) Respect the property of others and that of CMC.
- (9) Provide honest information concerning their ability to pay for services and pay bills in time if they have agreed to do so.
- (10) Provide useful feedback about services and policies.
- (11) Treat all healthcare workers with respect.

Breast feeding is best for your baby

(12) Abide by all applicable National, State and Local laws.

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## PUBLIC UTILITY SERVICES FOR PATIENTS/ATTENDANTS Postal Service

The Sub Post Office, situated in the main campus provides regular postal services and handles all transactions. It has the following facilities:

On Full On Working days Saturdays

- 1. References and enquiries and Postage Stamps sold 10 am to 6 pm 10 am to 6 pm
- 2. Registration, Parcels,

Money Orders 10 am to 4 pm 10 am to 4 pm and Insurance Indian Postal Orders issued

- 3. Savings Bank and 10 am to 3 pm 10 am to 1 pm Certificates
- 4. Coin Box 10 am to 6 pm

(On working days only)

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5. Speed Service 10.00 a.m. - 5.00 p.m (On all working days)

Value Payable parcel booking service is available in delivery post offices only i.e. at Vellore Fort Post Office.

## **Incoming Letters and Telegrams**

All forms of communication addressed to patients are passed on promptly.

- a) For in-patients: Letters received by ordinary post are delivered at the bedside by the ward staff.Registered letters, money orders and telegrams are delivered by the postman by the bedside.
- b) For all others: Those names that are not in the current inpatient list, letters and telegrams will be sent to the Medical Records Department, where every effort will be

made to trace the addresses. If this is not possible, the article will be redirected to the known address, or returned to the sender or to the Post Office. However, on many occasions it becomes extremely difficult or even impossible to identify the persons, due to inadequate name and address. Therefore, in your own interest please give your correct and detailed address to all those who may wish to contact you.

- If you are admitted as an in-patient, please give your name as entered in the CMC records, your registration number, ward identification, and bed number.
- ii) If you are staying in the CMC Annexe, the words "CMC Annexe" and your room number should be given in the address.
- iii) If you are an out-patient, please give your local residential address and receive your communications there. However, if you wish, you can arrange to receive your communication, care of the Public Relations Office. The address is "C/o Public Relations Officer, C.M.C. (town campus), Vellore-632 004", Tamilnadu. Letters received at this address will be retained in the Public Relations Office and it will be your responsibility to collect your communications from this office.

#### **TELEPHONES**

- 1) Incoming telephone calls for in-patients are connected to the phone nearest to the patient's bed.
- 2) All other patients/relatives/visitors are requested to contact the Sub Post Office for S.T.D./local calls.
- 3) To contact any particular extension number you may dial the same prefixing 228 to it.

## **DID (Direct Inward Dialing) facility**

Through this facility the Main Hospital, College Campus and the Schell Hospital can be directly accessed by dialing 228 followed by the extension number. Those who do not know the extension number can dial 2282400 /2282500 / 3072500 / 3072400 for operator assistance. The caller will not be charged, if the extension happens to be busy or the call is unanswered. Some of the important extensions are given below:

Accident & Emergency Medicine Services	-	3111
Annexe (Hospital)	-	2007
Blood Bank	-	2538
Main Reception	-	2040 / 2629
OPD Reception	-	2865
ISSCC	-	3220
ACCESS	-	3429 / 3430
Chaplaincy	-	2016
Ophthalmology Department	-	1201
Medical Records	-	2558
Mental Health Centre	-	4485
Public Relations Office	-	2014
Rehabilitation	-	4302
Transport Department	-	2022
Well Baby Clinic	-	3214

#### **BANKING SERVICES**

Branches of various nationalised banks are located on Ida Scudder Road opposite to the main campus. They are the Central Bank of India, State Bank of India (Vellore Town Branch) Code 1618 and the State Bank of Travancore. A branch of the Central Bank of India operates in the main campus. When you are in CMC you may require additional money which you would like to bring from your home town. Take an uncrossed Demand Draft in favour of your attendant Payable at SBI, Vellore Town or Central Bank of India, Vellore. If the amount exceeds Rs.20,000, your D/D will automatically become account payee. If you require an introduction to open an account for encashing the Demand Draft, kindly contact the Public Relations Officer. ATM facility is available for SBI and CBI inside the campus.

### **FOREIGN CURRENCY (Remittance from abroad)**

1. ACCOUNT NAME : CHRISTIAN MEDICAL COLLEGE VELLORE ASSOCIATION

2. CURRENT ACCOUNT NUMBER: 32347266812

3. BANK NAME & ADDRESS

STATE BANK OF INDIA

VELLORE TOWN BRANCH BRANCH CODE: 1618

IDA SCUDDER ROAD, VELLORE-632 004.

TAMIL NADU, INDIA

SWIFT NUMBER: SBININBB473

SBI FAX NO.0416-2222188

SBI TELEPHONE NO.0416-2220770 / 2221538

Please mention the patient's name and Hospital No.

MONEY TRANSFER (Within India for Hospital Expenses only)

I. FEDERAL BANK

1. ACCOUNT NAME: CHRISTIAN MEDICAL COLLEGE VELLORE ASSOCIATION

2. ACCOUNT NUMBER : CMC SB a/c: 11920100034111

Please mention the patient's name and hospital No.

II. SBI

1. ACCOUNT NAME : CHRISTIAN MEDICAL COLLEGE

**VELLORE ASSOCIATION** 

2. CURRENT ACCOUNT NUMBER: 10404158238

3. BANK NAME & ADDRESS: STATE BANK OF INDIA

VELLORE TOWN BRANCH BRANCH CODE : 1618

IDA SCUDDER ROAD, VELLORE-632 004.

TAMIL NADU, INDIA.

IFSC CODE : SBIN0001618

SBI FAX NO.0416-2222188

SBI TELEPHONE NO.0416-2220770 / 2221538

Please mention the patient's name and hospital No.

III. ICICI BANK

1. ACCOUNT NAME : CHRISTIAN MEDICAL COLLEGE

**VELLORE ASSOCIATION** 

2. SAVINGS ACCOUNT NUMBER: 614305001403

3. BANK NAME & ADDRESS:

ICICI BANK Ltd VELLORE BRANCH OFFICERS LINE, VELLORE-632 004. TAMIL NADU, INDIA.

ICICI PHONE NUMBER : 0416 - 2221334

Please mention the patient's name and hospital No.

IV. CENTRAL BANK OF INDIA

1. Hospital Name : CHRISTIAN MEDICAL

COLLEGE & HOSPITAL

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2. Account Name : CHRISTIAN MEDICAL

COLLEGE VELLORE

ASSOCIATION

1465100011

3. Name of the Bank: CENTRAL BANK OF INDIA

4. Branch : Vellore Branch, CODE : 887

5. City & Country : Vellore - 632 004, Tamilnadu,

India.

7. Account Type : CURRENT

8. 9 Digit MICR Code: 632016002 9. Swift Number : CBININBBMDR

10. IFS / RTGS / IBAN I Code : CBIN0280887

11. Bank Address : Ida Scudder Road,

Vellore - 632 004, Tamil Nadu. India.

12. Bank Telephone No.: + 91 416 2220036

+ 91 416 2221440

13. Bank Fax No. : + 91 416 2221136

14. Bank email : bmchen0887@centralbank.co.in

Please mention the particulars of remittance and Hospital

Number.

#### FOR HOSPITAL EXPENSES

Demand Draft (a/c payee)

6. Account Number :

In favour of : Christian Medical College Vellore Association

Payable at : State Bank of India / Central Bank of India / Any

Bank in Vellore.

#### PERSONAL EXPENSES

DEMAND DRAFT (NOT ACCOUNT PAYEE)

In favour of: "Patient's Attendant" payable at State Bank of India / Vellore Town Branch (1618).

Smaller amounts upto Rs.20,000/-

Contact PRO for introduction and opening of account.

### Timings:

On Weekdays 10.00 am to 01.30 pm

02.00 pm to 03.30 pm

Saturdays 10.00 am to 12.30 pm

## GENERAL INSTRUCTION FOR REGISTRATION BY THE FOREIGNERS IN INDIA

The Government has made it mandatory that all foreign nationals and their Attendants coming to CMC for treatment should register with the International Relations Office and inform the nearby Police station within 24 hours of arrival at CMC.

Every foreigner entering India by air, land or sea is required to complete the Embarkation/Disembarkation card (D/E card) proforma (Form D)- As per the Registration of Foreigners Rules, 1992.

Registration form should be filled online alongwith passport details before approaching the IRO for registration. Website id: http://clin.cmcvellore.ac.in/onlineipo/. Those who are directly admitted in the ward should register in the IRO.

The IRO has facilities like Chris Card, Triage, Cash counter to make it easy for the patients to complete all the formalities in one place. IRO encourages every patient to use CHRIS CARD for repeat appointments. Queries for appointment will be handled by IRO. Email I.D: iro@cmcvellore.ac.in.

Patients from Bhutan and Nepal should submit xerox copy of their Original voter ID card or Original Citizenship card issued by the government at the International Office.

## GENERAL INSTRUCTION FOR OUR HOSPITAL AS PER FRRO ADVICE, VELLORE

- 1. All Foreign patients & attendants should come with Original passport and valid medical Visa and attendants Visa.
- Tourist Visa is non-extendable.
- 3. "Form C" must be completed within 24 hours on arrival (web id: Indianfrro.gov.in/frro/formC/).
- 4. Those who have special endorsement in visa i.e. "Registration required" must register in S.P Office within 14 days of arrival in India" (FRRO/FRO registration).
- 5. Those who have more than 180 days valid Visa must also register in S.P. office (FRRO/FRO).

#### **BOOK THROUGH THE IPO ONLINE FACILITY**

(web id and steps below)

Step 1: Webid: http://clin.cmcvellore.ac.in/onlineipo/ or http://www.cmch-vellore.edu/

Step 2: Patients Service

Step 3: Appointments

Step 4: For foreign nationals, please "Click here" to book through the IPO online facility.

#### **VISA EXTENTION**

For extention of Visa, get a letter from the doctor mentioning the reason for your stay. Contact IRO, Prince Manor Building.

#### **TICKET BOOKINGS**

You can book train tickets at the Passenger Reservation System Counter in the Prince Manor Complex next to CMC out gate.

Timings: 8.00 a.m to 2.00 p.m

#### THE CHAPLAINCY

Spiritual and pastoral care are offered to all patients and their families by Chaplaincy. It is located on the ground floor of the main hospital building near the Chapel. CMC believes that at the heart of all its health care, spiritual health forms a unity with physical and mental health. Therefore, ministering to the spiritual needs of patients and their relatives is seen as an integral part of the healing process. Chaplaincy encourages all staff to demonstrate through their work that faith is a necessary component of healing. The chaplains bear a special responsibility for this aspect of health care. The chaplains try to visit every patient and offer help, prayer, counselling, etc., according to the need, irrespective of the language and religion. A chaplain can be called to service at any time either by notifying the ward sister or contacting the Chaplaincy by phone on 2016. Upon the request of the patient the Holy Communion will be administered at the patient's bedside. The Chapel which is located in the centre of the building immediately inside the front door, is kept open round the clock inviting patients and visitors of all faiths to pray and worship at any time and to attend services that are being held daily at the following timings:

Monday - Saturday : 7:00 am - Morning devotion

First day of every month: 6:45 am - Holy Communion Service

Sunday \	Norship		
Time	Language	Place	Holy Communion
7.30 am	Tamil		2nd Sunday
8.00 am	Oriya	ISSCC Chapel	4th Sunday
8:30 am	Telugu		3rd Sunday
9:00 am	Nepali	ISSCC Chapel	4th Sunday
9:30 am	Malayalam	5115p31	2nd Sunday
10.30 am	Bengali		
11.00 am	Khasi	ISSCC Chapel	1st Sunday
11:30 am	Hindi		4th Sunday
2:00 pm	Naga		4th Sunday
3:00 pm	Mizo		4th Sunday
6:30 pm	English		1st Sunday
6.00 pm	English	Scudder Auditoriur	n 1st Sunday
6.00 pm	Fellowship	in English (Tueso	day)
6.00 pm	Fellowship	in Telugu (Wedne	esday)
4.30 pm	Anointing S	Service (Thurs	sday)
6.00 pm	Fellowship	•	• .
6.00 pm	Fellowship	in Bengali (Frida	y)

Sunday Worship

Roman Catholic worship is held from Monday to Sunday at 6.00 a.m on the second floor of the ASHA Building. On Sundays at 4.30 p.m worship is in Malayalam.

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#### **After Life Services**

CMC's mission constitutes patient care, education and research. We aim at compassionate care right from the time a patient arrives at the doorstep of our hospital till the patient and the family leave us. If a patient dies it is our responsibility to reach out to the bereaved family and help them. The staff of the Public Relations Department will help the bereaved family members in all possible ways to cope with their loss and co-ordinate the after life services. They will assist in obtaining all required documents, in cremation, arranging for burial if needed or make arrangements for transporting the body home. This service will be made available round the clock and we request the family to inform the main reception in the event of death.

## BURIAL AND CREMATION CHRISTIAN BURIAL

The deceased family who wishes to have the burial of their loved ones, at the government cemetry may contact the Chaplaincy Department for necessary arrangements. Poor christian patients who are unable to pay for the burial can be buried at the "free" burial ground meant for Christians.

#### FOR HINDU CREMATION

Care Taker Cremation Ground (Near old Palar Bridge) Vellore

#### FOR MUSLIM BURIAL

The Priest Mosque, Gandhi Road Vellore 632 004.

## PROCEDURE FOR BODY TO BE TAKEN BY ROAD / BY TRAIN/BY PLANE

- (1) Bills for hospitalisation should be settled.
- (2)To obtain death, embalming, police clearance and undertaker's sealing certificates which are required, con tact the ALS staff at the Main Reception.
- (3) The ALS staff will help with transport arrangements for the family to take the body home.

#### **DONATIONS**

Some of the patients who are grateful for the care and healing received at CMC Vellore make donations to support the work of the College and Hospital. Donations of all sizes are welcome. Make your cheque or demand draft payable to CMC Vellore Association. All donations to CMC are eligible for income tax exemption, under 80G of the Income Tax Act. This allows you to deduct 50% of the donation from your taxable income, up to 10% of total income for the financial year. We will send you a receipt with IT exemption certificate to enable you to make the claim.

Every day thousands of suffering people come to CMC for healing. Many of them cannot pay for the treatment that they need. CMC tries its best to provide concessional or free care to the poor. But our resources are limited and the need is much more. Kind friends enable us to do far more than is possible from our own funds. Some contribute to buy equipment, others give for the special needs in the unit under which they were treated. Many people are keen to support the care of very poor patients coming for treatment.

The **Person To Person Fund** enables us to give small grants to several patients, requiring inpatient care. The donor will be sent a report about the particular patient, chosen to benefit from the donation given.

The **Emergency Fund** gives larger grants to people in need of expensive life-saving surgery or medical treatment urgently.

The **Centenary Endowment Fund** invests contributions and uses the interest to provide up to Rs. 2,00,000/- to patients needing expensive cardiac surgery or other similar hi- tech procedures.

For further information about CMC and to join the Friends of CMC Vellore network, please see page 73.

**Christmas Cheer Fund** for gifts to children in the ward, orphans, destitutes, poor and marginalised of Vellore to be given at Christmas time.

**Nursing Service Special Fund** used for amenities for nurses, in service training and conferences, books etc.

**Scholarships for students** in CMC's Allied Health, Nursing and Medical Training Programme.

**A fund** that is administered by the Child Health Department for poor patients.

A Special fund for the support of the Low Cost Effective Care unit which provides free medical treatment to the local poor, including outpatient and inpatient care.

A general fund for poor patients who are not able to be helped by any of these other funds.

For details of these and other opportunities for giving to CMC please contact the Public Relations Office, the Development Office, the ward or departmental sister or your doctor. Please give the donation either to the Public Relations Office or in the Development Office, and take a receipt.

YOU CAN DONATE MATERIALS IN KIND for adding to patient comfort and convenience in the ward/ waiting halls etc. Items such as electric fans, folding chairs, and such other utility items, will always be needed. Assistance and advice regarding this can be had from the Public Relations Office.

**USED STAMPS** Indian or Foreign (commemoratives only) for our "stamp project for the differently abled". Poor patients who are differently abled and require inpatient care for a considerable length of time are able to earn some money during their stay from this project. Used stamps are processed by these patients and are finally sold. Further details regarding this can be had from the Public Relations Office.

### **DONATE BLOOD**

CMC depends entirely on patient's relatives and volunteers for their blood requirements. When you meet your doctor discuss the blood requirements for your treatment or surgery. Your relatives can donate blood into the blood bank at any time, even if it is much before your scheduled date of surgery, Blood Bank will credit it in your patient. However, if unexpected emergencies arise there might be rare instances where Blood Bank might not be able to provide blood despite your donation. However, maximum effort will be made to see that this does not happen. Most of the time, unless blood bank is facing an acute shortage of a particular blood group, donations do not have to be group specific. Blood bank welcomes volunteer donors at any time.

## LOCATION AND WORKING HOURS PHARMACY SERVICES

1. OPD Pharmacy No.G-13: (OP Block, Ground floor)
For all outpatients

Monday to Friday - 8.00 a.m. to 8.00 p.m. Saturday - 8.00 a.m. to 6.00 p.m.

2. Express OP Pharmacy, No.G-53, OPD Block, Ground Floor.

For all Outpatients (for 1 or 2 items)

Monday to Friday - 8.30 a.m to 6.00 p.m Saturday - 8.30 a.m to 4.00 p.m

3. SSHS Pharmacy *No.151* (OPD Block, First Floor)

For staff, students, staff dependants, retired staff & dependants

Monday to Friday - 8.00 a.m. to 6.00 p.m. Saturday - 8.00 a.m. to 4.00 p.m.

4. Dermatology Pharmacy (No.221) OPD Block, 2nd Floor

For Dermatology patients.

Monday to Friday - 8.00 a.m. to 6.00 p.m. Saturday - 8.00 a.m. to 4.30 p.m.

 Level III OP Pharmacy, No.350 (OPD Block, 3rd Floor)
 For Nephrology, ENT, Surgery, Plastic Surgery and Urology patients.

Monday, Tues, Thurs, Friday - 8.00 am to 7.00 pm
Wednesday - 8.00 am to 6.00 pm
Saturday - 8.00 am to 4.00 pm

6. Ortho Pharmacy, No.B50, OPD Block, Basement

For Ortho, HLRS, Spine, Paediatric Ortho and Geriatric patients

Monday to Friday - 8.00 a.m. to 6.00 p.m. Saturday - 8.00 a.m. to 2.00 p.m.

7. Casualty Pharmacy (No.650): (Adjacent to Accident & Emergency Department)
For all Casualty patients

All days including Sundays & holidays - 24 Hours For PMR patients

Monday to Saturday - 9.00 a.m. to 5.30 p.m.

8. ISSCC General Pharmacy (N0.470): (ISSCC Building, Ground floor)

For ISSCC Inpatients & Out patients, OG, Child Health, RMU, Development Paed., Paediatric Casualty, Labour Room, Psychiatric Out Patients.

All days including Sundays & holidays - 24 Hours A -Block prescriptions during night (10.00 pm to 8 am)

9. ISSCC Pharmacy (N0.480): (ISSCC Building, Ground floor)

For Haematology, Radiotherapy, Medical Oncology, Palliative Care, Paediatric Oncology - Out patients and L Ward, R Ward and Q5 N ward inpatients.

Monday, Wednesday, Thursday -- 8.00 am to 6.30 pm Tuesday and Friday -- 8.00 am to 9.00 pm Saturday -- 8.00 am to 1.30 pm

10. ISSCC Theatre Pharmacy : (ISSCC Building,2nd floor)

For ISSCC Operation Theatre and Labour room Patients.

Monday to Friday -- 7.00 am to 9.00 pm Saturday -- 7.00 am to 11.00 am

11. Main Pharmacy (No.702): (Main building - 1st floor near N2 ward)

All days including Sundays and Holidays - 24 Hours

- All pink Prescriptions from all wards in the Main building.
- All (Private)Duplicate Prescriptions from all wards in the Main Building.
- For Nephrology Transplant & Dialysis patients.
- Staff Book.

12. S Pharmacy, No.850, Main Building, 2nd Floor, Opp. to Isolation Ward

For I ward, Isolation, C, E, S, H, B Ward, MICU and MHDU patients

Monday to Saturday - 8.00 am to 9.00 pm Sunday - 8.00 am to 2.00 pm

13. O Block Pharmacy, Main building, O Block, 5th Floor

For private patients, Chief Minister's Scheme patients, Hospital Free patients of the Main Building

Monday to Friday - 9 am to 5.30 pm Saturday - 9 am to 1.00 pm

14. Central Drug Returns Area, Main building, O block, 3rd Floor

Monday to Sunday - 8.30 am to 6.00 am following day Drug Returns, Drug Exchange, Discharge Clearance for all inpatients in the Main Builing.

15. OR Pharmacy: Inside the Main Operation Theatre

For operation theatres and Surgical ICU patients emergency drugs.

Monday to Friday - 7.00 am to 9.00 pm Saturday - 7.00 am to 11.00 am Sunday - 8.00 am to 9.00 am

16. M Ward Pharmacy (DDA Pharmacy: Main building , Ground floor.

For the supply of Narcotic Drugs to Wards and Departments.

Monday to Friday - 8 am to 4.30 pm Saturday and Sunday - 8 am to 12 noon

### 17. Ward Supply Pharmacy: Main building, Ground floor.

For the supply of Ward stock items to all the Wards and Departments.

Monday to Friday - 8.00 a.m. to 4.30 p.m. Saturday - 8.00 a.m. to 12 noon.

# 18. ALPHA Clinic Pharmacy , Old M ward building, Ground Floor.

For all the Alpha Clinic patients and Company paid outpatients.

Monday to Friday - 9.00 am to 5.30 pm

Saturday - 9.00 am to 1.00 pm

## 19. A Basement Pharmacy (A block, Basement)

For Drug Returns, Discharge clearance for A Block patients.

Monday to Friday - 8.00 am to 6.00 pm

Saturday - 8.00 am to 12.00 noon

## 20. A Block Pharmacy (A Block, First floor)

For the supply of drugs to A1 - A6 wards and AICU.

Monday to Sunday - 8.00 am to 10.00 pm

### 21. A9 Pharmacy (A Block, 9th Floor)

For the supply of drugs to A7 to A9 wards & BMTU.

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Monday to Saturday -- 8.00 am to 10.00 p.m

Sunday -- 9.00 am to 10.00 p.m

#### **SPOT THE SYMPTOMS**

DISFASE **SYMPTOMS** Jaundice : nausea, vomiting, low grade temperature loss of appetite Tuberculosis (lung : prolonged cough usually with expectoration, low grade evening rise of temperature, loss of appetite, marked loss of weight. Typhoid : high fever, malaise, coated tongue Measles : high temperature, watering eyes, sore mouth, temperature subsides with appearance of skin rash. : fever, swelling on both sides in front of Mumps the ears, inability to open the mouth. : high temperature, sore throat, white Diphtheria patch in throat. : sudden severe chest pain, profuse Heart Attack sweating, difficulty in breathing. occasionally, a mild discomfort in the chest may be the only symptom of a mild heart attack. : excessive hunger, excessive thirst, Diabetes excessive urination. Hypertension (High Blood : unexplained headache, dizziness Pressure) vertigo : an ulcer that does not heal, irregular Cancer bleeding per vagina, painless or painful swelling of any size; cough which does not clear up; hoarseness of voice; in difficulty swallowing;

alteration in bowel habits.

#### Join the Friends Of CMC Vellore



To know more about the activities of CMC and the latest developments.

To care for suffering patients in their time of need.

To share in CMC's work of healing, teaching and research through prayers and financial support.

For further information please contact

Development Office CMC Hospital Vellore 632 004

Email: dev.office@cmcvellore.ac.in

The following publications are available at the Development Office:

- 1. A DVD showing one day at CMC, entitled Home of a Healing God, produced by a professional team from Australia. It is an excellent introduction to CMC.
- 2. A comprehensive annual report summarizing the important aspects of the work of CMC.
- 3. A brief biography of Dr. Ida Scudder, our Founder, by Sheila Smith.
- 4. Attractive notelet cards showing the CMC Chapel, with envelopes and post cards.

Invitation to join Friends Of CMC Vellore Please complete this form if you would like to join the Friends Of CMC Vellore network. Name ..... Occupation/Organisation ..... Postal Address PIN Country ..... Email ..... I would like to become a Friend of CMC Vellore Signature I am a CMC patient □ patient's relative visitor to CMC well wisher □ Preferred language for communication English □ Tamil  $\square$ Hindi  $\square$ I would like to make a donation of Rs. I want to know about contributing by bank transfer

DEPARTMENT	DAY	LOCATION	CONSULTANT
Anaesthesia	Monday to Friday (2-4.30 pm)	Speciality I Ist Floor OP Block Room 6 B & 7 B	: Anaesthesia Consultant
Pre Anaesthetic Clinic	Mon to Sat (8-4.30 pm)	Room 360 Just behind Chaplaincy	: Anaesthesia Consultant
Cardiology I	Tuesday Friday (Morning)	OP Building 120	<ul> <li>George Joseph, MD, DM(Card.), FCSI</li> <li>Sujith Thomas Chacko, MD, DM (Card)</li></ul>

Kindly Note: Patients attending Cardiology department can take a card for any consultant. They will have a preliminary assessment by a doctor following which they will be seen by the Consultant on the day he / she is available in the OPD along with available preliminary investigation reports.

DEPARTMENT	DAY	LOCATION	CONSULTANT
Cardiology II	Monday Thursday	OP Building 120	<ul><li>: Paul V.George, MD, DM (Card.)</li><li>: John Jose E., MD, DM (Card)</li><li>: Subhrangshu Dey, MD, DM (Card)</li></ul>
Cardiology III	Wednesday Saturday	OP Building 120	<ul><li>: Oommen George, MD, DM</li><li>: Viji Samuel Thomson, MD, DM (Card)</li><li>: Lijo Varghese, MD, DM</li></ul>
Heart Failure Clinic	Wednesday Saturday	"	<ul><li>: Oommen George, MD, DM</li><li>: Lijo Varghese, MD, DM</li></ul>
Cardiology IV (EP Clinic) (10.	Tuesday Friday 30 am to 5 pm)	OP Builidng 1st Floor	<ul> <li>David Chase, MD, DM (Card), Fellowship in Cardiac EP (Australia) (On study leave)         Joining on 1/5/2016</li> <li>John Roshan Jacob, MD, DM (Card), CCDS         CEPS, Fellowship in Adult EP (Toronto         General Hospital) Fellowship in Paediatric EP         (Sick Children Hospital Canada)</li> </ul>
Dental Unit I	Mon & Fri Mon & Wed Wed	O.P. Block 130	<ul> <li>: Oral &amp; Maxillofacial Surgery</li> <li>: S. Arun Paul, MDS</li> <li>: Saurabh Kumar, MDS, FOMS</li> <li>: Rabin K.Chacko, MDS, FDS RCPS</li> </ul>

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EPARTMENT	DAY	LOCATION	CONSULTANT
	Wednes	O.P Block 130	Prosthodonics : Sibu Simon, MDS
	Mon, Wed & Friday	"	Oral Medicine & Radiology : J.S.Jesija, MDS, FGD
General Dentistry	Monday Wednesday & Friday	н	<ul><li>: Christinal D.George, BDS, FGD</li><li>: Gladwin D.Khanapur, BDS, FGD</li><li>: Shiny Sheja Reena R., BDS, FGD</li></ul>
Dental Unit II	Tues, Thurs & Saturday	OPD block 130	<ul> <li>General OPD &amp; PC</li> <li>Santosh Koshy, MDS</li> <li>Jagadish Ebenezer, MDS</li> <li>Soumya SV, MDS</li> <li>Shini Susan Samuel, MDS</li> <li>Surya Prakash Sarma, MDS</li> <li>Daniel Sathiya Sundaram, MDS</li> </ul>
	General Dentistry	Mon, Wed & Friday  General Monday Wednesday & Friday  Dentistry Tues, Thurs &	Wednes O.P Block 130  Mon, Wed & " Friday  General Monday " Dentistry Wednesday & Friday  Dental Unit II Tues, Thurs & OPD block

	DEPARTMENT	DAY	LOCATION	CONSULTANT
	Dermatology Venereology & Leprosy, Unit I	Venereology Afternoon (Repeat)		: Renu George, MD
		Mon Morning (New) Afternoon (Repeat) Friday Morning (New) Afternoon (Repeat)	"	: Sivaranjini, MD
		Wed Morning (New) Afternoon (Repeat) Friday Morning (New) Afternoon (Repeat)	"	<ul><li>: Venkatraman, MD</li><li>: Anu Anna George, MD</li></ul>
		Mon Morning (New) Afternoon (Repeat) Wed Morning (New) Afternoon (Repeat)	TI .	: Ankan Gupta, MD
77	Hansen's Clinic	Monday (Afternoon)	"	: Multidisciplinary Clinic

DEPARTMENT	DAY	LOCATION	CONSULTANT
Genodermatoses Clinic	Saturday (Morning)	OPD Block 250	: Referral clinic
Cutaneous Vascular Malformation Clinic	Monthly 1st Friday (Morning)	OPD Block 220	: Referral Clinic
Epidermolysis Bullosa Clinic	Monthly 1st Wed Afternoon	"	: Referral Clinic
Psoriasis Arthritis Clinic	Friday Afternoon	п	: Referral Clinic
Paediatric Dermatology	Mon Morning (New & Repea	at)	<ul><li>: Venkatraman, MD</li><li>: Anu Anna George, MD</li></ul>
	Wednes "		: Sivaranjini, MD
	Friday "		: Ankan Gupta, MD
	Sat "		: Renu George, MD

DEPARTMENT	DAY	LOCATION	CONSULTANT
Dermatology, Venereology & Leprosy Unit II	Tues, Thurs (Morning) (New & Repeat) Sat (Repeat only)	OPD Block 220	: Dincy Peter, MD DVL
	Tues, Sat (New & Thursday (Repea		: Leni George, MD DVL
	Tues (Repeat) Thurs & Sat (New & Repeat)		: Nirmal B, MD DVL, FRGUHS : Lydia Mathew, MD DVL
	Tues & Sat (Morn (New & Repeat),	•	: Anjana Ann Joseph, MD DVL
Cosmetic Dermatology Clinic	Tues (New & Re	peat)	: Nirmal B, MD DVL, FRGUHS : Gauri Mahabal, MD DVL
	Wednes "		: Dincy Peter, MD DVL
	Thurs "		: Gauri Mahabal, MD DVL
	Sat "		: Gauri Mahabal, MD DVL

DEPARTMENT	DAY	LOCATION	CONSULTANT
Infectious Disease Clinic	Wednesday (Afternoon) (New & Repeat)	OP Block 250	<ul> <li>: Susanne A.Pulimood , MD DVL</li></ul>
Pemphigus Clinic	Tues (Morning) (New & Repeat)	220	: Lydia Mathew, MD DVL
Psoriasis Clinic	Thurs (Morning) (New & Repeat)	II	: Anjana Ann Joseph, MD DVL
Tropical Dermatology	Thurs (Afternoon) (New & Repeat)	п	: Santhi Kiran Borra, MD DVL
Dietetic Clinic	Monday to Friday 8.00 am-4.00 pm Saturday 8am to 12pm	O.P.Block 121	: Dietitian M.Sc. (Nutrition & Dietetics) or Registered Dietitian

DEPARTMENT	DAY	LOCATION	CONSULTANT
Paediatrics OP Services (Private Consultation	Monday Thursday Friday on Monday &Thu	ISSCC 1st Floor (550) rsday)	<ul><li>: Beena Koshy, MD (Paed)</li><li>: Samuel P.Oommen, MD, DNB(Paed)</li></ul>
Dev.Paediatrics Specialty Clinic	Tuesday (After Wednesday	noon) &	
Developmental Assessment and Assistance	Monday to Friday	Developmental Paediatrics Unit	
ENT I (Head & Neck, Skull Base, ENT Tumour Clinic)	Mon (New & Re Wed (Review)	eview) 3rd Floor 320	<ul> <li>Rajiv C.Michael, DLO., MS., DOHNS (RCS. ENG)</li> <li>Regi Thomas, DLO., DNB</li> <li>Rajan Sundaresan, DLO, MS</li> <li>Amit Kumar Tyagi, DLO, MS</li> </ul>
Tumour Clinic (HNCA)	Mon & Wed (New & Review)	ı	<ul> <li>Rajiv C.Michael, DLO., MS., DOHNS (RCS. ENG)</li> <li>Regi Thomas, DLO., DNB</li> <li>Rajan Sundaresan, DLO, MS</li> <li>Amit Kumar Tyagi, DLO, MS</li> </ul>

DEPARTMENT	DAY	LOCATION	CONSULTANT
ENT II	Tuesday (New & repeat)		: Ajoy Mathew Varghese, MS, DNB, PDF (Ped.ENT) (on leave)
	Thursday		: Mary John, MS DLO DNB, Ph D
	(Repeat)		: Naina Picardo, MS DLO, PDF(Ped.ENT)
			: Syed Kamran Asif, MS, PDF (Ped.ENT)
			: John Mathew MS, DLO
Pediatric ENT	Tues and	"	: Ajoy Mathew Varghese MS, DNB, PDF
	Thursday		(Ped.ENT) (On leave)
			: Mary John, MS, DLO., DNB., PhD
			: Naina Picardo, MS, DLO, PDF (Ped.ENT)
			: Syed Kamran Asif, MS, PDF (Ped.ENT)
Pediatric Cochlear	Tuesday (New)	п	: Ajoy Mathew Varghese, MS, DNB, PDF
Implant Clinic (Patients	Thursday (repe	at)	(Ped.ENT) (on leave)
with Hearing loss)			: Mary John, MS, DLO, DNB, PhD
Pediatric Airway	Tues (Repeat)	11	: Ajoy Mathew Varghese, MS, DNB, PDF
Clinic	Thurs (New)		(Ped.ENT) (On leave)
			: Mary John, MS, DLO, DNB, PhD
			: Naina Picardo, MS, DLO, PDF (Ped.ENT)

	DEPARTMENT	DAY	LOCATION	CONSULTANT
	ENT III	Fri (Repeat) Satur (rotation	320, 3rd Floor OPD once in 5 atients only)	_
	Services Offered	Rhinology (Diseases of the nose) Anterior Skull base surgery Nose & Sinus Clinic General ENT Cochlear Implantation (Adults)		
	ENT IV (Neuro-Otology & Cochlear Implant)	Monday (Repeat) Thursday (New)	OPD, 320 3rd Floor	<ul><li>: Anjali Lepcha, MS.,DNB</li><li>: Ann Mary Augustine, MS, DLO</li><li>: Ramanathan C, MS.,DLO</li><li>: Ajay Philip, MS, DNB, DLO</li></ul>
83	Audio Vestibular Clinic	Monday & Thursday	"	<ul> <li>: Anjali Lepcha, MS, DNB</li> <li>: Ann Mary Augustine, MS, DLO</li> <li>: Ramanathan C, MS, DLO</li> <li>: Tejaswini Patel, MS, Post Doctoral Fellowhip</li> </ul>

DEPARTMENT	DAY	LOCATION	CONSULTANT
Cochlear Implant	Monday &		: Anjali Lepcha, MS, DNB
Clinic	Thursday		: Ann Mary Augustine, MS, DLO
			: Ramanathan C, MS, DLO
Ear Clinic	Monday &		: Anjali Lepcha, MS, DNB
	Thursday		: Ann Mary Augustine, MS, DLO
			: Ramanathan C, MS, DLO
			: Ajay Philip, MS, DNB, DLO
ENT V	Tuesday (Re	view)	: Rita Ruby Anbuselvi Albert, DLO, MS, DNB,
	Friday (New)	)	FRCS (Glasg.)
			: Suma Susan Mathews, MS, DLO
			: George Ani Mathew, MS, DLO
			: Roshna Rose Paul, MS
Laryngology Speci	ality Clinics		
Voice Clinic	Tuesday &	III Floor 320	: Rita Ruby Anbuselvi Albert, DLO.,MS.,
	Friday		DNB., FRCS (Glasg.)
Airway Clinic	Tuesday &	III Floor 320	: Suma Susan Mathews, MS., DLO
	Friday		: George Ani Mathew, MS., DLO
			: Roshna Rose Paul, MS.

DEPARTMENT	DAY	LOCATION	CONSULTANT
Endocrinology	Monday & Thursday	111 OP Block 1st Floor	<ul> <li>Simon Rajaratnam, MD, MNAMS, DNB (Endo), FRACP(Endo), PhD(Endo)</li> <li>Thomas V.Paul, MD, DNB(Endo), PhD (Endo)</li> <li>H.S.Asha, DNB(General Medicine), DNB(Endo)</li> <li>Dukhabandu Naik, MD, DM (Endo)</li> <li>Nitin Kapoor, MD, PDF (Endo), DM (Endo),</li> <li>Sahana Shetty, MD, DM (Endo)</li> </ul>
	Monday & Thursday	Main Building 2nd Floor, 810 Endocrine Office	<ul> <li>Nihal Thomas, MD, MNAMS, DNB (Endo), FRACP (Endo), FRCP (EDIN)</li> <li>Riddi Das Gupta, MD, DM(Endo)</li> </ul>
Pituitary Clinic	Monday & Thursday 2 - 5 pm	111 O.P Block 1st Floor	: Pituitary Clinic Consultant
Osteoporosis and Metabolic Bone Clinic	Mon & Thurs 2-4 pm	"	: Thomas V.Paul : H.S.Asha

DEPARTMENT	DAY	LOCATION	CONSULTANT	
Integrated Thyroid Clinic	Mon & Thurs 9 -5 pm	Main building, 2nd floor - 810 Endocrine Office	<ul><li>: Nihal Thomas</li><li>: Dukhabandu Naik</li><li>: Riddi Das Gupta</li></ul>	
Integrated Diabetes Foot Clinic	Tuesday 10-4 pm	II	<ul> <li>Endocrine with PMR and Vascular Surgery</li> <li>Nihal Thomas</li> <li>Dukhabandu Naik</li> <li>Riddi Das Gupta</li> </ul>	
Diabetic Clinic	Wednesday Saturday 9 am - 12 pm	111 OP Block 1st Floor	: Diabetes Consultants	
Diabetes Education	Mon to Sat 8.30 to 4 p.m	OPD block I floor 111	: Diabetes Educators	
Adult Young Diabetes Clinic/ Gestational Diabetes Clinic	Wednesday 8.30 am to 12.30 pm	Main building 2nd Floor - 810 Endocrine Office	: Riddi Das Gupta	

DEPARTMENT	DAY	LOCATION	CONSULTANT
Foot Procedures	Mon, Wed & Thursday 2.30 - 4.30 pm	OPD Block 1st Floor , No.111	: Diabetes Educators
	Tues & Fri 9. am to 4 p.m	Main building 2nd floor, No.810, Endocrine Office	
High Risk Diabetes Eye Clinic	Wednes 2.30 to 4.30 pn	n	: Endocrine with Ophthalmology
Menopause Clinic	Wednes 2-5 pm	ISSCC Building 1st Floor - 520 OG OPD	: Menopause Consultant
Bone Densitometry	Mon to Fri 8 am-6.30 pm Satur 8-1 pm	OPD Block 1st Floor 107	: DEXA Technicians

DEPARTMENT	DAY	LOCATION	CONSULTANT
Gastroenterology	Mon & Thurs	` '	A.J.Joseph, MD, DM (Gastro) Amit Kumar Dutta, MD, DM (Gastro)
	Tues & Fri	" : :	Ebby George Simon, MD., DM(G) (on leave) Sudipta Dhar Chowdhury, MD., DM(Gastro) Reuben Thomas Kurien, MD., DM(Gastro)
	Wed & Sat	" :	Deepu David, MD, DM (Gastro)
	Tues & Fri	Speciality 3 (110): OPD Block	General OPD
Pancreatico Biliary Clinic	Tues & Fri	OPD block 110 :	General OPD
Inflammatory Bowel Disease (IBD) Clinic	Wednes Afternoon	IP Block 600 B :	General OPD
Hepatology	Mon & Thurs	IP Block (600 B) : : :	C.E.Eapen, MD, DM Uday George Zachariah, MD, DM K.G.Sajith, MD, DM (On leave) Ashish Goel, MD, DM

DEPARTMENT	DAY	LOCATION	CONSULTANT
Dr.Paul Brand Centre Hand Surgery, Re-constructive Micro Surgery, Peripheral Nerve Surgery & Leprosy Surgery	Monday Wednesday Saturday Thursday (Review by app	OP Block - B40	: Binu Prathap Thomas, D.Ortho, M.S.Orth, PDFHS(USA) : Samuel C. Raj Pallapati, D.Orth., DNB (Orth), PDFHS(USA) : Anil Mathew, D.Orth., M.S.Orth., PDFHS (CMC Vellore) : Sreekanth R, D.Orth, M.S.Orth, PDFHS (CMC Vellore) : Kiran Sasi P, D.Orth, M.S Orth, DNB Orth, MNAMS : Jojin Jose C, M.S Orth
HD Clinic (Lepra Hand Clinic)	Monday (2.00	to 4.00 p.m)	<ul> <li>Binu Prathap Thomas</li> <li>Samuel C.Raj Pallapati</li> <li>Anil Mathew</li> <li>Sreekanth. R</li> <li>Kiran Sasi. P</li> <li>Jojin Jose C</li> </ul>

DEPARTMENT	DAY	LOCATION	CONSULTANT
HD Foot Ulcer Clinic		Hand Therapy & Leprosy Physiotherapy Section. Basement of Emmaus-Suisse Block (Below PMR-OPD)	<ul> <li>Binu P Thomas, D.Orth, M.S.Orth., PDFHS (USA)</li> <li>Samuel C. Raj Pallapati, D.Orth., DNB (Orth), PDFHS(USA)</li> <li>Anil Mathew, D.Orth., M.S.Orth.PDFHS (CMC)</li> <li>Sreekanth R, D.Orth, M.S.Orth, PDFHS (CMC)</li> <li>Kiran Sasi P, D.Orth, M.S. Orth, DNB Orth, MNAMS</li> <li>Jojin Jose C, M.S Orth</li> </ul>
Clinical Haematology	Tuesday Friday (Afternoon)	Haematology Department (OT Building)	<ul> <li>: Alok Srivastava, MD., FRACP, FRCPA, FRCP</li> <li>: Vikram Mathews, MD, DM,</li> <li>: Biju George, MD, DM,</li> <li>: Aby Abraham, MD, DM (Study leave)</li> <li>: Anu Korula, MD, DM</li> </ul>
Infectious Disease	es Tuesday & Friday	O.P Block (210)	<ul> <li>: Priscilla Rupali, MD, DTMH</li> <li>: George M.Varghese, MD, DNB, DTMHFIDSA</li> <li>: Rajiv Karthik K, MD, MPH</li> <li>: Abi Manesh, MD</li> </ul>
Retroviral Clinic	Wednesday (Afternoon)	OP Block (250)	<ul> <li>: Priscilla Rupali, MD, DTMH</li> <li>: George M.Varghese, MD, DNB, DTMHFIDSA</li> <li>: Rajiv Karthik K, MD, MPH</li> <li>: Abi Manesh, MD</li> </ul>

DEPARTMENT	DAY	LOCATION	CONSULTANT
Medicine I	Tuesday Friday (Morning) Rotation on Saturday (once in 5 we	O.P.Block (210) eks)	<ul> <li>O.C.Abraham ,MD,MPH (On sabbatical)</li> <li>Anand Zachariah, MD, MNAMS</li> <li>Alice Joan Mathuram, MD</li> <li>Punitha JV, MD</li> <li>Ravikar Ralph, MD</li> <li>Nisha Jose, MD</li> </ul>
Medicine II	Monday Thursday	O.P.Block (210)	<ul> <li>Thambu David, MD, Dip.NB</li> <li>Turaka Vijay Prakash, MD</li> <li>Tina George, MD</li> <li>G.Karthik, MD</li> <li>Selvin Sunderraj, MD</li> </ul>
Medicine III	Monday & Wednesday	11	<ul><li>Sowmya Sathyendra, MD, MRCP</li><li>Sudha Jasmine, MD.</li><li>Vinod Kumar, MD</li><li>Angel Miraclin, MD</li><li>Gina Chandy, MD</li></ul>
Geriatrics	Tuesday & Friday	No.600 B Ground Floor	<ul> <li>: Prasad Mathews.K, MD, FRACP (Geriatrics)</li> <li>: Surekha.V, MD</li> <li>: K.G. Gopinath, MD, FRACP (Geriatrics)</li> <li>: Benny Paul Wilson, MD, MRCP (Geriatrics)</li> <li>: Pranita Roy, MD (Geriatrics)</li> </ul>

DEPARTMENT	DAY	LOCATION	CONSULTANT
Medicine IV	Tuesday Thursday	OPD Block 2nd Floor	<ul> <li>Samuel George Hansdak, MD (on leave)</li> <li>Ronald Albert Benton Carey, MD</li> <li>Cijoy Kuriakose, DNB</li> <li>Ajay Kumar Misra, MD</li> <li>Ajoy Oommen John, MD</li> </ul>
Medicine V	Wednesday & Friday	OPD Block 210	<ul> <li>Ramya I, MD, Dip NB, MRCP</li> <li>Manjeera Jagannati, MD (On study leave)</li> <li>Nirmal Raj Francis, MD</li> <li>Deepti Bal, MD</li> <li>Vignesh Kumar, MD</li> </ul>
Neonatology HRIC	Tuesday (Afternoon)	ISSCC Ist Floor	<ul><li>: A.W.Niranjan Thomas, MD, DCH</li><li>: S.Sridhar, DCH, DNB</li><li>: Kurien Anil Kuruvilla, MD, DCH</li><li>: Maniesh Kumar, MD DM</li></ul>
Nephrology I	Monday Thursday (Afternoon)	O.P.Block (340)	<ul> <li>V.Tamilarasi, BA, MD, DCH, DM</li> <li>Vinoi George David, MD, DM (on leave)</li> <li>Suceena Alexander, MD, DM</li> <li>Shibu Jacob, MD, DM</li> <li>Harish R.Pathak, MD, DM</li> </ul>

DEPARTMENT	DAY	LOCATION	CONSULTANT
Nephrology II	Tuesday Friday (Afternoon)	O.P.Block 340	<ul><li>Santosh Varughese, MD, DM, FRCP</li><li>Anna T Valson, MD, DM</li><li>Kakde Shailesh Tulshi Das, DNB, DM</li></ul>
Neurosurgery I	Monday Thursday Mon (Afternoon	PCF ) O.P block	<ul><li>: Ari G Chacko, M.Ch (Neuro) (On leave)</li><li>: Krishna Prabhu, M.Ch (Neuro)</li><li>: General OPD</li></ul>
Neurosurgery II	Tuesday Friday Wed & Sat Thurs (Afternoon)	P.C.F. " 110	<ul><li>V.Rajshekhar, M.Ch(Neuro)</li><li>Ranjith K.Moorthy, M.Ch.(Neuro)</li><li>Consultant</li><li>General OPD</li></ul>
Clinical Nuclear Medicine	Monday & Thursday 8-10 am	OP Block 1st Floor 110	<ul><li>Regi Oommen,MD,DMRT, DRM</li><li>Nylla Shanthly, DRM</li><li>Julie Hephzibah, MD, DNB(RT), DNB(NM)</li><li>David Mathew, MD, DMRT</li></ul>
Paed. Neurology	Monday & Thursday	110	<ul> <li>: Maya Thomas, D.Ch.,M.D(Paed),</li> <li>D.M (Neuro)</li> <li>: Karthik.M, M.D (Paed), D.M (Neuro)</li> <li>: Sangeetha.Y, M.D (Paed) DNB (Paed)</li> <li>D.M (Paed. Neuro)</li> </ul>

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DEPARTMENT	DAY	LOCATION	CONSULTANT
Neurology		OPD Building 110:	Vivek Mathew, M.D.(Gen.Med), D.M.(Neuro) Dip.N.B.,
		101 :	Sanjith Aaron, M.D.,(Gen.Med).D.M.(Neuro)
General Neurology		110 : : :	A.T.Prabhakar, M.D.(Gen.Med) D.M (Neuro) Suresh Babu.P, M.D.(Gen.Med)D.M (Neuro) Rohit Ninan Benjamin, M.D(Gen.Med) D.M (Neuro) Sanjeev Kumar, M.D(Gen.Med) D.M (Neuro)
Epilepsy Clinic	Wed (Afternoor	n) 110 : : :	Maya Thomas Vivek Mathew Sangeetha.Y Karthik.M
Neurology	Mon, Wed, Thu (Afternoon)	rs 101 :	Anil Kumar B.Patil, M.D (Gen.Med), D.M (Neuro)
	Tues & Fri	101 :	Mathew Alexander, M.D (Gen Med), D.M.(Neuro) Ajith Sivadasan, M.D.(Gen.Med).,D.M.(Neuro)

DEPARTMENT	DAY	LOCATION	CONSULTANT
Clinical Immunology & Rheumatology	Mon & Thurs	PCF (101) 1st Floor	<ul> <li>Debashish Danda, MD., D.M.(Clinical Immunology), FRCP</li> <li>John Mathew, MD, DNB, MNAMS, DM</li> <li>Ruchika Goel, MD, PDF in Clinical Immunology &amp; Rheumatology</li> <li>Sandhya.P. MD, PDF "</li> <li>Ruchika Goel, MD, PDF "</li> <li>Ramya J, MD, PDF "</li> <li>Santosh K. Mandal, MD, PDF "</li> </ul>
Early Arthritis Clinic (EAC)	Tuesday 1-4 pm	PCF	: Consultants* on rotation
Lupus & Vasculitis Clinic (LVAS)	Wednesday 1-5 pm	PCF	: Consultants* on rotation
Peadiatric Rheumatology Spondyloarthritis &	Friday 1-5 pm Saturday	CH-OPD (Gen & Pvt) PCF	<ul><li>: Sathish Kumar, MD DCH</li><li>&amp; Rheumatology Registrars</li><li>: Consultants* on rotation</li></ul>
Crystal Arthritis	10.30 -1 pm		el, Sandhya .P, Ramya.J, Santosh Kumar Mandal

L	DEPARTMENT	DAY	LOCATION		CONSULTANT
	Gynaecologic Oncology	Mon & Thurs Afternoon Satur (Morning) in three weeks	1st Floor 510	: :	Abraham Peedicayil, MD, FRCOG Rachel George Chandy, MD, DGO Anitha Thomas, MD, DGO, DNB Vinotha Thomas, DGO, DNB (On leave) Ajit Sebastian, MD, DGO
	Obst. & Gynae.I (New) General Gynaecology	Mon & Thurs (Morning) Wednesday Satur - once in 3 weeks	510	:	Jesssie Lionel, MD, DGO, Dip NB (FM) Elsy Thomas, MD, DGO Dibu Sam, MD, DGO
	Obst.& Gynae.II	Tues & Fri (Morning) Saturday once in 3 weeks on rotation	ISSCC 515	:	Aruna N. Kekre, MD. Lilly Varghese, MD Vaibhav Londhe, MD
8	Female Continence Clinic	Wednesday	ISSCC 510	:	OG, Colorectal, Urology and Physiotherapy

DEPARTMENT	DAY	LOCATION	CONSULTANT
Obst. & Gynae.III	Wednesday Thurs (Morning	ISSCC g) (510)	<ul><li>: Annie Regi, MD, DGO</li><li>: Preethi, MD, DGO (On leave)</li><li>: Bhageerathy, MD, DGO</li></ul>
Obst. & Gynae.IV	Tues (Morning Friday	) ISSCC (510)	<ul><li>: Ruby Jose, MD, DGO</li><li>: Manisha Madhai Beck, MD</li><li>: Reeta Vijayaselvi, MD, DGO</li><li>: Liji David, MD, DGO (on study leave)</li></ul>
Perinatal Medicine Clinic	Wednesday (Afternoon)	ISSCC 510	: Obst. & Gynae and Neonatalogy & Genetics
Obst. & Gynae. V (Only Obstetrics cases)	Monday Thursday	ISSCC 510	<ul><li>Jiji Elizabeth Mathews, MD DGO</li><li>Santhosh Joseph Benjamin, MS</li><li>Anuja Abraham, MD, DGO</li><li>Swati Rathore, MS</li></ul>
Ophthalmology I	Monday to Saturday	Dept of Ophthalmology CMC Schell Campus	<ul> <li>: Andrew Braganza, MS.,</li> <li>: Lekha Mary Abraham, DO., Dip NB</li> <li>: Sanita Korah, MS., DO.,</li> <li>: Arathi Simha, MS., DO.,</li> <li>: Jeyanth Rose, MS</li> <li>: Anupriya Arthur, MS, DO.,</li> <li>: Swetha Philip, MS., DO.,</li> </ul>

	DEPARTMENT	DAY	LOCATION	CONSULTANT
	Ophthalmology II	Monday to Saturday	Dept of Ophthalmology CMC Schell Campus	<ul> <li>Pushpa Jacob, DO., DNB, FRCS.,</li> <li>Sheeja Susan John, MS., DO., FRCS.,</li> <li>Saban Horo, MS.,</li> <li>Deepa John, MS., DO.,</li> <li>Jayanthi Peter, MS., DO., DNB.,</li> </ul>
	Ophthalmology III	Monday to Saturday	u	<ul> <li>Thomas Kuriakose,DO., Dip NB,FRCS(Edn)</li> <li>Padma Paul, MS, DO.,</li> <li>Smitha Jasper, MS</li> <li>Anika Amritanand, MS.,</li> <li>Satheesh Solomon, MS, DO.,</li> </ul>
	Orthopaedics I	Monday Thursday (Morning)	O.P.Block B 20	<ul> <li>Vernon N. Lee, D.Orth., M.S.Orth., M.Ch.Orth.</li></ul>
98	Fracture Clinic I	"	"	: Referral Clinic

	DEPARTMENT	DAY	LOCATION	CONSULTANT
	Spinal Disorders Surgery Unit (SPINE)	Monday Thursday	O.P Block B 20	<ul> <li>Kenny S.David, M.S. Orth., F.A.C.S</li> <li>K.Venkatesh, D.Orth., Dip.N.B.Orth.</li> <li>Rohit Amritanand, M.S.Orth., MAMS</li> <li>Justin Arockiaraj, D.Orth, M.S.Orth, DNB Orth. PGDHA</li> </ul>
99	Orthopaedics II	Tuesday Friday	O.P. Block	<ul> <li>V.T.K.Titus, D.Ortho.,M.S.Ortho.,</li></ul>

DEPARTMENT	DAY	LOCATION	CONSULTANT
Paediatric Orthopaedics	Tuesday Friday	OPD Block Basement - B 4 B 30	
Club Foot Clinic	Tues & Fri	(B30) Room No.3	<ul><li>Paediatric Orthopaedics Consultant</li><li>Paediatric Orthopaedics Fellow, Registrar, Physiotherapist, Occupational Therapist</li></ul>
Screening for DDH (D	evelopmental	Dysplasia of Hip)	Tuesday and Friday (B 40 Room No.3)
		•	Multi Disciplinary Clinic with Paediatric Ortho, Developmental Paediatrics, Physical Medicine and Rehabilitation, Child and adolescent Psychiatry thopaedics problems who are under 15 years of
age. Direct Registrati	on on Tuesday	and Friday.	
Orthopaedics III	Wednesday Saturday	O.P.Block (B20)	<ul> <li>: Alfred J.Daniel, D.Ortho, DNB, M.S. Ortho</li> <li>: Thilak Jepegnanam, D.Ortho, M.S. Ortho</li> <li>: PRJVC Boopalan, D.Orth, M.S. Orth</li> <li>: Viju Daniel Varghese, D.Ortho, MS Ortho</li> <li>: Abel Livingston, DNB, M.S.Ortho</li> </ul>

DEPARTMENT	DAY	LOCATION	CONSULTANT
Paediatric I	Monday Thursday (Morning)	ISSCC 1st Floor (530 & 540)	: Anna Simon, MD, DCH : Leni Mathew, MD, DCH, MRCPCH (On leave) : Sarah Mathai, DCH, DNB, PhD
Well Baby and Immunization Clinic	Monday to Saturday	ISSCC - 450 Ground Floor	: Sarah Mathai, DCH, DNB, PhD (Paed Endo) : Rajeev Zachariah, DCH
Paediatric Endocrinology	Mon & Thurs (Afternoon) Wednesday	ISSCC 1st Floor 530 & 540	<ul><li>: Anna Simon MD,DCH</li><li>: Sarah Mathai,DCH, DNB, PhD (Paed Endo)</li><li>: Sarah Mathai, DCH, DNB, PhD (Paed Endo)</li></ul>
Paediatric Haemato Oncology	Monday Tuesday Thursday	"	<ul><li>: Leni Mathew, MD, DCH, MRCPCH (On leave)</li><li>: Rikki R John, DCH, DNB (On leave)</li><li>: Narendra Kumar Chaudhary, MD, FNB</li></ul>
Paediatric II	Wednesday Saturday	II	: Indira Agarwal, MD, FISN : T. Sathish Kumar, MD, DCH

DEPARTMENT	DAY	LOCATION	CONSULTANT
Paediatric Nephrology	Wed (Morning) Fri (Afternoon) Sat (Morning)	ISSCC 1st Floor 530 & 540	: Indira Agarwal, MD, FISN
Paediatric CRF Clinic	Wed & Sat (Morning) Fri (Afternoon)	n	: Indira Agarwal, MD, FISN
Paediatric Rheumatology	Wednesday (Morning) Fri (Afternoon) Sat (Morning)	"	: T.Sathish Kumar, MD, DCH
Paediatric III	Tuesday & Friday (Morning)	ISSCC 1st Floor 540	<ul><li>Valsan Verghese, MD, DCH</li><li>Sneha Varkki, Dip.NB, DCH</li><li>Mona Basker, MD, DCH</li><li>Winsley Rose, MD</li></ul>
Paediatric Respiratory Clinic	Monday 11a.m - 2.p.m	ISSCC 530 (1st Floor) (Room No.6)	: Sneha Varkki, Dip.NB, DCH
-	Tues, Fri (2-5 pm)	540 - R.No.11	: Sneha Varkki, Dip.NB, DCH

DEPARTMENT	DAY	LOCATION	CONSULTANT
Paed. Infectious Disease Referral Clinic	Tues, Friday (Morning)	ISSCC 540, 1st floor	<ul><li>: Valsan Verghese, MD, DCH</li><li>: Winsley Rose, MD</li><li>: Anila Chacko, MD, DCH</li></ul>
Infectious Disease Clinic (General)	Wednesday (2 to 4 pm)	OPD building 250, 2 Floor Room No.8)	<ul><li>: Valsan Verghese, MD, DCH</li><li>: Winsley Rose, MD</li><li>: Anila Chacko, MD, DCH</li></ul>
Adolescent Medicine Clinic	Wednes (Morning)	ISSCC, 550 1st Floor Room No.3	: Mona Basker, MD, DCH
Paedatric Surgery I	Tues, Thurs & Saturday Morning	ISSCC (520)	: Reju Joseph Thomas, MS, DNB (Gen.Sur.), M.Ch.(Paed.Sur), DNB (Paed.Sur), MMAS(Laparoscopy Sur) : Susan Jehangir Homi, MS (Gen.Sur), M.Ch(Paed.Sur) : Ravi Kishore, MS (Gen.Sur), M.Ch (Paed.Sur) : Jujju Jacob Kurian, MS, M.Ch, MRCS

DEPARTMENT	DAY	LOCATION	CONSULTANT
Paediatric Surgery II	Monday Wednesday Friday Morning	ISSCC (520)	<ul> <li>Sampath Karl, MS(Gen.Sur), M.Ch(Paed.Sur)</li> <li>John Mathai, M.S(Gen.Sur), DNB (Gen.Sur), M.Ch(Paed.Sur)</li> <li>Harshjeet Singh Bal, M.S(Gen.Sur), M.Ch(Paed.Sur)</li> <li>Sundeep Kisku, M.S, M.Ch (Paed.Sur)</li> </ul>
Physical Medicine & Rehabilitation Unit I	Tuesday & Friday	PMR OPD	<ul> <li>George Tharion, D.Ortho, DPMR, MD, DNB(PMR)</li> <li>Judy Ann John, MD, DNB (PMR)</li> <li>Bobeena Rachel Chandy, MD, DNB(PMR)</li> <li>Navin B.Prakash, MD (PMR)</li> <li>Swapna Patil, MD (PMR)</li> <li>Rahul Jacob Thomas, MD (PMR)</li> </ul>
Physical Medicine & Rehabilitation Unit II	Monday & Thursday	PMR OPD	<ul> <li>: Raji Thomas, DPMR., MD, DNB (PMR)</li> <li>: Jacob George, MNAMS, MD, DNB (PMR)</li> <li>: Henry Prakash, DPMR, MD, DNB (PMR)</li> <li>: Prashanth Chalageri, DPMR, MD (PMR)</li> <li>: Asem Rangita Chanu, MD (PMR)</li> <li>: Jane Elizabeth Sajan, MD (PMR)</li> </ul>

DEPARTMENT	DAY	LOCATION	CONSULTANT
Clinics			
Amputee Clinic	Monday (Afternoon)	PMR OPD Room 9	<ul><li>: Prashanth Chalageri</li><li>: Jane Elizabeth Sajan</li></ul>
Diabetic Foot Clinic (Endocrinology, Vascular Surgery(II) & PMR)	Tuesday (Afternoon)	Endocrinology Office Conference Room	<ul><li>: Nihal Thomas</li><li>: Sunil Agarwal</li><li>: Edwin Stephen</li><li>: Swapna Patil</li><li>: Navin B.Prakash</li></ul>
Brain Injury Clinic (Neuro-Surgery, & PMR)	Wednesday (Afternoon)	PMR OPD Room 5,7,10 11, 12, 13	<ul><li>: Mathew Joseph</li><li>: PMR Registrars</li></ul>
Stroke Clinic (Neurology & PMR)	Wednesday (Afternoon)	PMR OPD Room 9	: Sanjith Aaron : PMR Registrars

DEPARTMENT	DAY	LOCATION	CONSULTANT
Neuromuscular Clinic (Neurology & PMR)	Thursday (Afternoon)	PMR OPD (Room 9)	<ul><li>: Mathew Alexander</li><li>: Ajith Sivadasan</li><li>: Prashanth Chalageri</li><li>: Jane Elizabeth Sajan</li></ul>
Haemophilia Clinic (Haematology, Ortho I & PMR)	Thursday (Afternoon)	Haemat OPD	<ul> <li>: Alok Srivastava</li> <li>: Vikram Mathews</li> <li>: Aby Abraham</li> <li>: Manasseh Nithyananth</li> <li>: Judy Ann John</li> <li>: Navin B.Prakash</li> <li>: Swapna Patil</li> </ul>
Pain Clinic (Psychiatry II & PMR)	Friday (Afternoon)	PMR OPD (Room 11)	<ul><li>: Soumil Dhalokia</li><li>: Navin B.Prakash</li><li>: Swapna Patil</li></ul>
NN Clinic	Thursday (Afternoon)	Nambikai Nilayam	: Navin B.Prakash

DEPARTMENT	DAY	LOCATION		CONSULTANT
Plastic Surgery Unit I (Plastic & Reconst. Surgery, Cosmetic Surgery, Microsurgery, Cranio-Maxillofacial Surgery and Burns)	Wednes & Saturday (8 -12 pm)	O.P.Block 3rd Floor 340	:	Kingsly Paul M, MS, M.Ch (Plastic) Elvino Barreto, MS, M.Ch (Plastic) Geley Ete, MS, M.Ch (Plastic)
Plastic Surgery II	Tuesday & Friday (After	noon)	:	Ashish Kumar Gupta, MS, M.Ch(Plastic) Shashank Lamba, MS, M.Ch (Plastic) Gohil Amish Jayantilal, MS, M.Ch (Plastic)
PSYCHIATRY CLINICS PSYCHIATRY UNIT I	Tuesday Afternoon Thursday Afternoon Friday Afternoon	OPD (Main Campus)	: : : : : : : : : : : : : : : : : : : :	Suja Kurian, MD R.Dhananjayan, MD Anju Kuruvilla, MD Rajesh Gopalakrishnan, MD P.Thangadurai, DNB Suvarna Jyothi K, MD
Availability of named co	nsultant may v	ary.		

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DEPARTMENT	DAY	LOCATION	CONSULTANT
PSYCHIATRY UNIT II	Monday 2-4 pm	ISSCC 520	<ul><li>: Saumil Dholakia, MD</li><li>: Munaf Nandyal, MD</li><li>: Akhil Abhijnhan, MD</li></ul>
	Wednesday 2-4 pm	II	<ul><li>: Donae George, MD</li><li>: Prince R, MD</li></ul>
	Friday 2-4 pm	"	: Ranjith P, MD

<sup>\*</sup> Availability of named consultant may vary depending on other responsibilities in the department. However, there will always be a qualified consultant available.

**PSYCHIATRY UNIT III** 

Monday & Wednesday

Bagayam

: Anna Tharyan, MBBS., DPM., MD.,

MRCPsych

: Arun R, MBBS, DPM, MD, MPH

: Dheeraj, MBBS, DPM, MD

# CHILD & ADOLESCENT PSYCHIATRY UNIT CMC Main Hospital, Campus, Vellore

Consultation: Liaison Clinic: For emotional and behavioural disorders, psychosomatic disorders, developmental disabilities and disorders, educational guidance, counselling.

DEPARTMENT	DAY	LOCATION	CONSULTANT
Tuesday	Child Health 2-4 pm	O.P (530)	<ul> <li>: R.P.S.S.Russell, MD, DPM, DNB (on leave)</li> <li>: Satya Raj, MD, DPM, DNB (on leave)</li> <li>: Shonima Raj, MD, DPM</li> <li>: Minju K.A, MD, DPM</li> </ul>
	Friday 2-4 pm	Child Health O.P - 530	<ul><li>: Priya Mammen, DPM, DNB</li><li>: Sherab Tsheringla, MD, DPM</li><li>: Venkateswaran R, MD</li></ul>

## Department of Psychiatry, CMC Campus, Bagayam

**Child & Adolescent Psychiatry**: For emotional and behavioural disorders.

Monday, Wednesday, Saturday

New consultations

8-11 a.m

Monday, Wednesday (2-4 pm) Reconsultations

**NAMBIKKAI NILAYAM**: For developmental disabilities

Monday to Saturday (8-4 pm) New consultations: by appointment only Ph: 0416 - 2284307

Monday, Wednesday (2-4 pm) Reconsultations

Autism Clinic: Special cliniic for autism

Friday (2-4 pm) New consultations: by appointment only Ph:0416 - 2284307

10.

DEPARTMENT	DAY	LOCATION	CONSULTANT
Pulmonary Medicine (Respiratory Medicine		PCF 101	: Resp. Consultant
	Tues & Friday	111	: D.J.Christopher, B.Sc.DTCD, Dip NB, FRCP (Glasg)FCCP (USA) : Prince James, MD : Ashwin Oliver, MD : T.Barney Isaac, DNB (On leave)
Pulmonary Medicine	II Wednesday Fri (Afterno Sat (Mornin	on) "	: Balamugesh, MD, DM, FCCP (USA) : Richa Gupta, MD : Shakti Kumar Bal, DNB
Asthma Clinic	Wednesday 2 pm - 4 pm Sat 8 am - 1	OPD Extn (600) 0 am	
Palliative Care	Tuesday Friday	PCF Extn, 1st Floo OPD Building	or : Reena George, MD (RT) DNB Dip Pall Med : S.Jenifer Jeba, MD (RT) Dip Pall Med MSc Pall Med
	Mon, Thurs (Private patients)	)	: S.Jenifer Jeba, MD (RT) Dip Pall Med MSc Pall Med

DEPARTMENT	DAY	LOCATION	CONSULTANT
Radiation Oncology Unit I	Monday Wednesday Friday	R.T.Block (G1)	<ul> <li>: B.Selvamani, MD, DNB</li> <li>: Simon Pavamani, MD</li> <li>: Thomas Samuel Ram, MD</li> <li>: Balukrishna S., MD, DNB, DMRT</li> <li>: Sunitha Susan Varghese, MD, DNB, DMRT</li> </ul>
New private consultation facility	Tuesday & Thurs	ALPHA Clinic MTS and MI areas	<ul><li>: Simon Pavamani will see on every Tuesday for two hours</li><li>: Thomas Samuel Ram will see on every Thursday for one hour</li></ul>
New patients By appointment, RT I Office	Tuesday, Thursday and Sat (Morning)	PCF Ist Floor By appt from RT - I Office	<ul> <li>: B.Selvamani, MD, DNB</li> <li>: Simon Pavamani, MD</li> <li>: Thomas Samuel Ram, MD</li> <li>: Balukrishna S., MD, DNB, DMRT</li> <li>: Sunitha Susan Varghese, MD, DNB, DMRT</li> </ul>

DEPARTMENT	DAY	LOCATION	CONSULTANT
Radiation Oncology Unit II	Monday Wednes Friday	RT Block PCF (101) Only New	<ul> <li>: Subhashini John, DMRT, MD, MAMS</li> <li>: Rajesh I, DMRT, MD</li> <li>: Rajesh B, MD, DNB</li> <li>: Patricia Solomon, DMRT, MD</li> <li>: Saikat Das, DMRT, MD, DNB</li> </ul>
	Tuesday Thursday Saturday	RT Block (G1) (New & Repeat)	<ul> <li>Subhashini John, DMRT, MD, MAMS</li> <li>Rajesh I, DMRT, MD</li> <li>Rajesh B, MD, DNB</li> <li>Patricia Solomon, DMRT, MD</li> <li>Saikat Das, DMRT, MD, DNB</li> <li>General Registration</li> </ul>
Medical Oncology	Monday Wednesday Friday	Speciality III 110 OPD Bldg 1st Floor	<ul><li>: Raju Titus Chacko, MD</li><li>: Ashish Singh, MD., DM</li><li>: Sachin Punathar, DM</li></ul>
Reproductive Medicine (Infertility)	Tuesday Friday (Afternoon)	ISSCC 510	<ul> <li>: Aleyamma T.K., MD, DGO, DNB, Fellowship (Reproductive Medicine)</li> <li>: Mohan S Kamath, MS, DNB, Fellowship (Reproductive Medicine)</li> <li>: Sumi Thomas, DGO, DNB Fellowship (Reproductive Medicine)</li> </ul>

DEPARTMENT	DAY LO	CATION	CONSULTANT
Surgery I General & Head and Neck Surgery	Mon Morning Thursday (Afternoon)	OPD Building 3rd Floor 310	<ul> <li>John C.Muthusami, M.S., FRCS</li> <li>Pranay Gaikwad, DNB, MNAMS</li> <li>Rajinikanth.J, MS, MRCS, DNB</li> <li>Amit Jiwan Tirkey, MS</li> <li>Cecil Thankachan Thomas, MS Joshua Franklyn, MS</li> </ul>
General Surgery II (Colorectal)	Tuesday Friday (Morning)	"	<ul> <li>: Mark Ranjan Jesudason, MS, DNB, FRCS(Ed)</li> <li>: Rohin Mittal, MS, DNB, MRCS</li> <li>: Gigi Varghese, MS</li> <li>: Rajat Raghunath, MS</li> </ul>
Surgery III (General Surgery & Upper GI Surgery)	Wednesday (8.00 am) Saturday (9.00 a.m)	n	<ul> <li>: B.Sudhakar Chandran, MS</li> <li>: Inian Samarasam.M.S., FRCS, FRACS</li> <li>: Vijay Abraham, MS, DNB</li> <li>: Sam Varghese George, MS</li> <li>: Myla Yacob, MS, DNB, MNAMS</li> </ul>
Vascular Surgery	Tuesday Friday	"	<ul><li>Deepak Selvaraj, MS, MRCS</li><li>Edwin Stephen, MS., FEVS</li><li>Prabhu Premkumar, MS</li><li>Sunil Agarwal, MS, FEVS (On leave)</li></ul>

DEPARTMENT	DAY L	OCATION	CONSULTANT
Hepato Pancreato Biliary (HPB) Surgery	Mon & Thurs (Morning)	OPD Building 3rd Floor 310	<ul><li>: Philip Joseph, MS</li><li>: Frederick L. Vyas, MS, MRCS (on leave)</li><li>: Ravish Sanghi Raju, MS, DNB</li></ul>
HPB Oncology Clinic	TI .	"	<ul> <li>: Philip Joseph, MS</li> <li>: Frederick L. Vyas, MS, MRCS (on leave)</li> <li>: Ravish Sanghi Raju, MS, DNB</li> <li>: Dhiraj John Sonbare, MS, DNB</li> <li>: Manbha L. Rymbai, MS</li> </ul>
Surgery IV (Abdominal Wall & Intestinal Surgery)	Mon (Afternoon Thurs(Morning)	•	<ul> <li>: Sukria Nayak, MS, FRCS</li> <li>: Suchita Chase, MS</li> <li>: Beulah Roopavathana, MS</li> <li>: Abinaya R.N, MS</li> <li>: Vijayan P, MS</li> <li>: Suraj S, MS</li> </ul>
Endocrine Surgery	Wednesday Saturday	n	<ul><li>: Anish Jacob Cherian, DNB, M.Ch</li><li>: Deepak Thomas Abraham, MS</li><li>: M.J.Paul, MS, DNB, Ph.D (On leave)</li><li>: Pooja Ramakant, MS, M.Ch</li></ul>

DEPARTMENT	DAY	LOCATION	CONSULTANT
Cardio Thoracic Surgery I	Mon to Friday	Private 3 - 4.30 pm General 8 - 9 am & 3 - 4.30 pm Thoracic Office	: Madhu Andrew Philip, Dip. NB, M.Ch (CTVS) : Alpha Mathew Kavunkal, M.S, M.Ch. (CTVS) : Lalit Kumar Choudhry, M.S., M.Ch. (CTVS)
Cardio Thoracic Surgery II	11	п	: Vinayak Shukla, M.S., Dip NB, M.Ch (CTVS) : Korah T. Kuruvila, M.S, M.Ch (CTVS) : Vinay M.Rao, M.S, M.Ch.(CTVS)
Cardio Thoracic Surgery III	"	"	<ul> <li>: Roy Thankachen, M.S, M.Ch (CTVS)</li> <li>: Birla Roy Gnanamuthu, M.S, M.Ch, FCCP, FIACS (CTVS)</li> <li>: Ravi Shankar, M.S, M.Ch (CTVS)</li> </ul>
Urology I	Monday Thursday (Morning)	O.P.Block 250	: Antony Devasia, MS., FRCSEd, M.Ch. (Uro) FRCS (Urol) : Chandra Singh, MS., DNB (Surg), M.Ch, DNB (Urol) : Arabind Panda, MS, M.Ch. (Uro) : Arun Jacob Philip George, MS, M.C (Uro) : Cornerstone Wann, MS, M.Ch (Uro) : John Samuel Banerji, MS, M.Ch (Uro)

DEPARTMENT	DAY	LOCATION	CONSULTANT
Urology II	Tuesday Friday	O.P.Block 250	<ul> <li>Nitin S.Kekre, MS., DNB(Uro)</li> <li>Santosh Kumar, MS, M.Ch</li> <li>Rajiv Paul Mukha, MS, M.Ch</li> <li>Nirmal T.J, MS, M.Ch</li> <li>Anuj Deep Dangi, MS, M.Ch</li> <li>Rajadoss, MS, M.Ch</li> <li>Benedict P. Samuel Rajendran, MS, M.Ch</li> </ul>
LUTS & Prostate Clinic	Mon, Tues, Thurs & Fri	OP Block 250	
Andrology Clinic	Wednesday 10 am -12 no	on "	
Transplant OPD	Mon & Fri	п	
Urban T.B.Clinic (DOTS)	Mon to Fri 8 - 4 pm Sat 8 - 12 no	O.P Block G 41 oon	: D.J. Christopher, DTCD, DNB FRCP(glasg) FCCP(USA)

Department Name	Email Id
Accounts Department, No.105,	
Main Building, 1st Floor	accounts@cmcvellore.ac.in
Accounts acco	ounts_banking@cmcvellore.ac.in
Accounts	accountscare@cmcvellore.ac.in
Artifical Limb Centre, PMR building, Basement, No.670	alc@cmcvellore.ac.in
Biochemistry	biochemistry@cmcvellore.ac.in
Biostatistics Dept	biostats@cmcvellore.ac.in
CARE Section, No.106, Main block, 1st floor	care@cmcvellore.ac.in
Cardiology Unit I, Main building, Ground Floor	cardio1@cmcvellore.ac.in
Cardiology Unit II "	cardio2@cmcvellore.ac.in
Cardiology Unit III "	cardio3@cmcvellore.ac.in
Cardiology Univ IV "	cardio.ep@cmcvellore.ac.in
Child and Adolescent Psychiatr	ry childpsych@cmcvellore.ac.in
Casualty Dept emerge	ncy_medicine@cmcvellore.ac.in
Chaplaincy, Main block, Ground Floor	chaplain@cmcvellore.ac.in
Child Health Unit I, ISSCC building, 5th Floor Paediatric Oncology Paediatric Endocrine	child1@cmcvellore.ac.in

Department Name	Email Id
Child Health Unit II, ISSCC building, 5th Floor Paediatric Nephrology	child2@cmcvellore.ac.in
Child Health Unit III, ISSCC building, 5th Floor	child3@cmcvellore.ac.in
Clinical Gastroenterology and Hepatology, Williams building Ground floor	gastro@cmcvellore.ac.in hepatology@cmcvellore.ac.in
Clinical Immunology and Rheumatology, No.900, Ground Floor, Prince Manor building	rheumat@cmcvellore.ac.in
Clinical Biochemistry, Asha Building, 6th Floor	clinqc@cmcvellore.ac.in
Clinical Biochemistry Dept " Clinical Microbiology, Asha Building, 7th Floor	clinbio@cmcvellore.ac.in micro@cmcvellore.ac.in
Clinical Pathology & Blood Bank	clinpath@cmcvellore.ac.in
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