

F.N. 44-42/2016/MCTC/CGHS/2451-83
Monitoring Computerization and Training Cell
Directorate of CGHS
Ministry of Health & Family Welfare
CGHS Building Kalibari , New Delhi 110001

Dated: 17/11/2017

OFFICE MEMORANDUM

Subject: - Registering of Email IDs of CGHS beneficiaries

With the objective of further strengthening the services to CGHS beneficiaries it has been decided to provide following e-services to the beneficiaries through emails

- Prescription by Medical Officer at the WC
- Intimation of medicines issued by Pharmacy
- Intimation of medicines indented
- Intimation of issue of indented medicines
- OTP to book online appointment
- Confirmation/ cancellation of online appointment
- Permission letter for procedures/ investigations etc.

In order to enable above services it is required that email ids of all CGHS beneficiaries are registered with CGHS.


A beneficiary can visit CMO Inchange of parent Wellness Centre to get his/her email id registered with CGHS or can himself/herself register it by logging on to CGHS portal cghs.nic.in through following steps

- Visit CGHS Portal cghs.nic.in
- Click beneficiary login
- Enter your Ben Id, password and sign in
- Click Update Email
- Enter OTP sent on your registered Mobile
- Enter your email ID
- Update your email ID
- Similarly email ID for other family members can be updated

Vide publicity to this notice may be given through verbal communication and display at the notice boards of Wellness Centers.

Dr. V.K. Dhiman
Nodal Officer, MCTC

1. The Addl. Director CGHS (HQ) R.K. Puram, New Delhi.
2. The Addl. DDG (HQ), Nirman Bhawan, New Delhi.
3. Senior Technical Director NIC, CGO Complex Lodhi Road New Delhi.
4. The Addl. Directors CGHS - all Cities/Zones.
5. All CMOs Incharge, Wellness Centres through respective ADs.
6. PPS to the AS & DG CGHS, Nirman Bhawan, New Delhi.
7. PS to Director CGHS, Nirman Bhawan, New Delhi.


17/11/17

Dr. V.K. Dhiman
Nodal Officer, MCTC

STEPS FOR BOOKING ONLINE APPOINTMENT BY CGHS BENEFICIARIES

1. Visit the website cghs.nic.in
2. Click on the option "Book Appointment" available on RHS of the screen
3. Enter beneficiary ID and click on "Generate OTP".
4. An OTP (One Time Password) will be sent on registered mobile no. of the beneficiary or to the main card holder's mobile if that is the only registered number.
5. Enter OTP and click on "Proceed".
6. Beneficiary details are displayed on screen. Click on "Proceed" button if the details displayed on screen are correct otherwise click on "NOT YOU". In that case login again and proceed as above.
7. Select Specialty, Dispensary, Doctor as per your choice and click on "Proceed" button. A beneficiary can select a GDMO (General Duty Medical Officer) or a Specialist of any of the CGHS wellness centre for appointment.
8. A calendar is displayed to choose a date that has the availability of appointment for the selected doctor. Select date for appointment.
9. On selecting date, top of the screen shows the slot timings and the appointments available. A beneficiary can choose the desired slot.
10. Click on "Proceed to Book Appointment". One can go back and make changes by using the 'Change the Specialty' button.
11. On clicking the button "Proceed to Book Appointment", beneficiary details and the appointment details are displayed on the screen for confirmation.
12. Click on the option "Confirm to Book Appointment", Confirmation status page is displayed. One can print the confirmation slip, or book another appointment. System would also send an SMS to registered mobile number.
13. Appointment for the GDMO can be taken within 72 hours of date of appointment whereas appointment for the Specialist can be taken within 1 month of date of appointment. Online appointment cannot be made for the same day /date. (This window period may change depending upon the decisions taken from time to time)
14. If a self registered patient arrives at the indicative time slot and by that time his "Q" number has already passed, he will be called as very next patient, barring emergencies. However, if the indicative time slot has passed beyond half an hour then he will have to get fresh registration from WC registration counter.
15. If patient fails to turn up on appointed time thrice in a row the facility for him may be blocked for a month.

For walk in patients who directly visit the center without a prior self booked appointment, the facility of online registration at the registration counter of Wellness Center is available.