

Annexure 20

Frequently Asked Questions (FAQs) for LHMC & Associated Hospitals

For Patients & Attendants

1. What are the working hours of LHMC & Associated Hospitals?

Outpatient services (OPD) operate from 8:00 AM to 2:00 PM, Monday to Friday and 8:00 am to 1:00 pm on Saturday. Special Clinics Operate from 2:00 pm to 4:00 pm on Monday to Friday. All Emergency services are available 24x7.

2. How can I register for OPD consultation?

Registration can be done online via ORS Portal (<https://ors.gov.in>) or offline at the registration counters from 8:00 AM to 12: 00 pm.

3. Are emergency services available round the clock?

Yes, both Accident & Emergency departments at SSK and KSC Hospitals are functional 24x7.

4. How can I get admitted to the hospital?

Admission is based on a doctor's recommendation during OPD/Emergency consultation. The patient is issued an admission slip and bed allocation is done as per availability.

5. Is treatment free of cost?

All government-mandated essential services are free, especially for economically weaker sections. Some diagnostic or procedural services may have nominal charges. For details of the charges please refer Citizen's Charter available at website of LHMC.

6. Where can I book a private room?

Private rooms (if available) are allotted on doctor's recommendation and payment basis. Contact the Gynaecology office for availability and allotment.

7. Where can I get medical reports and discharge summaries?

All reports are provided by the concerned department/ward. Discharge summary is issued at the time of discharge. You may also visit Medical Record Department for such records.

8. Is there a blood bank facility available?

Yes, a licensed Blood Bank is available in LHMC & Associated Hospitals. For voluntary donations, contact the blood bank directly.

9. Where can I give feedback or complaints about hospital services?

You can use the Mera Aspatal feedback system, hospital Suggestion/Complaint boxes, or write to the Director or Medical Superintendent's office.

For Visitors & Attendants

10. What are the hospital visiting hours?

Visiting hours are from 4:00 PM to 6:00 PM, unless specified differently by the ward. (Please see visitors card issued at the time of discharge)

11. Are canteen or food services available inside the hospital?

Yes, cafeteria is available in Emergency block. Few Kiosks are also available in the hospital at various locations.

12. Is there any accommodation for outstation patient attendants?

No.

13. Where can I find drinking water and washroom facilities?

Water coolers and toilets are available at all major points: OPD, Emergency, and IPD blocks.

14. Is there any helpdesk available for guidance?

Yes, Information Desks are located near OPD and Emergency to assist patients and visitors.

For Medical Students & Observers

15. How can I apply for MBBS, MD/MS or nursing courses at LHMC?

Admissions are made through NEET-UG/PG & AIIMS INI-CET conducted by National Testing Agency (NTA)/AIIMS as per Government norms.

16. Can international or Indian students apply for observer-ships or electives?

Yes, interested students must apply through the Principal's Office with a letter from their Parent University and relevant documents.

17. Where can I find internship and academic schedules?

Academic calendars, internship rotations, and notices are posted on the official LHMC website and college notice boards.

Miscellaneous

18. Where can I find lost & found items or register a missing item?

Contact the Police Control Room in the Emergency or lodge the information at the Enquiry Desk.

19. How do I reach LHMC & SSK/KSC Hospitals via public transport?

The campus is accessible via Rajiv Chowk, RK Ashram Marg, Barakhamba, and Mandi House Metro stations, and well connected by DTC buses.

20. Whom to contact in case of an emergency?

S. No.	Name/Department	Contact No.
1.	Emergency Control room SSKH (24x7)	1. Mobile: 9911854448 2. Landline: 011-20913108
2.	HOD Emergency SSKH (10:00 am to 5:00 pm)	011-20913122
3.	KSCH Emergency Extension	011-23458246/47
4.	KSCH	011-23344147 / 011-23344150
	KSCH HOD Emergency	011-23458246/47
5.	Gynaecology Emergency	011-23408374
6.	Blood Bank	7982025431
7.	Hospital Enquiry (PBX)	011-23363728 / 011-23408100
8.	Ambulance	102
9.	Delhi Police	100
10.	Delhi Fire Service	101
11.	Integrated Emergency services (Medical, police, Fire)	108