



A GUIDE to THE CHRISTIAN MEDICAL COLLEGE VELLORE - RANIPET CAMPUS

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THE CMC VELLORE, RANIPET CAMPUS:

Kannigapuram in Ranipet District was an unfamiliar name of a village in Vellore till ten years ago. Today it is the Venue of the new CMC hospital under construction. Sometime in 2005, then the administration led by Director Dr George Chandy felt the need of a new campus to cater to the rapidly growing number of patients. The mother campus at Thottapalayam which was built between 1927 and 1932 was not enough for the burgeoning patient load that was building up year after year.

With limited resources but with prayerful vision, about 80 acres of land was sighted and bought in Kannigapuram. The challenges were many, ranging from finances, approvals, master plan and capacity to build.

Ten years later, the dream is becoming a reality. The planning that commenced in 2013 to build a 1500-bed campus has culminated in the commencement of a multi - speciality hospital and teaching facility, with the ground breaking ceremony on the 20th of December 2016, followed by a bricklaying ceremony exactly one month later (the above image shows students putting their hand imprints on slabs of wet cement during the ceremony.)

The original 80 acres has been added with another 10 acres of land allowing scope for an additional residential campus to be conceived. Presently, both the hospital and residential campuses are in formation at different stages. When fully built, CMC will have extra residences of different grades, a self - sufficient campus with amenities including a primary school. Other facilities planned include a low-cost residential facility for relatives of patients.

The services that will move into the Ranipet Campus include those disciplines that attract larger number of patients from outside Vellore. Diverting them to a new location will release vital space in the town campus to the citizens of Vellore for

basic specialties. Neurosciences, Cardio Pulmonary Sciences, Integrated Cancer Care, Renal Sciences, Haematology and a multilevel intensive care are planned to move in the first phase of development.

HOW TO REACH CMC VELLORE - RANIPET CAMPUS?

CMC VELLORE, RANIPET CAMPUS is located at Kilminnal village, Puttuthakku, Ranipet district, Tamilnadu - 632517 The Ranipet campus is situated on the Chennai - Bengaluru Highway (NH 48) about 1 km from the Poottuthakku bus-stand. Those coming to Kannigapuram 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 Katpadi railway station via CMC to Bagayam. Taxis and auto- rickshaws are always available at Katpadi Railway station and will charge approximately Rs.400/- for taxis and Rs.170/ for auto rickshaws to bring you to the main campus.

Then

- CMC has organised buses from Jubilee Gate (Opp Sushil Hotel) which will be leaving at regular intervals. You can report to the Boarding Point ½ hour before the reporting time printed on your appointment slip.
- There are also many government buses from Vellore Old Bus stand (7, 7A, 7AA, 7AD, 7B, 7C, 7F, 7H, 7N, 7M, 7S, 7T) as well as private buses. Most of these buses also stop at the CMC Bus stop on Dr.Ida Scudder Road, opposite Karur Vysya Bank.
- Autos and other private transportation are also available.

The bus stop for the CMC Ranipet campus is Poottuthaku which is 250 meters from the campus. You can approach the Emergency centre for emergency medical care in entrance of the Katpadi Railway station.

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

Auto-rickshaws and cycle-rickshaws are available at approximately Rs.100/- and Rs.70/- 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 2½ hours journey, a distance of 125 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 Koyambedu or take a taxi right from the airport to CMC, main campus at an approximate cost of Rs.3000/-

A BLOCK OUT PATIENT SERVICE

The Out Patient block is a Seven storeyed building situated on your front as you enter the main gate.

Most of the Out Patient clinics functions in this building.

A Block is a very busy area treating more than 4000 patients per day.

A Block Entrance Gates:

- ✓ At the entrance gates patients should produce the appointment slip and the Hospital Number card for verification by the security staff.
- ✓ After successful verification the patient and one relative will each be given one wrist band which is like a pass to enter the A Block.
- ✓ Only one relative for a patient is allowed to enter the A Block.
- ✓ The patient and relative can enter the A Block only 30 minutes before the appointment time mentioned in the appointment slip.
- ✓ Large suitcases and luggage bags are not permitted inside the OPD building, patients are requested to leave the luggage in their lodges or can keep in cloak room near Bojan canteen at A Block.

RECEPTION

- ✓ Help Desk staff at the A Block, Ground Floor (Counter No 3, will assist patients with information and accompany them, if needed and provide any sort of procedural assistance if patients may require.
- ✓ The INFO Reception is located in the A Block, Ground Floor (Counter No 15 & 16), the staff there will assist and provide information to In-patients, Out-patients, patient relatives, visitors, students and staff.

REGISTRATION PROCEDURES

The registration procedure in CMC allows patients to register themselves as a General Patient or a Private Patient.

- I. New General Registration (This facility is for general patients who come to CMC without prior online appointment)
 - a. Fill in the registration forms kept at the F-Block (Amenity Block) 2nd Floor-Counter No 1. Please fill all details accurately according to your government photo I.D as they are permanent records which you may require later for reimbursement or further correspondence. If you know the area Pin Code, enter it correctly on the registration form. Please give your present active mobile number or email I.D for any further official contact.
Note: Don't fill the registration form for revisits
 - b. After triaging proceed to the cash counters (MCTT) and submit the filled in registration forms with registration fees of Rs.290/- for General patients, & Rs.900/- for private patients
 - c. Hospital Number Card
 - Hospital Number card is provided to every new General patient which serves as patient numbercard
 - This card is mandatory at the entry gates and for all services within the hospital premises
 - Fresh Hospital Number Card will be issued in replacement of lost/ damaged card for fee of Rs.100/- after verification.

- d. Kindly report to the Registration Counters (Counter No 4 to 11 in A Block Ground Floor) with the appointment slip to get Entry Pass. It is important that the Entry Pass & Hospital Number Card / Patient Number Card to be kept safe. Please visit the OP clinic at the specified time on your registration slip.
- e. Please report half an hour before your appointment time
- f. The Entry Pass will have your name, hospital number, date, reporting time and location of the clinic. Kindly check name, hospital number, date and time of appointment
- g. With the help of Entry Pass, the patient can go to their respective OPD
- h. Kindly bring your photo I.D issued by Government (Aadhar Card, Pan Card or driving licence, Passport) when you visit OPD

APPOINTMENT BOOKING AND PAYMENT COUNTER

Appointment Booking & Payment Counter at (F -Block)
Amenity Block 2nd Floor

(This facility is for new patients and repeat patients)



- ✓ New patient registration
- ✓ Repeat patient appointments for revisits.
- ✓ Against Cancellation Appointments (Tatkal Appointments)
- ✓ Cash counter for investigations and appointments

Caution:

- Kindly do not seek middlemen like brokers or agents for early / tatkal appointments.
- As they are provided for free by CMC.
- Patients should visit the Appt Booking & Payment Counters in Amenity Block 2nd Floor in person for early appointments.

Online Pre-registration process in Ranipet Campus

New Private patients should do registration online. www.cmch-vellore.edu --> Are you --> a patient? --> Patient Portal --> Proceed. After successful online Registration you will get a User ID.

- ✓ Please note down the user ID and password, which should be presented adjacent to the Appointment Booking & Payment Counters
- ✓ If you know which department to go/ you have a referral letter please inform to the staff at the Reception.
- ✓ Your token number and triage station will be displayed on the television in front of you in the waiting area.
- ✓ After triage proceed for payment.
- ✓ If you have an urgency for appointment please explain that to the triage staff who will help you.
- ✓ Please note that online Pre - registration can be done from your smart phone, personal computer or the registration **counter no 1, Amenity Block 2nd Floor** (New Private Patient Facility).
- ✓ Every private patient will be given a Hospital Number Card.
- ✓ Your repeat appointments can be made using OPAD, Credit/ Debit cards at **Amenity Block 2nd Floor**.

Please ensure that you have deposited or topped up Out Patient Advance (OPAD) before seeing the consultant. OPAD deposits can be done in any cash counter.

Advantage of Pre-Registration

Patients who have already done Pre-registration online can skip the queue for the pre-registration procedure in **Amenity Block 2nd Floor**

REVISITS TO RANIPET CAMPUS

- General patients must pay Rs.160/- for re-visit towards repeat registration charges and private patients must pay Rs.390/- for (Repeat < 3 Months).
- Private Patients who have paid the consultation fees of Rs.900/- need to pay Rs.840/- only as consultation repeat - cum registration fees for re-visit after three months.
- Kindly produce your Hospital Number card, don't fill the registration form again.
- Patients with OPAD/ Credit / Debit card can pay on your respective OP Floors.
- For cash payments please use the cash counters on the respective **OP Floors** and **Ground Floor counter no 1 & 2.**

Online Appointments CMC MobileApp

Appointments can also be booked through CMC Mobile

App. Mobile App named as CMC Patient Portal can be downloaded from the CMC website and Google playstore.

Online Appointments(advance booking)

Online appointments can be booked in advance on our website www.cmch-vellore.edu --> Are you --> a patient? --> Patient Portal --> Proceed and follow the instructions.

If you have any queries, please go through the FAQs (Frequently Asked Questions) on the website.

- New and repeat OP appointments can be made online for General and private patients (Indian and International Patients)
- Change in appointment date will be allowed only upto one day before the day of Appointment date.
- Appointments booked online cannot be refunded or cancelled.

Against Cancellation of Appointments

(A Block, Ground Floor, Counter No.20 and No.21)

- ✓ If you are a New or Repeat patients (with Hosp.No.) and you don't get early appointment, please contact Amenity Block 2nd Floor counter for assistance.
- ✓ Patients with inter departmental referrals (general) will be given priority. Private interdepartmental referrals can go to Amenity Block 2nd Floor Monday - Saturday between 1.p.m to 6.p.m for appointments.
- ✓ Please bring a valid Government issued photo ID proof along with the patient for early date change at this counter.
- ✓ If your patient is very sick, please approach the Trauma Centre Reception/MFT for urgent help.
- ✓ No extra charges is levied for appointments.

Do not pay money to middlemen to get appointments

REPEAT REGISTRATION FOR THE INDIAN PATIENTS

Please check if your Internet settings are ON

Type www.cmch-vellore.edu



Are you --> a patient?--> Patient Portal -->
--> Proceed



Type Hospital Number, Year of Birth and Login



Frequently visited clinics Click here for other clinics

Check appointment details, your hospital
number, amount, select payment option and
Enter password

Proceed for payment and confirm the
appointment with Invoice Number



Check availability Select
date and click on
'BOOK NOW'

Select Appt Type

- Gen/Private
- Dept
- Clinic
- Date
- Doctor

Read the Clinical
Specifications Carefully
and Click **YES**

Payment counters

For patient convenience and quick transactions, all floors at **A block** there are cash and card counters.

Patients are requested to use OPAD, Credit/ Debit card, cash or online payments (in Mobile App/ CMCWebsite) for payments of investigations and appointments.

REFUNDS for appointments:

1. No refund for General new and General repeat registrations.
2. No refund for Private repeat registration of Rs.390/-.
3. No refund after date change.
4. Refund for private new registration (Rs.900/-) and three-month renewal (Rs.840/-) is refundable one day before the date of appointment after deducting registration fee of Rs.390/-.
5. Date change is possible only one day before the date of appointment.
6. You can contact the MCTT Supervisors at **Counter No.20 & 21 A002, A-Block ground floor** for assistance for refunds.

Unit changes are done through the **Medical Superintendent's Office (A003)**. Patients doing online registration can send an email to msoffice.rpt@cmcvellore.ac.in with reason for change.

Refund Timings:

MCTT Supervisor Counter A Block, Ground Floor, Counter No-20 & 21 (8.00am – 4.30pm)

24 hours at A004 (Billing Section) Ground Floor A-Block

OPAD (Outpatient Advance)

OPAD is an Advance Payment for your Out Patient expenses

Advantages of OPAD

- ✓ Easy and quick transaction.
- ✓ Need not carry large sum of money in hand all the time.
- ✓ Quick, easy and simple refund of remaining money.
- ✓ Can avoid long queue.
- ✓ You can top up your OPAD at any one of the payment counters.
Minimum Deposit Rs.2,000/- in multiples of Rs.1,000/-
Maximum Limit - Rs.20,000/-
- ✓ OPAD refund upto Rs.2,000/- is available at anyone of the cash counters with your original cash receipt and ID proof.
- ✓ Above Rs.2,000/- can be refunded at Billing Section (Room No A004) with your original cash receipt and ID Proof.

Registration Timings:

Monday-Friday 7.30 am – 4.30 pm

Saturday 7.30 am - 12.30 pm

Medical Records Officer

Each clinic has a Medical Records Officer who is responsible for the functioning of the clinic from patient registration to managing patient records.

Floor Manager (A-Block)

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:

- Basement - 9498748513
- 1st Floor - 9498748514
- 2nd Floor - 9498748514
- 3rd Floor - 9498748515
- 4th Floor - 9498748517
- 5th Floor - 9498748518

CMC Tele-consultation

The Tele-Consultation facility has been functioning in CMC from 8th April, 2020. During the COVID 19 Lockdown the Tele-Consultation facility is a big boon and advantage for patients who could not travel to CMC Vellore. Repeat patients and new patients can book Tele Consultation appointments in the CMC Website.

The procedure to book a Tele-Consultation appointment in CMC, Vellore for new and repeat patient is as follows:

1. Visit the CMC website www.cmch-vellore.edu — > Are you? — > **Patient?** — > **Patient Portal** — > Login using Hospital Number and Password and select 'Tele Consultation'
2. Select the required Department and Doctor and proceed for payment online.
 - Rs. **900/-** for first visit.
 - Rs. **840/-** for first visit to other departments and repeat registration once in 3 months.
 - Rs. **390/-** repeat registration within 3 months.
3. After appointment is fixed, you will receive instructions and a call from CMC on the day of appointment.

After consultation, prescription and medical report will be sent to the patient's registered email I.D

CMC Trauma Care Centre (Ranipet Campus)

Trauma Care in Ranipet Campus has inaugurated its **400-bed facility for COVID -19 patient care** on 17th June, 2020.

The new hospital campus will be the first of its kind in southern India with more than 1000 beds and a level 1 Trauma Care Centre. The actual numbers are likely to be higher as there is no comprehensive database to account for all incidents and outcomes. Systems for access to pre-hospital care, safe transfer to hospital and trauma centres are in a nascent stage. The government has prioritised the need for quality trauma care and has set up several initiatives, not only to reduce the overall burden but also to improve outcomes. CMC Vellore collaborated with the state govt. in the „Tamil Nadu Accident and Emergency Initiative and has trained healthcare personnel. This has positively impacted the care of trauma victims in the state.

The new trauma centre aims to provide world-class care by amalgamating international concepts with local needs and realities. Trauma care will be streamlined and having a dedicated area will ensure that these patients are not clubbed with other emergencies.

The soft infrastructure of dedicated specialists from Intensive Care, Emergency Medicine, Orthopaedics, Trauma Surgery, Anaesthesia and Neurosurgery will increase efficiency and consistency.

INTERNATIONAL RELATIONS OFFICE

GENERAL INSTRUCTION FOR FOREIGNER REGISTRATION 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 for foreigners in International Relations Office.

New Patient Pre -Registration form can be filled online (Website I.D: [www.cmch -vellore.edu](http://www.cmch-vellore.edu)) or directly bring the passport to IRO. Those who are directly admitted in Emergency ward/ direct ward admission should also register in the IRO.

The IRO has facilities such as Brochure, Pre- Registration, Passport Registration, Triage, Cash counter. IRO encourages every to use OPAD (OP Advance Deposit) for repeat appointments and other payments. The Indian Bank which is close to IRO facilities international patients who have brought Dollars to open NRO account and get an ATM which is valid for 6 months. Queries for appointment will be handled by IRO. Email I.D: iro@cmcvellore.ac.in.

Patients from Bhutan and Nepal should bring a xerox copy of their original voter ID card or Original Citizenship card issued by the government to get register in International Office.

*GENERAL INSTRUCTION FOR OUR HOSPITAL AS PERFRRO
ADVICE, VELLORE*

1. All Foreign patients & attendants should come with original passport and valid medical Visa and attendants Visa.
2. Those who have special endorsement in visa except Bangladesh nationalise. —Registration required" must register in FRRO through online within 14 days of arrival in India (FRRO registration).
3. Those who have more than 180 days valid Visa must also register in FRRO (within 14 days of arrival) though online.
(Types of visas- Med, Medx, Med-1, Med -2 and X -misc.)
4. Foreign nationals coming for medical treatment will have to come on medical visa preferably, but any category of visa is accepted for both Outpatient and Inpatient treatment.
5. Treatment for diseases which require organ transplant will be permitted only on medical visa.
6. Medical visa is mandatory for Pakistani Nationals requiring indoor medical treatment.
7. Hospital has to mandatorily comply with C-Form formalities within 24 hours of inpatient admission.

8. In the event of a patient attendant falling sick, requiring inpatient medical treatment/ outpatient treatment can be rendered on the same visa.

Book through the IRO online facility (web-link and steps below)

Step 1: Web Link : <http://www.cmch-vellore.edu.in>

Step 2: Patient Service

Step 3: Appointments

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

VISA Extension

For extension of Visa get letter through the doctor from the secretary mentioning the reason for your stay.

FRRO Registration

For FRRO (Foreign Regional Registration Office) Registration get letter through the doctor from the secretary mentioning the duration of treatment in CMC Hospital.

1. Special endorsement in Visa except Bangladesh nationals i.e., "Registration required" must register in FRRO through online within 14 days of arrival in India.
2. Visa over 180 days must also register in FRRO through online (Types of Visa -Med, Medx, Med-1, Med-2 and X-misc).

Please contact International Relations Office (F201) in F-Block (Amenity Block), 2nd Floor

Timings:

Monday – Friday: 7.30 am to 4.30 pm

Saturday: 8.00 am to 12.00 pm

Outpatient ‘A’ Block :

Cash counters for appointments and investigations

General & Pharmacy payment counters are available in each floor at the below mentioned counter numbers. OPAD Card will be issued in G1 & G2

Counter No	Type	Timings
76, 77 & 78 All Floors	General Payment	8.30 am – 7.30 pm
79 & 80 All Floors	Pharmacy Payment	8.00 am – 6.30 pm
1 & 2 Ground Floor	General Payment	7.00 am – 7.00 pm
D105 (1 st Floor)	IP Payment	08.00 am – 6.30 pm
Emergency Cash Counter	General Payment	24 Hrs

Amenity Block 2nd Floor (F001)

Monday – Friday: 7 .00 am to 4.30 pm

Saturday: 8.00 am to 12.00 pm

O.P Rates

Type	General	Private
New	290	900
Repeat < 3 Months	160	390
Repeat > 3 Months	160	840

PROCEDURE FOR PAYMENT OF BILLS

Cash should be paid at cash counters only.

Demand drafts are accepted at all cash counters.

Very poor patients who cannot afford to pay the registration fees of Rs.290/- or revisit fees of Rs.160/-are requested to approach the

F Block (Amenity Block) 2nd Floor Counter No 2.

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 same day

Gate 2: Exit is for Patients & Staff Entry

Gate 3: Entry for In - patients

We need your co-operation in this regard

Note: Kindly product your Hospital Number Card at all the entry level.

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 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.

In some Speciality clinics during the first visit, you will be seen by a junior Consultant / Registrar and the second visit by the Consultant. 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.

Interdepartmental Referral (OPD 3rd Floor)

Referral Consultation on the same day to a different department for a private consultation is Rs. 390.00
Registration charges for consultant in the same unit is also Rs.390.00. **Please show your hospital card / OPAD at all service stations.** Interdepartmental referrals can be done in the A-Block (3rd Floor) – Counter No 72

Timings: Mon - Sat:

09.00 am to 01.00 pm (Morning)

02.00 pm to 04.00 pm (Afternoon)

ACCESS – A004 (A Block Ground Floor)
(Access to Corporate Cashless Entry and Services)

ACCESS is a single window facility for processing cashless requests.

All patients referred by companies should first go to the ACCESS A004 @ A-Block Ground Floor with the company referral letter to get their paper processed.

New Company referred patients can book advance appointment by sending email to rptaccess@cmcvellore.ac.in with the company referral letter, investigation reports and the below mentioned details:

- Patient Name
- Age, DOB
- Sex
- Marital Status
- Required Appointment Date & Department
- Mobile Number

Repeat company referred patients can book appointment online if there is a credit validity date. Repeat patients who doesn't have credit validity date can book appointment by sending email to rptaccess@cmcvellore.ac.in with the old referral letter mentioning Hospital Number, Department and the date of appointment required.

Procedure to book repeat appointment:

Go to the website www.cmch-vellore.edu --> **Are you** --> a patient? --> Patient Portal and follow the instructions.

Insurance patients who need to avail cashless facility for In-Patient must inform the treating doctor. For cashless registration contact ACCESS (A004) with the following documents:

- ✓ Photocopy of patient Health Card
- ✓ Photocopy of patients ID Proof (anyone) (Voter's Card, PAN card, Driving License, Passport or Aadhar Card)
- ✓ Photocopy of Employee ID Card in case of Corporate Insurance
- ✓ Outside Hospital Reports if any

Contact Number: 04172 -224-102/103/104
Email: rptaccess@cmcvellore.ac.in

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. 370/-**

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

(B) Chest Pain Unit

Patients with chest pain should go directly to this unit, situated at the right side of casualty

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.

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 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 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.160/- for a general patient at payment counter 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 tatkal appointments, kindly contact Amenity Block 2nd Floor (Private Patient Facility) from Monday - Friday between 7.00 am to 6.00 pm and on Saturday 07.00 am – 02.00 pm.

Safety of Your Registration Card (Hospital Number Card)

The registration card (Hospital Number Card) issued to you is an important document. Please retain it carefully. To obtain a duplicate registration number card contact counter no 1 & 2 in A-Block, Ground Floor A002. Your hospital number card is mandatory. Do not register for a new card as this is expensive and time consuming for you and us.

A-Block (Out Patient Clinics)

Location	OPD	Gen/Pri	Mon	Tue	Wed	Thu	Fri	Sat
A0001	Medical Oncology	Gen	✓	✓	✓	✓		
		Pri						
A0002	Palliative Care	Gen	✓	✓	✓	✓	✓	
		Pri	✓	✓	✓	✓	✓	
	Nuclear Medicine	Both	Only Repeat patients will get special permission Appointment in Ranipet Campus. May be 3 to 5 patients will be seen in B0005					
	Radiation Therapy 1	Gen		✓		✓		
		Pri		✓		✓		
A101	Gastro Enterology	Gen		✓	✓		✓	✓
		Pri	✓	✓		✓	✓	
	Hepatology	Gen	✓			✓		
		Pri	✓	✓	✓	✓	✓	✓
	Speciality Clinics							
	IBD	Both			✓			
	Pancreatic Biliary	Both		✓			✓	
	Hepatology Liver Transplant	Both			✓			

Location	OPD	Gen/Pri	Mon	Tue	Wed	Thu	Fri	Sat
A102	Nephrology I	Gen	✓			✓		
		Pri	✓			✓		
	Nephrology II	Gen		✓			✓	
		Pri		✓			✓	
	Nephrology III	Gen	✓			✓		
		Pri	✓			✓		
	Speciality Clinics							
	Kidney Transplant	Both	✓	✓	✓	✓	✓	✓
	Child Kidney Care	Both	✓	✓		✓	✓	
	Voluntary Kidney Donar	Both	✓	✓		✓	✓	
	Dialysis	Both	✓	✓		✓	✓	
A201	Pulmonary Medicine Clinic	Gen	✓	✓		✓	✓	
		Pri	✓	✓		✓	✓	
	Speciality Clinics - Pulmonary Medicine							
	Asthma Clinic	Both	✓	✓	✓	✓		
	Sleep Clinic	Both	Campus					
	ILD & Pulmonary Sarcoidosis	Both	✓	✓	✓	✓	✓	✓

Location	OPD	Gen/Pri	Mon	Tue	Wed	Thu	Fri	Sat
A202	Cardio Thoracic Surgery All Units	Gen	✓	✓	✓	✓	✓	✓
		Pri	✓	✓	✓	✓	✓	✓
	Cardiology Clinic I	Gen		✓			✓	
		Pri		✓			✓	
	Cardiology Clinic II	Gen	✓			✓		
		Pri	✓			✓		
	Cardiology Clinic III	Gen			✓			✓
		Pri			✓			✓
	Speciality Clinics - Cardiology							
	Valvular Heart Disease	Both	✓		✓	✓		
	Pediatric Cardiology	Both			✓			✓
	Heart Failure Clinic	Both			✓			✓
	Aortic Aneurysm	Both		✓			✓	
	Pacemaker & Cardiac Arrhythmia	General		✓		✓		
		Private	✓	✓		✓	✓	

Location	OPD	Gen/Pri	Mon	Tue	Wed	Thu	Fri	Sat
A401	Neuro surgery I	Gen	✓					
		Pri	✓			✓		
	Neuro surgery II	Gen					✓	
		Pri		✓			✓	
	Neuro surgery III	Gen			✓			
		Pri			✓			✓
	Neurology Clinics	Gen	✓			✓		
		Pri		✓			✓	

A402	Speciality Clinics - Neurology							
	Neurology Clinics	Gen	✓			✓		
		Pri		✓			✓	
	Speciality Clinics - Neurology							
	Epilepsy Clinic	Both			✓			
	Stroke Clinic	Both			✓			
	Brain Injury Clinic	Both			✓			
	Movement Disorder Clinic	Both			✓			

Location	OPD	Gen/Pri	Mon	Tue	Wed	Thu	Fri	Sat
A501	Haematology Clinic	Gen	✓					
		Pri	✓			✓		
	Speciality Clinics - Haematology							
	LLC	Both	✓	✓		✓	✓	
	Pediatric LLC	Both	✓	✓		✓	✓	
	BMT	Both		✓			✓	
A502	Urology Clinic I	Gen	✓			✓		
		Pri	✓			✓		
	Urology Clinic II	Gen		✓			✓	
		Pri		✓			✓	
	Urology Clinic III	Gen	✓			✓		
		Pri	✓			✓		
	Urology Clinic IV	Gen		✓			✓	
		Pri		✓			✓	

Location	OPD	Gen/Pri	Mon	Tue	Wed	Thu	Fri	Sat
A502	Speciality Clinics - Urology							
	Adolescent & Pediatric Clinic	Both	✓			✓		
	Andrology	Both			✓			
	LUTS Clinic	Both	✓	✓		✓	✓	✓
	Stone Clinic	Both		✓			✓	
	Uro-Oncology	Both	✓	✓		✓	✓	✓
	Uro-Transplant	Both	✓				✓	
	HPB Surgery Clinic	Gen	✓			✓		
		Pri	✓			✓		
A502	Speciality Clinics - HPB Surgery							
	HPB Oncology Clinic	Both	✓			✓		
	HPB Gallstone Clinic	Both					✓	

On reaching the appropriate out-patient clinic, show the OPD Entry Pass to the MRO, please be seated in the waiting hall. The MRO in the hall will call your name. 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.

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 given prescription slips for purchase of medicine/injections or treatment procedures.

If the doctor decides to admit you as an inpatient, he/she will give you an admission order, 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 the payment counters in the same floor of your OPD. Each floor has 3 general payment counters & 2 Pharmacy Counters

ONLINE PAYMENTS FOR INVESTIGATIONS/TESTS

Patients can make payments by online for test/ investigations prescribed by the doctor by visiting our website and using the following instructions.

www.cmch-vellore.edu and click **Patient** and **Other Online Service** then click Online Payments and login

<http://www.cmch-vellore.edu/Content.aspx?Pid=P160804010>

Click on the test which the doctor has ordered and proceed to pay. Patients can also use CMC Mobile App for

payments. You can use your Hospital Number Card which has sufficient balance(Or Credit Card/Debit card/ net banking) to make payment and take a printout of the receipt sent to your registered email id.

Company patients

Credit patients can get their investigation receipt at any payment counter after doing credit registration in Access (A004) (A 'BLOCK Ground Floor). And so patient should report to Access with their referral letter before consulting the Doctor. When ACCESS is closed patient can contact **Care Section** in (A004 – A Block Ground floor) .

Sample Collection (Location : F001)

Amenity Block F001 & F002 which is located in the Ground floor of F-Block is open from 7.00 am to 7.00 pm on Monday to Friday and on Saturdays from 7.00 am to 3.00 pm.

URINE / STOOL / SPUTUM (Location : F002)

Amenity Block F001 & F002 which is located in the Ground floor of F 'Block' is open from 7.00 a.m. to 7.00 p.m. on Monday to Friday and on Saturdays from 7.00 a.m. to 3.00 p.m.

Kindly read and follow the specific instruction before giving urine and sputum samples.

24 HOUR URINE and other routine Biochemistry Samples.

Nuclear Medicine: PET-CT Scan (Location: B0005)

After payment proceed to Nuclear Medicine Department on the Basement, B Block and report to PCF where the test is to be done.

Radiology Department (Location : B001)

- ✓ X – Ray
- ✓ CT - For Appointments, contact Counter no 12/13 in
A002 - A Block - Ground Floor
- ✓ MRI - For Appointments, contact Counter no 12/13 in
A002 - A Block - Ground Floor
- ✓ Ultrasound

Blood Centre Location : B002 - B Block - Ground Floor

Isolation Ward – Pulmonary Medicine Location :
B003 - B Block - Ground Floor

Dots Clinic / DRTB Centre Location : B004 - B Block - Ground Floor

Nephrology Dialysis (Location : B101) B Block - Ist Floor
After payment, proceed to Endoscopy room on the B101, first floor of B 'block' the to fix up an appointment for the prescribed tests.

ECG, Treadmill & Holter & ECHO Location: B201-B Block - IInd Floor

After payment you will get an appointment for the procedure to be done. Report as instructed on time.

Pulmonary Function: (Location: B201 B-Block, 2nd Floor)

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 angiocardiology, bronchoscopy, arthrogram 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.

E.E.G., E.M.G. (Location : B401 B Block - IVth Floor)

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

B Block		
Floor	Location	Wards / Services
7 th Floor	B704	Laboratories
6 th Floor	B601	HPB Ward
	B602	HPB HDU & ICU
	B603	HPB Operation Theatre
	B604	Vascular Surgery Operation Theatre
5 th Floor	B501	Urology Procedures
	B502	Renal Transplant HDU
	B503	Urology Operation Theatre
	B504	Urology Day Care Operation Theatre
4 th Floor	B401	Neuro Electrophysiology Laboratory
	B402	Neuro ICU
	B403	Neurosurgery Operation Theatre
3 rd Floor	B301	Cardiothoracic ICU
	B302	Cardiothoracic Operation Theatre
	B303	Cardiac Cath Lab
2 nd Floor	B201	Cardiology Diagnostic Area
	B202	Intensive Care Units (ICU)
1 st Floor	B101	Nephrology Dialysis Unit
	B102	Gastro Enterology & Hepat Endoscopy
	B103	Pulmonary Medicine Procedures
Ground Floor	B001	Clinical Radiology
	B002	Blood Centre
	B003	Isolation Ward - Pulmonary Medicine
	B004	Dots Clininc /DRTB Centre
Basement	B0001	Medical Oncology Day Care
	B0002	Physiotherapy OPD
	B0003	Occupational Therapy OPD
	B0004	Department of Radiation Oncology
	B0005	Department of Nuclear Meicine and Molecular Images

Medicines & 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. Patients can also pay through CMC Mobile App, and through their login in the CMC Website. 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 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.

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 **C-Block - C101/C102**, 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 p.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.1675/- 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.

Medical Reports

- To get a medical report, please request your doctor to issue Medical Report at the time of your final visit. He will give you a voucher for manual/Online payment of Rs.180/- for MR
- After making the necessary 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 Service

Admission

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. (Payment can be done in D 105 - D Block - Ist Floor)

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.

Inpatients Advance scheme:

The Inpatient advance scheme is an online facility for patients to pay for the advance online. Patients wanting to pay advance

online can inform their doctor to prescribe their advance online, after which the patient can login to their account using their hospital number and password as follows.

www.cmch-vellore.edu -> A Patient? -> Other Online services -> Online payments -> Login -> Payments -> Lab order -> Select the advance amount prescribed by the doctor -> Proceed to pay online.

General Ward Admissions

After making the necessary payment you will have to take the admission slip to the CBMO IPG (Location : D205) They will confirm your admission.

Private Ward Admissions

- i) The private wards are located at D Block.
- ii) Take your admission slip to the CBMO IPP (Location: D105) on the first floor between C & D Block, where your admission will be confirmed after payment.
- 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.

At the time of admission 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. 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.

In-Patient bed rates per day w.e.f 01/04/2024

General Bed	1573.00
General Bed (AC)	2205.00
Monitoring Bed Charges	2480.00
Private - Semi AC (2-Bed)	4990.00
Private - Single Room AC	8269.00
Private - Deluxe Room	11025.00
Day Care General	1675.00
ICU	11135.00
CPU	4480.00
HCU	4480.00
Medical Step Down POD 5	4480.00

2. If you are claiming reimbursement of your bills, please contact Reimbursement Section A004, A Block, Ground Floor after admission.

Nursing Service

When you are at CMC 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.

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 in charge 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 (2) passes from the ward sister for attendants and relatives bringing food (*It should be returned to the Ward –incharge/Duty Nurse on discharge.*)

Only a lady attendant is allowed to stay with the patient during the night.

Support Services for In-Patients 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 for Patients in wards

Tea	-	05.15 to 06.00 AM
Breakfast	-	07.30 to 08.00 AM
Soup	-	10.00 to 11.00 AM
Lunch	-	12.00 to 01.00 PM
Tea/Refreshment	-	03.00 to 04.00 PM
Dinner	-	07.00 to 08.00 PM

Procuring Medicine for patients

General Ward Patients:

The medicines your doctor prescribes will be written on a prescription which will be given to you.

You should take the prescription to the appropriate pharmacy counter (location and timings of the pharmacy counters are listed on pages 61 for payment.)

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

<i>Week days</i>	04.30 p.m. to 6.00 p.m.
<i>Weekends</i>	
Saturdays:	03.30 p.m. to 06.00 p.m.
Sundays:	10.00 a.m. to 11.30 a.m.
	03.30 p.m. to 06.00 p.m.

For Expired Patients :

Embalming charges only for flight Patients

Rate	Type	Charges
C – Rate	General	4395
S – Rate	Standard	4775
A – Rate	Alpha	5730
R – Rate	Semi Private	6210
B – Rate	Beta	6685
P – Rate	Private	7400
D – Rate	Delux	8120

Keeping the body in the mortuary (Charges/Day)

*Cooler charges for 24 Hrs – 9060/- (only for brought dead)
Tariff is revised periodically. Tariff prevailing at the time of admission is applicable.*

Charges & Settlement of Bills

At the time of admission, patients are required to pay an advance. After admission weekly bills are given to In -patients on every Monday evening. If you do not receive a weekly bill, contact the ward sister or ward clerk. For long stay patients bills should be settled on a weekly basis within 48 hours.

A final bill will be given on the day of discharge which should be paid before the patient leaves the room/bed. The final bill includes special procedures, major interventions etc. Bills can be settled by cash, demand drafts (D.D) or credit / debit cards / electronic transfers.

If you are claiming reimbursement of hospital expenses, please proceed to Reimbursement Section A004 which is situated on the Ground floor of the A Block.

Note:

1. Please check and verify the details and the total amount to be paid in the bill.
2. Please ensure that the cash receipt shows the correct amount paid by you.
3. If possible, please tender exact amount to be paid at the counter.
4. For any clarification regarding your in -patient bills, please contact the sister -in -charge of your ward who will be able to help you.
5. All Demand Draft should be drawn in favour of "CMC Vellore Association" and all correspondence regarding billing should only be addressed to the "Treasurer, Christian Medical College, Ida Scudder Road, Vellore District - 632004, Tamil Nadu.
6. Original cash receipt is an important document and hence please keep it safe.

I. Credit Authorization

1. ACCESS (A004) (Access to Corporate Cashless Entry and Services):

If you are a patient availing credit facility, please go to ACCESS (A004) situated at the A-Block, Ground Floor. Staff at ACCESS will decide on the credit eligibility and credit extension of the patient based on the referral letter from the company or approval 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.

PAF will be monitored by ACCESS from 8.00 a.m. to 6.00 p.m. Between 8.00 a.m. and 6.00 p.m. replies will be received by CARE Section (A004).

2. Credit facility at CMC is provided only to Public/ Private Sector companies and Insurance companies who are having tie-up (MOU) with us.
3. If your organization has tie up for credit treatment in CMC, kindly get a referral letter of credit (LOC) from the CEO of your organisation.
4. Once you are a credit billed patient you need not pay any amount for tests etc. in the cash counters. However, charges like food, excess room rent and other inadmissible items and co-payment to be paid at the time of discharge. Patients/Attendants have to sign on their patient bill if needed as per the letter of credit.
5. CARE Section will despatch the bills directly to the companies for settlement of bills.
6. Patients who require major procedures like Neurological procedures, Cardiothoracic Surgery, Bone-Marrow or Kidney Transplantation may need to get special approval from their Company. For high cost treatment Rs.5 Lakhs,

the company need to pay an advance before commencement of treatment.

7. Payment of bills by companies will be carefully monitored.
8. CARE Section (A004) functions 24 hours. You can get assistance for ACCESS (A004) during office hours and from CARE during non-office hours.
9. When a credit billed patient is referred as an outpatient to Ophthalmology Department/ Mental Health Centre/ Rehabilitation Institute /Nambikkai Nilayam but the clinician should contact ACCESS (A004) to get the authorisation letter. With the authorization letter you can go to the referral centre. ACCESS: Phone No.04172-224102
Email I.D : rptaccess@cmcvellore.ac.in/
care_preauth@cmcvellore.ac.in
10. Self -deposit patients: Self-paying patients can deposit required amounts as advance through drafts / electronic payments for outpatient treatment. They can avail credit facility against the deposit amount. Deposits received from Organisations must have a covering letter mentioning the instrument details and the name of the patient. All drafts should be in favour of "CMC Vellore Association" payable at SBI Vellore Town, Code:1618. Patients who want to pay self- deposits are requested to approach CARE Section. The unutilized amount can be refunded at the end of treatment. Refunds are done through cheques/ electronic transfers.

CARE Section: Phone No. 04172– 224098 (Insurance) / 224097 (Company)

Email I.D: care@cmcvellore.ac.in.

I. Reimbursement Certificate

1. Registration for Reimbursement Certificate (here after referred to as RC) can be done only after completing the treatment for out -patients and discharge from the ward for inpatients. CMC issue RCs for out - patients in Form A and inpatients in Form B.

2. All the 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 concession amount.
3. The registration fee for RC
 - i) Only Out -patient bill (OP) : Rs. 500/ -
 - ii) Only In Patient bill (IP) : Rs. 700/ -
 - iii) OP & IP bills together : Rs. 1000/ -

For each period of admission or treatment separate RC fees needs to be paid.

4. Once the registration is done for RC, we will not be able to accept any more transaction for inclusion in the same registration. However, you can make a new registration with required fees to get another RC.
5. 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.
6. Patients who need RC in their employer's official forms (Insurance/Court/IT Purposes), after RC is issued in our forms have to pay an additional sum of Rs.230/ - for the same.
7. Ensure that you receive a receipt for registration with registration number. If you would like to contact us regarding RC at a later date, please quote the
8. RC will have summary of your bills and also detailed break -up of items including drug details and consolidated cash receipt.
9. Company patients having partial credit facility can register for reimbursement certificate, after the settlement of bills by the company.
10. Medicines which are bought from other than CMC pharmacy cannot be included in the 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 separate fees.

11. We normally despatch Reimbursement Certificate to you within 7 working days.
12. In case you were not able to register for Reimbursement Certificate when you were at Vellore, you may send the fees as Demand Draft favouring "CMC Vellore Association", payable at SBI Vellore Town, Code:1618 and a covering letter addressed to the Accounts Officer, CARE Section, Accounts Department, Christian Medical College, Ida Scudder Road, Vellore - 632004, Tamil Nadu with admission and discharge details. If possible, attach a copy of discharge summary/ medical report.
13. Patients are requested to keep original receipts and Discharge bill safely for their future reference if needed by their office.
14. You are advised to keep photo copies of all the documents submitted to us.
15. Please provide accurate and full address in capital letters. We send reimbursement certificate by registered post.
16. RC can be collected by Hand also on production of registration acknowledgement slip only. But if no one receives it, it shall be sent by registered post.
17. Insurance patients who have not availed cashless facility and wants to claim in Insurance are asked to contact Reimbursement section in (A004) with claim form.

Reimbursement Section:

Phone No. 041 - 722 - 24095

Email ID: care_reimbursement@cmcvellore.ac.in

I. Health Insurance

In case you are in possession of a Health Insurance card issued by any of the above TPAs/ Insurance, please contact A004 ACCESS (8.00 a.m. to 6.00 p.m. - Monday to Friday & 08.00 a.m. to 01.00 p.m. - Saturday)/ CARE (24/7), for further details. However, if you possess the card of any other TPA which are not listed above, 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.

- Aditya Birla Health Insurance Co. Ltd.
- Bajaj Allianz General Insurance Co. Ltd.
- Cholamandalam MS General Insurance Co. Ltd.
- Cigna (Belguim)
- Care Health Insurance
- East West Assist Insurance TPA Limited
- EExpedise Healthcare Private Limited
- Family Health Plan TPA Ltd.
- Future Generali India Insurance Co. Ltd.
- Genins India Insurance TPA Limited – West Bengal Police
- Go Digit Insurance Company
- Good Health Insurance TPA Service Ltd.
- HDFC Ergo General Insurance Co. Ltd.
- Heritage Health Insurance TPA Pvt Ltd.
- Health Insurance TPA of India Ltd
- Health India Insurance TPA Services Pvt Ltd.
- ICICI Lombard General Insurance
- IFFCO Tokio General Insurance Company Limited
- Niva Bupa Health Insurance
- MD India Health Insurance TPA Ltd.
- Medi Assist Insurance TPA Ltd.
- Medsave Healthcare TPA Ltd.
- Paramount Health Services & Insurance TPA Pvt Ltd.
- Park Mediclaim Insurance TPA Pvt Ltd.
- Raksha Health Insurance TPA Pvt Ltd.
- Reliance General Insurance
- Star Health and Allied Insurance Co. Ltd.
- TN Government Employee
- TN Government Pensioners
- TN Government Co-operative Society
- TN Government Aavin Employee Scheme
- Medvantage Insurance TPA Pvt Ltd (United Health Care)
- Vidal Health Insurance TPA Pvt Ltd
- Vipul Medcorp Insurance TPA Pvt Ltd

Other State Health Schemes

- BSKY – Biju Swasthya Kalyan Yojana
- TTD – Tirumala Tirupathi Devasthanams

When a patient can contact ACCESS to register for cashless service?

For Surgical Treatment – 2 Days before admission

For Medical Treatment – Within 24 Hrs after admission

Documents Required:

- ✓ Patient Insurance Card / Policy Copy
- ✓ Patient Aadhar Card
- ✓ Policy Holder PAN Card
- ✓ Reports of another hospital (if any)

Phone No. 041 - 722 - 24102

Email ID: cashlesskgpm@cmcvellore.ac.in

If you are an insurance patient, please note the following:

- i) TPAs or Health Insurance companies do not pay for inadmissible items and hence you have to pay by cash, Debit/ credit card.
- ii) Insurance allow only In-patient (hospitalization) treatment and do not pay for investigations done and medicines bought as an out -patient.
- iii) We advise you to contact ACCESS (A004) before admission or on the day of admission. The staff at ACCESS will get the Pre-Authorisation form (PAF) filled by the treating doctor. This will be 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 up to the approval amount. Over and above the final approval you need to pay the balance amount. But if the claim is denied, you need to pay in full for the treatment. Till the initial approval is received from the Insurance company, you will be treated as a cash paying patient.

iv) Kindly ensure that you sign 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 (A004) which is open from 8.00 am to 8.00 pm.

vii) In case, if the approval is delayed you can make payments and claim reimbursement from the TPA/ Insurance Company, except for T.N. Govt. Staff/ T.N. Govt. Pensioners.

CARE Section

Phone No.: 041 – 722 – 24097/98

Email I.D: careinsurance@cmcvellore.ac.in

Other Certificates

For Medical fitness certificate, emergency certificate and leave certificate contact your doctor before leaving the ward. For travel concession forms contact concerned Department Secretary. For birth and death certificates contact the Medical Superintendent 's Office. (A003) in A-Block, ground floor.

General Information

What to bring? / What no 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.
3. 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 it difficult to get an introducer.
10. Children below the age of 12 are not allowed to visit patients in the wards.

Wheel Chairs / Stretchers

Wheel chairs / Stretchers are available @ A Block Ground floor.

Hospital Holidays

Weekly Holidays

Saturday afternoon

Sunday full day

Yearly Holidays

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.

C.M.C. does not have any branch / liaison 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 Ranipet Campus-Info Reception

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 Reception Staff who will help you.

This is situated at the A002, A Block-Ground Floor, Counter No 15/16 which provides assistance 24/7. The staff at the reception will help you locate inpatients, and guide you to various departments. The Official Guide to CMC is available here.

Patients' Rights & 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 -2282077).

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.
10. To seek an additional opinion regarding clinical 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.
- 12) Abide by all applicable National, State and Local laws.

Banking Services

A branch of the State Bank of India operates in the Ranipet 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,CMC Ranipet Campus. 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 Federal Bank inside the campus.

The Chaplaincy

Spiritual and pastoral care are offered to all patients and their families by Chaplaincy. It is located at basement of 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.

After Life Services (ALS)

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 After Life Service (ALS) will help the bereaved family members in all possible ways to cope with their loss and co-ordinate the afterlife services. They will assist in obtaining all required documents, in cremation, arranging for burial if needed or make arrangements for transporting the body to home. This service will be made available round the clock and we request the family to inform the reception in the event of death.

Location : A002, A Block Ground Floor Counter No : 15
(Ph : 0417 2224092 | 94987 47035)

Procedure for body to be taken by road / by train / by Plane

1. Bills for hospitalisation should be settled.
2. To obtain death certificate, embalming certificate, police clearance and undertaker's sealing certificates which are required, contact the ALS staff at the Main Reception. Counter No : 15, A Block, Ground Floor.
3. The ALS staff will help with transport arrangements for the family to take the body home/ Local cremation (or) Burial / to keep the body in mortuary.

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 81.

Christmas Cheer Fund for gifts to children in the ward, orphans, destitute, 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.

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 DISPENSING SECTIONS**

Pharmacy	Location	Working Hours
Basement Pharmacy	A004	8AM - 7.00 PM (Mon - Thu)
		8AM - 6.30PM (Tue, Wed, Friday)
		8AM - 2.30PM (Saturday)
Ground Floor Pharmacy	A001	8AM - 7.30 PM (Mon - Thu)
		8AM - 6.00PM (Wednesday)
		8AM - 4.30PM (Saturday)
Second Floor Pharmacy	A203	8AM - 6.30 PM (Mon - Thu)
		8AM - 6.00PM (Saturday)
IP General Pharmacy (3 rd Floor)	A303	24 Hrs Pharmacy
Fourth Floor Pharmacy	A404	8AM - 7.00 PM (Mon, Wed, Thu)
		8AM - 6.30PM (Tue, Friday)
		8AM - 3.00PM (Saturday)
Fifth Floor Pharmacy	A503	8AM - 8.00 PM (Mon, Thu)
		8AM - 7.30PM (Tue, Wed, Friday)
		8AM - 3.00PM (Saturday)
IP Private Pharmacy	C102	8AM - 10.00 PM (Mon-Sun)
Emergency Pharmacy	D002	24 Hrs Pharmacy
Trauma OT (Ground Floor)	C002	24 Hrs Pharmacy
3 rd Floor OT	B302	7AM - 7PM (Daily)
4 th Floor OT	B411	7AM - 9PM (Daily)
5 th Floor OT	B510	7AM - 7PM (Daily)
Ward Supply Pharmacy	Basement D-Block	8AM - 4.30PM (Daily)
Pharmacy Office		8AM - 4.30PM (Daily)
Narcotics Pharmacy		8AM - 4.30PM (Daily)

SPOT THE SYMPTOMS	
Disease	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.
Mumps	Fever, swelling on both sides in front of the ears, inability to open the mouth.
Diphtheria	High temperature, sore throat, white patch in throat.
Heart Attack	Sudden severe chest pain, profuse sweating, difficulty in breathing. occasionally, a mild discomfort in the chest may be the only symptom of a mild heart attack.
Diabetes	Excessive hunger, excessive thirst, excessive urination.
Hypertension (High Blood headache, dizziness Pressure)	Unexplained vertigo.
Cancer	An ulcer that does not heal, irregular bleeding per vagina, painless or painful swelling of any size; cough which does not clear up; hoarseness of voice; difficulty in swallowing; alteration in bowel habits

OUT PATIENT SERVICE SCHEDULE

DEPARTMENT	DAY	LOCATION	CONSULTANT
Cardiology I	Tuesday Friday	A Block 2nd Floor A-202	George Joseph, MD, DM(Cardio), FCSI Viji Samuel Thomson, MD, DNB, DM(Cardio) FIC (Aus) (on Leave) Thomas Varghese Attumalil, MD, DM (Cardio) Logesh M R, MD, DM (Cardio) Kaushendra Kumar, MD, DM(Cardio)
Cardiology II	Monday Thursday	A Block 2nd Floor A-202	Paul V.George, MD, DM (Cardio) John Jose E., MD, DM (Cardio), Fellowship in structural heart interventions (Germany) Nathaniel Samson D., MD, DM (Cardio) Pratheesh George Mathen, MD, DM (Cardio) Mayank Agarwal, MD, DM(Cardio) Mirza Shoshiab Ur Riyaz, MD, DM (Cardio)
Cardiology III	Wednesday Saturday	A Block 2nd Floor A-202	Oommen K.George, MD, DM(Cardio), FSCI Anoop George Alex, MD, DM (Cardio) Abraham Speedie, MD, DM (Cardio)
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
Heart Failure Clinic	Wednesday Saturday	A Block 2nd Floor A-202	Anoop George Alex, MD, DM (Cardio)
Paediatric Cardiology Clinic	Wednesday Saturday	“	Oommen K. George, MD, DM(Cardio), FSCI Shruti Irene Varghese, MD, DM (Cardio) Gayathri Bhuvaneswaran Kartha, MD,DM (Cardio)
Cardiology IV (EP Clinic) General	Tuesday / Thursday	“	-----
Private	Tuesday / Friday		John Roshan Jacob MD DM (Card), CCDS CEPS Fellowship in Adult EP [Toronto General Hospital Canada] Fellowship in Padiatric EP [Sick Children Hospital Canada]

DEPARTMENT	DAY	LOCATION	CONSULTANT
Gastroenterology	Monday / Thursday	A Block 1st Floor A-101	Sudipta Dhar Chowdhury, MD, DM (Gastro)
	Tues / Friday		Reuben Thomas Kurien, MD, DM (Gastro)
			Anoop John, MD, DM (Gastro)
			Ebby George Simon, MD, DM (Gastro)
Gastroenterology [General]	Tues / Friday Wed & Sat	"	Rajeeb Jaleel, MD, DM (Gastro)
			Ajith Thomas, MD, DM (Gastro)
Pancreatico Biliary Clinic [General]	Tues / Friday	"	General OPD
Inflammatory Bowel Disease (IBD) Clinic [General]	Wednesday Afternoon	"	General OPD

DEPARTMENT	DAY	LOCATION	CONSULTANT
Hepatology	Monday & Thursday	A Block 1st Floor A101	C.E.Eapen, MD, DM Uday George Zachariah, MD, DM Ashish Goel, MD, DM, PH
	Monday & Thursday		General OPD
	Tues, Wed, Fri & Saturday		C.E.Eapen, MD, DM
	Tuesday & Friday		Santhosh Kumar E. MD,DM Sandeep Kumar, MD, DM
	Wednesday & Saturday		Kunwar Ashish Singh, MD, DM Vijay Alexander, MD, DM
Liver Transplant	Wednesday (1pm)	“	Liver Transplant OPD

DEPARTMENT	DAY	LOCATION	CONSULTANT
Clinical Haematology	Monday Thursday (Afternoon)	A Block 5th Floor A-501	Alok Srivastava, MD, FRACP, FRCPA, FRCP Vikram Mathews, MD, DM Aby Abraham, MD, DM Kulkarni Uday Prakash, MD, DM Fouzia N.A, DCH, DNB, DM Sushil Selvarajan, MD, DM
Paediatric Lymphoma & Leukemia Clinic	Monday Thursday (Morning)	"	Vikram Mathews, MD, DM Aby Abraham, MD, DM Kulkarni Uday Prakash, MD, DM Fouzia N.A, DCH, DNB, DM Sushil Selvarajan, MD, DM
Lymphoma & Leukemia Clinic	Monday & Thursday (Morning)	"	Alok Srivastava, MD, FRACP, FRCPA, FRCP Vikram Mathews, MD, DM Aby Abraham, MD, DM Kulkarni Uday Prakash, MD, DM Fouzia N.A, DCH, DNB, DM Sushil Selvarajan, MD, DM

DEPARTMENT	DAY	LOCATION	CONSULTANT
Nephrology I	Monday Thursday	A Block 1st Floor A-102	Vinoi George David, MD, DM, FRACP Athul Thomas, MD, DM
Nephrology II	Tuesday Friday	“	Santosh Varughese, MD, DM, FRCP Jeethu Joseph, MD, DM,
CKCC (Child Kidney care Clinic)	Tuesday Friday	“	Santosh Varughese, MD, DM, FRCP
Nephrology III	Monday Thursday	“	Suceena Alexander, MD, DM (Nephrology) FRCP (Lon), FASN, Ph.D Elenjickal Elias John, MD, DM Sabina Yusuf, MD, DNB

DEPARTMENT	DAY	LOCATION	CONSULTANT
Neurology Unit	Mondays & Thursday	A Block 4th Floor A-402	A.T.Prabhakar, M.D.(Gen Med)., DM (Neuro)
	Mondays & Thursday	"	P.T.Alexander, M.D.(Gen Med)., DM (Neuro) Angel Miracline Jebakumari, M.D.(Gen Med)., DM (Neuro) Deepti Bal, M.D.(Gen Med)., DM (Neuro) Koneru Vamsi Krishna, M.D.(Gen Med)., DM (Neuro) Kancha Naresh, M.D.(Gen Med)., DM (Neuro) Srija.I, M.D.(Gen Med)., DM (Neuro)
	Wednesdays (afternoon)	A Block 4th Floor A-402 Epilepsy Clinic	P.T.Alexander, M.D.(Gen Med)., DM (Neuro) Angel Miracline Jebakumari, M.D.(Gen Med)., DM (Neuro) Koneru Vamsi Krishna, M.D.(Gen Med)., DM (Neuro) Kancha Naresh, M.D.(Gen Med)., DM (Neuro)
	Wednesdays (afternoon)	A Block 4th Floor, A-402 Movement Disorder Clinic	Atif Shaikh, M.D.(Gen Med)., DM (Neuro) Arun Mathai Mani, M.D.(Gen Med)., DM (Neuro)
	Wednesdays (afternoon)	A Block 4th Floor, A-402 Stroke Clinic	Sanjith Aaron, M.D.(Gen Med)., DM (Neuro) Deepti Bal, M.D.(Gen Med)., DM (Neuro) Srija.I, M.D.(Gen Med)., DM (Neuro)

DEPARTMENT	DAY	LOCATION	CONSULTANT
Neurology Unit	Tuesdays & Fridays	A Block 4th Floor A-402	Sanjith Aaron, M.D.(Gen Med)., DM (Neuro) Ajith Sivadasan M.D.(Gen Med)., DM (Neuro) Atif Shaikh, M.D.(Gen Med)., DM (Neuro) Arun Mathai Mani, M.D.(Gen Med)., DM (Neuro) Aditya Vijayakrishnan Nair M.D.(Gen Med)., DM (Neuro) Angel Miraciline Jebakumari, M.D.(Gen Med)., DM (Neuro)
Neurosurgery I	Monday Thursday Monday (Afternoon)	A Block 4th Floor A-401 “	Krishna Prabhu, M.Ch (Neuro) Edmond Jonathan, M.Ch (Neuro) Jeena Joseph, M.Ch (Neuro) Wilson Prashanth D.Souza, M.Ch (Neuro) General OPD
Neurosurgery II	Tuesday (Private) Friday (Private) Friday [General]	“	V.Rajshekhar, M.Ch (Neuro) Ranjith K.Moorthy, M.Ch (Neuro) Bijesh Nair, M.Ch (Neuro) General OPD (Afternoon)
Neurosurgery III	Wednesday Saturday Wednesday (Afternoon)	“	Baylis Vivek Joseph, M.Ch (Neuro) Tony Varghese Panicker, M.Ch (Neuro) General OPD

DEPARTMENT	DAY	LOCATION	CONSULTANT
Clinical Nuclear Medicine	Monday & Thursday	B Block Basement B-0002 “	Julie Hephzibah, MD, DNB (RT), DNB (NM) David Mathew, MD, DMRT Saumya Sara Sunny, MD Justin Benjamin, MD Junita Rachel John, MD Registrar
Pulmonary Medicine -	Monday & Thursday	A Block 2nd Floor A-201	Christopher DJ, B.Sc., DTSCD, DNB, FICS, FIARC, FAPSR, FRCP(Glasg) FCCP(USA) Balamugesh T, MD, DM, FCCP (USA) Benjamin Earnest Williams, MD, DNB Dhanoo Abraham Varghese, MD Richu Bob Kurien, MD Arya Gopi, MD, DM
	Tuesday & Friday	“	Barney Isacc TJ, DNB Priya N, MD, DNB, Fellowship in Pulmonology Jefferson Daniel, MD, DAA Ancy Elas Thomas, MD Lakshminarayana Jasti, MD, DM

DEPARTMENT	DAY	LOCATION	CONSULTANT
Special Clinics in Pulmonary Medicine -	Asthma Clinic	A Block 2nd Floor A-201	GENERAL - Monday, Tuesday, Wednesday, Thursday
	ILDS (Interstitial Lung Diseases and Pulmonary Sarcoidosis) Private	A Block 2nd Floor A-201	Monday & Thursday
	Sleep and Respiratory Support Clinic - Private	"	Tuesday & Friday
	DOTS Clinic Ranipet Campus	B Block Ground Floor B-004	Monday - Friday : 8.00 am to 4.30 pm Saturday : 8.00 am to 12.00 pm Noon

DEPARTMENT	DAY	LOCATION	CONSULTANT
Brain Injury Clinic (Neuro-Surgery) & PMR)	Wednesday (Afternoon)	A Block 4th Floor A-402	Mathew Joseph PRM Registrars
Stroke Clinic (Neurology & PMR)	Wednesday (Afternoon)		Sanjith Aaron PMR Registrars
Palliative Medicine	Mon (Full day) Tues (Full day) Wed (Afternoon) Thurs (Full day) Friday (Full day)	A Block Basement A-0002 Room No.27-32	Jenifer Jeba. S., MD,Dip Pal Med, M.Sc Pal Med Pvt OP - Friday Bharathi Sriatha G, M.B.B.S, MD (RT) Pvt OP - Monday, Tuesday, Thursday
Radiation Oncology Unit I	Tuesday Thursday (Afternoon)	A Block Basement A-0002 (RO)	Thomas Samuel Ram, MD,MBA Jeba Karunya Rami Reddy, DMRT, MD Arvind S, MD, DNB Neenu Oliver John, MD, DNB
Teleconsultation is offered on Mondays, Wednesdays and Fridays for New and Repeat Patients.			

DEPARTMENT	DAY	LOCATION	CONSULTANT
Radiation Oncology Unit II	Wednesday (Morning) Friday	A Block Basement A-0002	Simon Pavamani, MD Rajesh I, DMRT, MD Balukrishna S, DMRT, MD, DNB Manu Mathew, MD
Radiation Oncology Unit III	Monday & Thursday (Morning)	A Block Basement A-0002	Selvamani, MD, DNB Rajesh B, MD, DNB Patricia Solomon, DMRT, MD Sharief K Sidhique, DMRT, MD, DNB
Medical Oncology	Monday to Thursday	A Block Basement A-0001	Raju Titus Chacko, MD Ashish Singh, MD, DM Anjana Joel, MD, DM Divya Bala Thumaty, MD, DM
Hepato Pancreato Biliary (HPB) Surgery	Monday & Wednesday Tuesday & Thursday	A Block 5th Floor A-502	Philip Josephj, MS Manbha L Rymbai, MS, M.Ch (HPB) Ravish Sanghi Raju, MS, DNB, M.Ch (HPB) Surgery Dhiraj John Sonbare, M.B.B.S, MS, Fellowship Transplant Surgery (USA)

DEPARTMENT	DAY	LOCATION	CONSULTANT
HPB Oncology	Monday & Wednesday	A Block 5th Floor A502	Philip Josephj, MS Manbha L Rymbai, MS, M.Ch (HPB) Surgery
	Tuesday & Thursday	"	Ravish Sanghi Raju, MS, DNB, M.Ch (HPB) Surgery Dhiraj John Sonbare, M.B.B.S, MS, Fellowship Transplant Surgery (USA)
Trauma Surgery	Monday 1.00 pm - 4.00 pm Friday 1.00 pm - 4.00 pm	A Block 3rd Floor A301	Sukria Nayak, MS, FRCS (G) Vignesh Kumar S, DNB, MRCS, M.Ch Vijayan P, MS, DNB, M.Ch, MBA, FACS, FSHM Rajesh J Selvakumar, MS (on Study Leave) Srujan Lam Sharma, MS Jones Dany James, MS, M.Ch and Registrars.
Vascular Surgery	Monday to Friday	A-Block 3rd Floor, A301	Dheepak Selvaraj, MS, MRCS, M.Ch Prabhu Premkumar, MS, M.Ch Vimalin Samuel, MS, M.Ch., DNB (on leave) Joel Mathew John, MS, M.Ch. Samuel Prabhu Mithra, MS, M.Ch.

DEPARTMENT	DAY	LOCATION	CONSULTANT
Cardio Thoracic Surgery I	Monday & Thursday	A Block 2nd Floor A202	Birla Roy Gnanamuthu, MS, M.Ch, FCCP, FIACS (CTVS) Madhu Andrew Philip, Dip NB, M.Ch (CTVS) Alpha Mathew Kavunkal, MS, M.Ch (CTVS) Deepak Narayanan, Dip NB, M.Ch (CTVS) Mallampati Sameer, MS, M.Ch. (CTVS)
Cardio Thoracic Surgery II	Tuesday & Friday	“	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) Santhosh R.Benjamin, M.S, M.Ch (CTVS) Aamir Mohammad, M.S, DNB, MRCS, M.Ch (CTVS)
Cardio Thoracic Surgery III	Wednesday & Friday	“	Roy Thankachen, M.S, M.Ch (CTVS) Ravi Shankar, M.S, M.Ch (CTVS) Shalom Sylvester Andugala, M.S, M.Ch (CTVS) Raj Kumar J, M.S, M.Ch (CTVS) Premprasath K, M.S, M.Ch (CTVS)

DEPARTMENT	DAY	LOCATION	CONSULTANT
Urology I	Monday Thursday (Morning)	A Block 5th Floor A502	Antony Devasia, MS, MCh.(Urol) FRCS (Urol) J.Chandrasingh, MS, MCh.(Urol) DNB (Surg), DNB (Urol) Sudhindra J, MS, MCh.(Urol), DNB (Urol) Selvin Theodore Jayanth, MS, MCh.(Urol) (on leave)
Adolescent & Paediatric Urology Clinic	"	"	J.Chandrasingh, MS, MCh.(Urol), DNB (Surg), DNB (Urol) Sudhindra J, MS, MCh.(Urol) DNB (Urol) Selvin Theodore Jayanth, MS, MCh.(Urol) (on leave)
Stone Clinic			Selvin Theodore Jayanth, MS, MCh.(Urol) (on leave)
Urology III	Monday Thursday (Morning)	"	Nirmal T.J, MS, MCh.(Urol), DNB (Urol) Arun Jacob Philip George, MS, MCh (Urol) (on leave) Partho Mukherjee, MS, MCh (Urol) Sadanala Madhuri Evangeline, MS, MCh (Urol)
Uro-oncology	Monday Thursday (Morning)	"	Nirmal T.J, MS, MCh.(Urol), DNB (Urol) Arun Jacob Philip George, MS, MCh (Urol) (on leave) Partho Mukherjee, MS, MCh (Urol) Sadanala Madhuri Evangeline, MS, MCh (Urol)

DEPARTMENT	DAY	LOCATION	CONSULTANT
Stone Clinic		A Block 5th Floor, A502	Sadanala Madhuri Evangeline, MS, M.Ch (Urol)
Andrology	Wednesday (Morning)	“	
Uro Transplant	Mon, Tues, Thurs, Friday - (Morning)	“	
Lithotripsy Clinic	Monday to Saturday	Lithotripsy Suite (Alpha Clinic) B Block 5th Floor, B501	
Urology II	Tuesday Friday (Morning)	A Block 5th Floor, A502	Santosh Kumar, MS, M.Ch Santhosh N, MS, M.Ch, DNB (Urol), (on leave)
Uro-oncology	Tuesday Friday (Morning)	“	Santosh Kumar, MS, M.Ch Santhosh N, MS, M.Ch, DNB (Urol), (on leave)
LUTS Clinic	Tuesday, Friday (Morning)	“	

DEPARTMENT	DAY	LOCATION	CONSULTANT
Urology - IV	Tuesday Friday (Morning)	A Block 5th Floor, A502	Rajiv Paul Mukha, MS, M.Ch Rajadoss, MS, M.Ch Abhilash Cheriyan, MS, M.Ch
Stone Clinic	Tuesday Friday (Morning)	"	Rajiv Paul Mukha, MS, M.Ch Rajadoss, MS, M.Ch Abhilash Cheriyan, MS, M.Ch
Transplant Clinic	Tuesday Friday (Morning)	"	Rajiv Paul Mukha, MS, M.Ch Rajadoss, MS, M.Ch
LUTS Clinic	Tuesday Friday (Morning)	"	

Department Name	Mail ID
Accounts	accounts@cmcvellore.ac.in
Accounts	accounts_banking@cmcvellore.ac.in
Accounts	accountscare@cmcvellore.ac.in
Biochemistry	biochemistry@cmcvellore.ac.in
Care Section	care@cmcvellore.ac.in
Cardiology Unit I	cardio1@cmcvellore.ac.in
Cardiology Unit II	cardio2@cmcvellore.ac.in
Cardiology Unit III	cardio3@cmcvellore.ac.in
Cardiology Unit IV	cardio.ep@cmcvellore.ac.in
Casualty Dept	emergency_medicine@cmcvellore.ac.in
Clinical Gastroenterology	gastro@cmcvellore.ac.in
Hepatology	hepatology@cmcvellore.ac.in
Clinical Biochemistry	clinqc@cmcvellore.ac.in
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