

# Common Patient Portal (ors.gov.in)

## ON-BOARDING MANUAL FOR HOSPITALS

Now getting an OPD appointment, lab reports and blood availability in any government hospital has become online & easy

**BOOK APPOINTMENT NOW**

**LAB REPORTS**

**BLOOD AVAILABILITY**



National Informatics Centre  
July 2015 (version 1.0)



Department of Electronics and Information Technology  
Ministry of Communications and Information Technology  
Government of India



Ministry of Health and Family Welfare  
Government of India

## Target Audience

As part of the “Digital India” program of Government of India, Hon’ble Prime Minister had launched eHospital platform on 1<sup>st</sup> July 2015 during the launch of Digital India Week. **The common patient portal (ors.gov.in) of eHospital** Platform is developed by National Informatics Centre (NIC) which facilitates hospitals to provide various online services to the patients such as online OPD appointment, viewing of lab reports, status of availability of blood in bloodbanks etc. by registered mobile Number or Unique Hospital Identification Number (UHID). Identity of the patients are confirmed digitally using Aadhaar authentication service provided by UIDAI to ensure that only genuine patients are given online OPD appointments.

This document is intended for Government Hospitals who would like to implement Online Registration System (ORS), which facilities booking of online OPD appointments using ors.gov.in with support of Ministry of Health & Family Welfare. Nodal Officers of the Hospital may like to refer this document for implementation of ORS in their respective Hospitals.

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## 1. Background & Overview of Common Patient Portal (ORS)

Information Technology has been playing an important role in improving facilities provided to patients in hospitals. Most of the tertiary Government hospitals and some of the secondary level hospitals have already implemented Hospital Management Information System (HMIS) for automating their back-end workflow. But what all these HMIS are lacking is a proper mechanism of crowd management at registration counters of the hospitals. Even today, in major Government hospitals, patients have to stand in long queues to get registered and obtain an Out-Patient Department (OPD) Slip before being able to consult a doctor. Patients have to wait for long hours outside doctor's consultation room for their turn to come.

With no appointment system in place at Government Hospitals, even if their back-end processes are computerized, long queues still remain at the registration counters. Also there is no method with hospitals to validate the demographic details given by the patients at the counter, which is resulting in duplicity of patient records especially Unique Health Identification (UHID). Multiple UHIDs to same patient has resulted in non-maintenance of electronic health record.

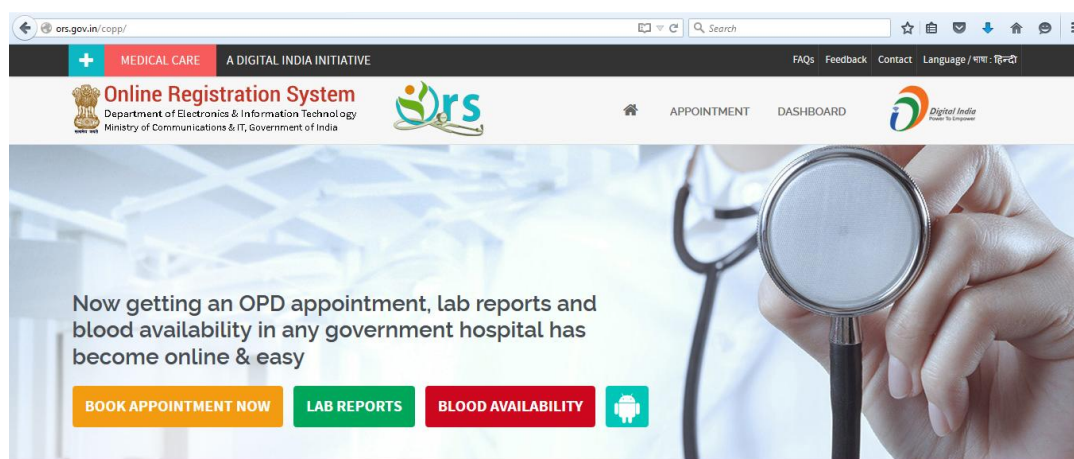
Under Digital India initiative of DeitY, National Informatics Centre (NIC) has developed an Online Registration System (ORS) to book an online OPD appointment for various department in the Government hospital of their choice. This common patient portal is easily accessible over Internet at <http://ors.gov.in> and is hosted at MeghRaj, cloud facility at National Data Centre, Delhi.

ORS portal is a framework to link various Government hospitals across the country to facilitate the patients for taking online appointments with any hospital by authenticating using Aadhaar Number and in case they don't have Aadhaar number, using their Mobile Number. A Patient giving Aadhaar number is authenticated by sending One Time Password (OTP) by UIDAI if patient's mobile number is registered with UIDAI. New Patient will be given Unique Health Identification (UHID) number and E-OPD card, if authenticated using Aadhaar Number. If Aadhaar number is already linked with UHID number, then appointment number will be given and UHID will remain same.

New patients, who don't have Aadhaar, can also get online appointment but patient would need to provide demographic details after which an appointment ID is generated. But in these cases, patient would be given UHID and OPD card from the registration counter of the hospital by paying registration fee.

The ORS would facilitate hospitals to provide various kinds of services to patients online by simply presenting his/her Aadhaar Number or registered mobile Number or Unique Hospital Identification Number (UHID) in a secure manner. Initially, online services like online OPD registration, booking of appointments, viewing of medical reports and status of availability of blood in hospitals etc are being provided through an online Common Patient Portal (ors.gov.in) of eHospital. The demographic details of patients are taken online using eKYC service of UIDAI against the patient's Aadhaar number. The patients can avail online services from anywhere any time without standing in a queue at hospitals.

In the first phase of implementation, four Major Hospitals like AIIMS, Dr Ram Manohar Lohia Hospital (RML), Sports Injury Centre (SIC) and NIMHANS have been on boarded.



## 1.2 Features

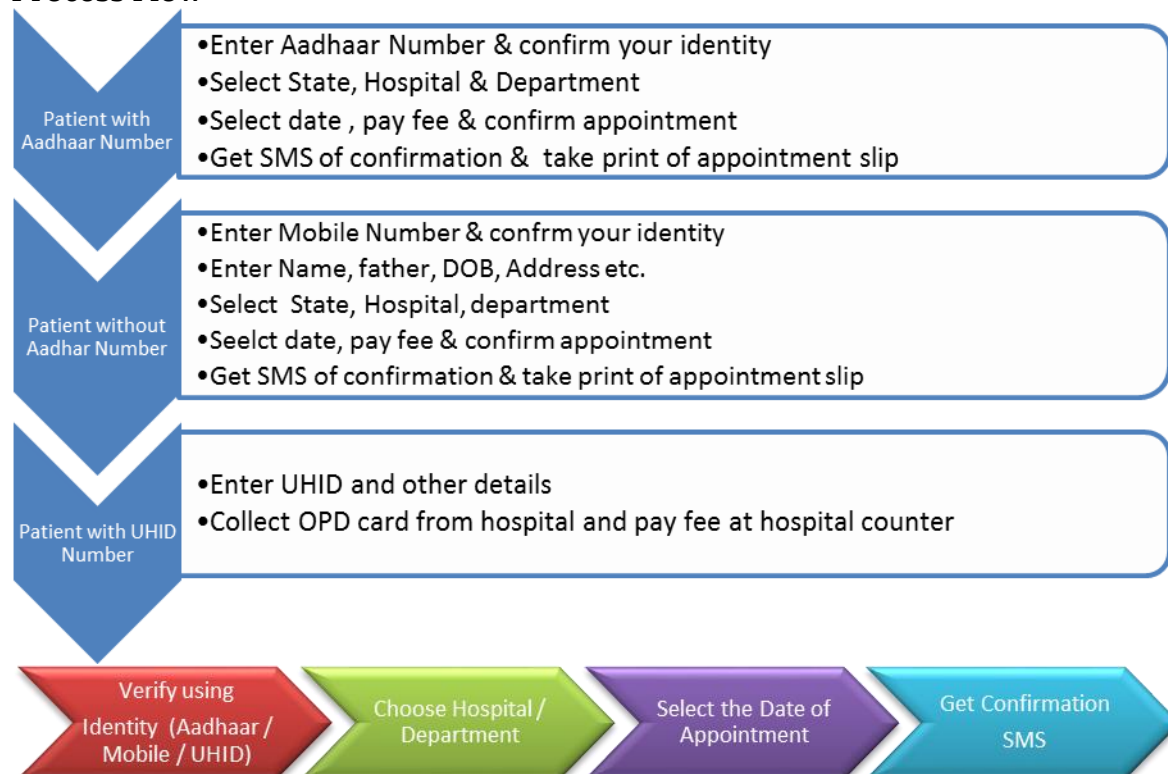
- ✓ Simple appointment process
- ✓ View/Print/Cancel appointments
- ✓ Confirmation by SMS
- ✓ To view lab reports
- ✓ Status of blood availability in Blood Banks
- ✓ DASHBOARD
- ✓ Bi-lingual Interface (English & Hindi)
- ✓ ORS Android based Mobile App on Google Play Store
- ✓ Master Data Management (Departments, appointment slots etc.)
- ✓ Viewing of Daily Reports

### 1.2.1 Simple appointment process

For your first visit to hospital, taking online appointment with hospital has been made simpler. All you have to do is verify yourself using Aadhaar Number, Select Hospital and Department, Select date of Appointment and receive SMS for Appointment confirmation. The system facilitates Hospitals to easily manage their registration and appointment process and monitor the flow of patients.

There are three ways to book an appointment. The process flow is as under.

#### Process Flow



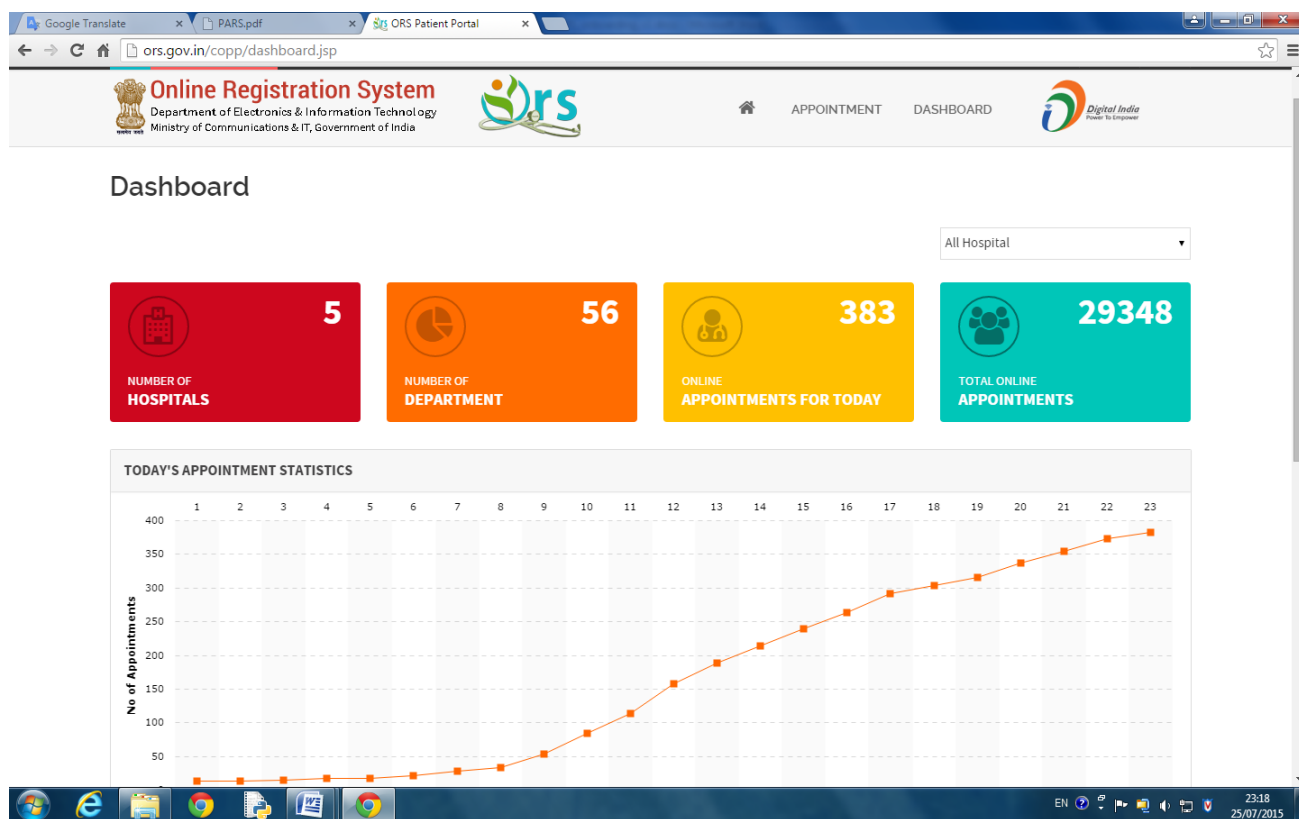
## 1.3 Benefits

### The key benefits are as under:

- ✓ Single Portal across the country for patients for patient centric services
- ✓ Android based Mobile Apps available on Google Play Store.
- ✓ Hassle-free services at patient's doorstep
- ✓ UHID creation through Aadhaar facilitates Electronic Medical Record (EMR) in HMIS
- ✓ Dynamic Limit Management based on patients' doctors' ratio.
- ✓ ORS is available as Software as a Services (SaaS)

## 1.4 Dashboard Reports

For easy management & monitoring, real time dashboard is available in the system to see graphically the Total number of Hospitals for which appointment can be taken through web along with their departments for which online appointment can be taken. Detail reports showing information about New and Old patients taking appointment through this portal can also be seen. Various statistical reports can also be generated for the top management to view and draw inference to make the services offered better.



## 2.0 Merits of the System

- ✓ **Cloud based System (Hardware):** The Common Patient Portal (ors.gov.in) is hosted on NIC Cloud and there is no need to buy in-house Servers and maintain them. The cloud services are available 24x7 basis
  - ✓ **Software:** ORS is a simple Web enabled application software hosted on Cloud and can be accessed through Internet from anywhere anytime. Its mobile version is also available on Google **Play Store** that can be installed on Android based mobile devices.( search using key word: ORS or eHospital)
  - ✓ **Connectivity:** Broad band/Leased line connectivity available in the hospital can be used.
  - ✓ **Accessibility for the hospitals:** Hospital system is connected to the ORS server in real time, the patient data resides on the central server and the changes are also made in the database of the central server.
  - ✓ **Scalability:** Any new hospital can be on-boarded easily. The system can support large number of hospitals.
  - ✓ **Security.** Aadhaar based authentication is highly secure system to confirm digital identity of the patients.
  - ✓ **Ease of Use:** This is an extremely user friendly interface using which a patient can take online OPD appointment, view lab reports etc.
  - ✓ **Bilingual support:** currently the system supports two languages **English and Hindi** and in future more languages would be added.
  - ✓ **Save money on data center and IT costs:** ORS module of eHospital Application is developed using Open Source Technology and hosted on NIC cloud. It means that hospitals need not to buy any expensive servers HW etc. and software licenses.
  - ✓ **SMS alerts on Appointment confirmation to the Patients:** Patient who has made an online OPD appointment automatically receives SMS regarding confirmation of the appointment, reminder about upcoming visit to the hospital, Cancellation etc. Patient can also easily cancel his/her appointment.
- Feedback / Suggestion:** Provision for sending feedback/suggestion is incorporated to improve the system.

Future expansion

Many more services related to hospital automation and adding more patients oriented services are being planned to be incorporated in ORS in phases.

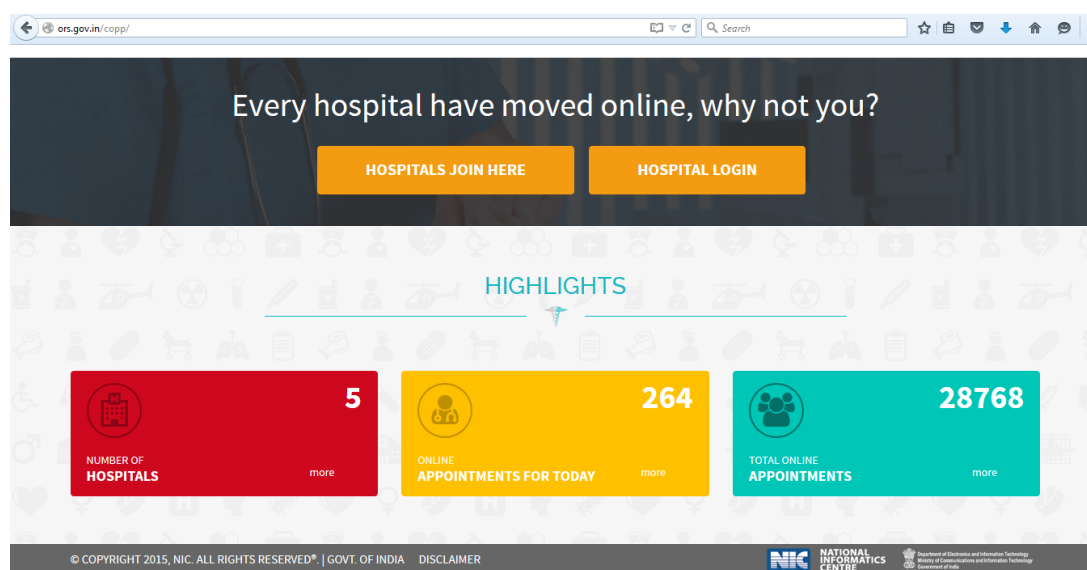


### 3.0 ORS On-Boarding scenarios

ORS can be implemented in any Hospital based on ICT intervention already made in that hospital. There could be 3 scenarios for adoption of ORS.

- ✓ **Scenario-1: Hospitals without any Appointment System working**
- ✓ **Scenario -2: Hospitals functional with e-Hospital application of NIC**
- ✓ **Scenario -3: Hospitals functional with third party HMIS**

There will different requirements in terms of Hardware, Software, Network, Connectivity, Manpower, Training and Handholding. NIC will responsible for ORS Application Software hosted on cloud and to provide the technical consultancy for this purpose. For all remaining activities lines procurement, maintenance, manpower, operations & training will be responsibility of respective hospital only.



#### 3.1 How to on-board a hospital on ors.gov.in?

For each of scenario give above, there are different requirements, which have been explained below. Before proceeding further, hospitals need to assess the requirements and available infrastructure in hospitals in right manner to complete activities related to on boarding of hospitals in time bound manner.

### 3.1.1 Scenarios -1: Hospitals without Appointment System

- ❖ Install PCs with Printer and Internet connectivity (Broadband/Leased Line)
- ❖ Submit On-Boarding Request on ors.gov.in
- ❖ Uploading master data like Departments, day wise appointment slots, etc.
- ❖ Downloading of online appointments done through ORS in excel sheet or through web service
- ❖ Follow check list as below

S.no.	Description	Minimum Requirements	Remarks
1.	Servers	Not required	ORS hosted on cloud
2.	Desktop PCs	4	Latest configuration
3.	Printers	4	For printing of e-OPD cards and reports
4.	Local Area Network	Not required	Internet connectivity required on PCs for accessing ors.gov.in
5.	Internet Connectivity	Minimum 2 - 4Mbps Broadband / Leased Line Internet connectivity	Take at least two internet broadband connections from different ISPs
6.	Nodal Officer	One	Nodal officer must be from the Hospital side
7.	Training	4 - 7	Hospital IT staff / Operational staff
8.	Recurring Expenditures	Internet connectivity	Bandwidth charges Broadband/ Leased Line
9.	Nodal Officer	1	Declaration of Nodal Officer (Designated Doctor) for ORS
10.	Master Data	Compile the data	Data corresponding to Departments, Slots, Capping, Calendar etc.
11	ORS Back-end Management	Downloading of Appointment data	To facilitate appointments taken on ORS to be made available with Hospital for running day to day operations
12	Handholding	Running day to day activities	Assisting in running / using ORS for patient appointments
13	Counters for online appointments	1-2	Exclusive counters for handing patients coming with online appointments

14	Signage	Boards Displays/LCD screens/Posters/Handouts	Inform Patients about availability of Online Appointment system
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### **3.1.2 Scenarios -2: Hospitals functional with NIC's e-Hospital application**

- ❖ Start Appointment Module on hospital counters by provisioning master tables
- ❖ Connect Hospital LAN with Internet Connectivity (Leased Line) to access NIC Cloud
- ❖ Integration of onsite E-Hospital servers with ORS
- ❖ Follow check list as below

S.no.	Description	Minimum Requirements	Remarks
1.	Internet Connectivity	Minimum 10Mbps Leased Line connectivity from Hospital to NIC Data Centre	Take at least two Leased Line connections from different ISPs
2.	Nodal Officer	One	Nodal officer must be from the Hospital side
3.	Training	As required	Hospital IT staff / Operational staff/Admin teams
4.	Recurring Expenditures	Leased Line connectivity	Bandwidth charges Leased Line
5.	On boarding form	Download On boarding form from ors.gov.in portal	Filled and duly signed & stamped by Head of the Hospital To be uploaded on portal in JPG format
6.	Master Data	Compile the data	Data corresponding to Departments, Slots, Capping, Calendar etc.
7.	Counter based Appointments	4-5	These counters/existing counters will provide advance appointments at Hospital
8.	ORS Back-end Management	Integrating Appointment data with e-hospital	To facilitate appointments taken on ORS to be made available with e-hospital application of NIC for running day to day operations
9.	Handholding	Running day to day activities	Assisting in running / using ORS for patient appointments
10.	Counters for online	1-2 (can be increased)	Exclusive counters for

	appointments	/decreased w.r.to number of patients coming with Online appointments)	handling patients coming with online appointments
11.	Signage	Boards Displays/LCD screens/Posters/Handouts	Inform Patients about availability of Online Appointment system
12.	Lab Modules & Blood Bank	Integration of lab services & blood availability status	Entering of lab reports into NIC ehospital to facilitate viewing of reports by patients through web service.

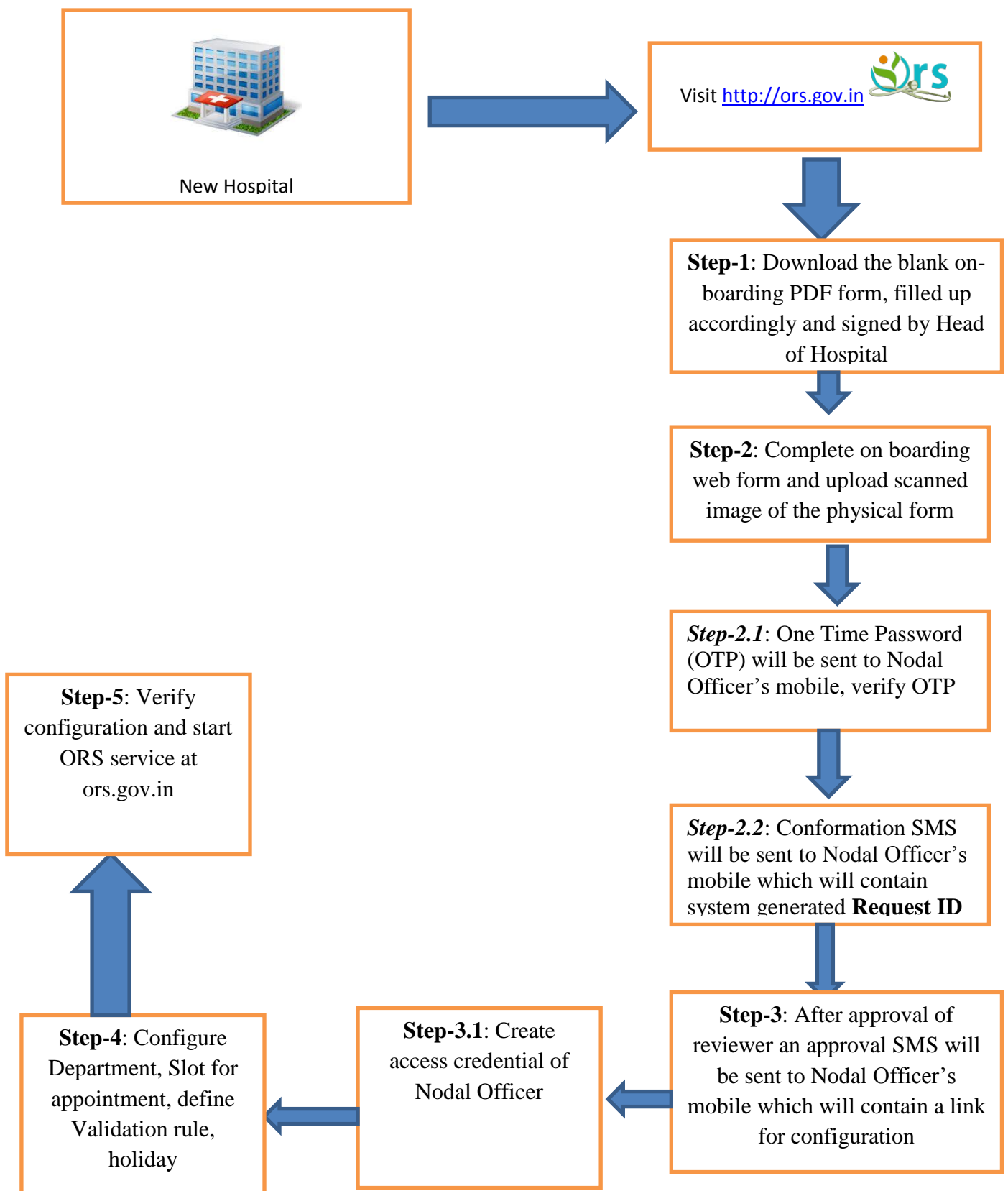
### 3.1.3 Scenarios -3: Hospitals functional with third party HMIS

- ❖ Submit On-Boarding Request on ors.gov.in
- ❖ Provisioning Internet connectivity at hospital
- ❖ Uploading master data like Departments, day wise slots, etc. on Ors.gov.in
- ❖ Downloading of appointment data from ors.gov.in by using web services by HMIS Solution provider
- ❖ Starting of appointment module on the Hospital counters
- ❖ check list is given below

S.no.	Description	Minimum Requirements	Remarks
1.	Internet Connectivity	Minimum 10Mbps Leased Line connectivity from Hospital to NIC Data Centre	Take at least two Leased Line connections from different ISPs
2.	Nodal Officer	One	Nodal officer must be from the Hospital side
3.	Training	As required	Hospital IT staff / Operational staff/Admin teams
4.	Recurring Expenditures	Leased Line connectivity	Bandwidth charges Leased Line
5.	On boarding form	Download On boarding form from ors.gov.in portal	Filled and duly signed & stamped by Head of the Hospital needs to be uploaded on ors.gov.in portal in JPG format
6.	Master Data	Compile the reference data	Data corresponding to Departments, Slots, Capping, Calendar etc.
7.	Counter based Appointments	4-5	These counters/existing

			counters will provide advance appointments at Hospital
8.	Online appointment slots	Based on requirements	Slots to be released for ORS online appointments
9.	ORS Back-end Management	Integrating Appointment data on ORS with already running HMIS SW and inputting data back into ORS	To facilitate appointments taken on ORS to be made available with 3 <sup>rd</sup> party HMIS SW for running day to day operations
10.	Handholding	Technical support w.r.to ORS Appointments	Assisting in using ORS appointment for patient appointments
11.	Counters for online appointments	1-2 (can be increased /decreased w.r.to number of patients coming with Online appointments)	Exclusive counters for patients coming with online appointments
12.	Signage	Boards Displays/LCD screens/Posters/Handouts	Inform Patients about availability of Online Appointment system
13.	Lab Modules & Blood Bank	Integration of lab services and blood availability status with ORS	Exposing Lab services using web service based on patients UHID

## 4.0 Hospital On-boarding Workflow on ors.gov.in

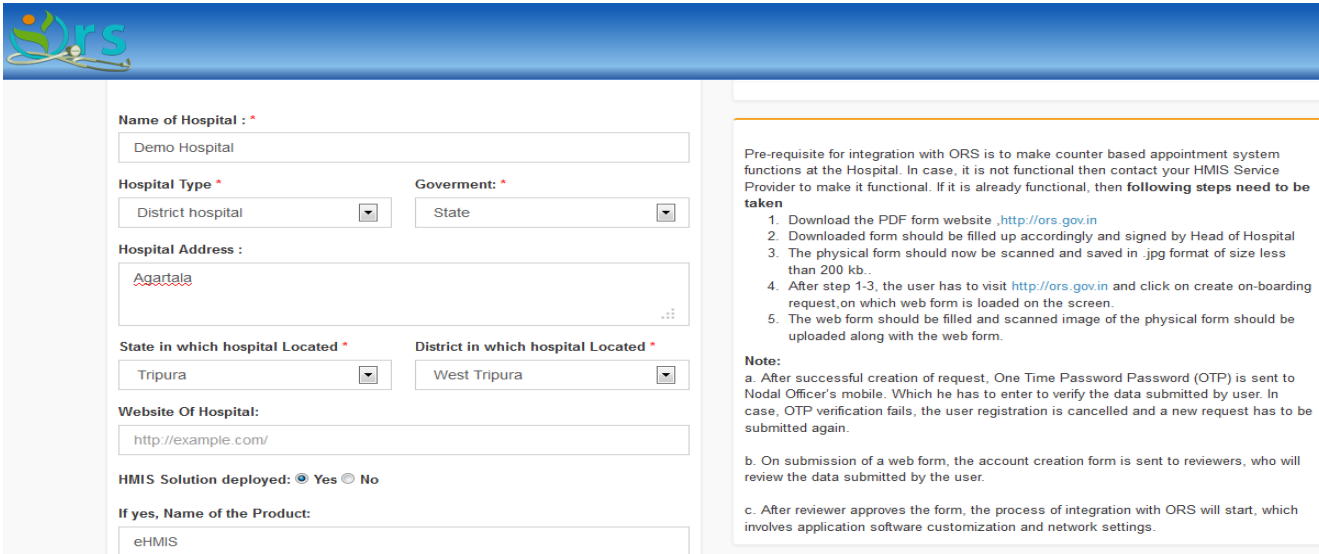


## Step 1: Download on-boarding PDF form

Download PDF form from [ors.gov.in](http://ors.gov.in) portal. It may be filled up with full details and to be signed by the Head of Hospital. The physical form should now be scanned and saved in .jpg format of size less than 200 kb.

## Step 2: Complete on-boarding web form

Complete on boarding web form hosted at <http://ors.gov.in/orfadmin/> and upload scanned image of the physical form



The screenshot shows the ORS on-boarding web form interface. The form is titled "Name of Hospital : \*" and contains several fields for hospital information. The "Hospital Type \*" field is set to "District hospital" and the "Government: \*" field is set to "State". The "Hospital Address :" field contains "Agartala". The "State in which hospital Located \*" field is set to "Tripura" and the "District in which hospital Located \*" field is set to "West Tripura". The "Website Of Hospital:" field contains "http://example.com/". The "HMIS Solution deployed:" field has radio buttons for "Yes" (selected) and "No". The "If yes, Name of the Product:" field contains "eHMIS".

Pre-requisite for integration with ORS is to make counter based appointment system functions at the Hospital. In case, it is not functional then contact your HMIS Service Provider to make it functional. If it is already functional, then following steps need to be taken

1. Download the PDF form website <http://ors.gov.in>
2. Downloaded form should be filled up accordingly and signed by Head of Hospital
3. The physical form should now be scanned and saved in .jpg format of size less than 200 kb.
4. After step 1-3, the user has to visit <http://ors.gov.in> and click on create on-boarding request, on which web form is loaded on the screen.
5. The web form should be filled and scanned image of the physical form should be uploaded along with the web form.

**Note:**

- a. After successful creation of request, One Time Password (OTP) is sent to Nodal Officer's mobile. Which he has to enter to verify the data submitted by user. In case, OTP verification fails, the user registration is cancelled and a new request has to be submitted again.
- b. On submission of a web form, the account creation form is sent to reviewers, who will review the data submitted by the user.
- c. After reviewer approves the form, the process of integration with ORS will start, which involves application software customization and network settings.

### Step 2.1: OTP Verification

After successful creation of request, One Time Password (OTP) will be sent to Nodal Officer's mobile. Nodal officer needs to enter and verify OTP. In case, OTP verification fails, the user registration is cancelled and a new request has to be submitted again

After successful verification of OTP, a conformation SMS will be sent to Nodal Officer's mobile which will contain system generated **Request ID**.

## Step 2.2: Sending SMS and Email

### SMS after confirmation:

*Thank you for submitting the on-boarding request at [ors.gov.in](http://ors.gov.in). Your Request ID is XXXXXXXXXX .Please quote your request ID in all future correspondence . your request has been forwarded to competent authority for approval . For further assistance you can send mail to [helpdesk-ors\[at\]gov.in](mailto:helpdesk-ors[at]gov.in). --TEAM ORS*

### Email after confirmation:

Sender: noreply-ors@gov.in

Sub: ORS On-boarding Confirmation :

Dear Mr. XXXXXXXXXXXX

*Thank you for submitting the on-boarding request at [ors.gov.in](http://ors.gov.in). Your Request ID is XXXXXXXXXX .Please quote your request ID in all future correspondence . Your request has been forwarded to competent authority for approval. For further assistance you can send mail to [helpdesk-ors\[at\]gov.in](mailto:helpdesk-ors[at]gov.in). –*

## Step 3: Approval & creation of access credential

After approval of the reviewer, an approval SMS & email will be sent to Hospital's Nodal Officer mobile no & email id which will contain a link for configuration

### SMS after approval:

*ORS On-boarding approval: Your request for ORS On boarding has been approved (Request No. NNNNNNNN). Please visit <http://ors.gov.in/orsmis/register.jsp> to configure <http://ors.gov.in> for your hospital .*

*Your Hospital ID is XXXXXXXX*

*ORS Team*



## Email after approval:

Sender: noreply-ors@gov.in

Sub: ORS On-boarding approval:

Dear Mr. XXXXXXXXXXXXX

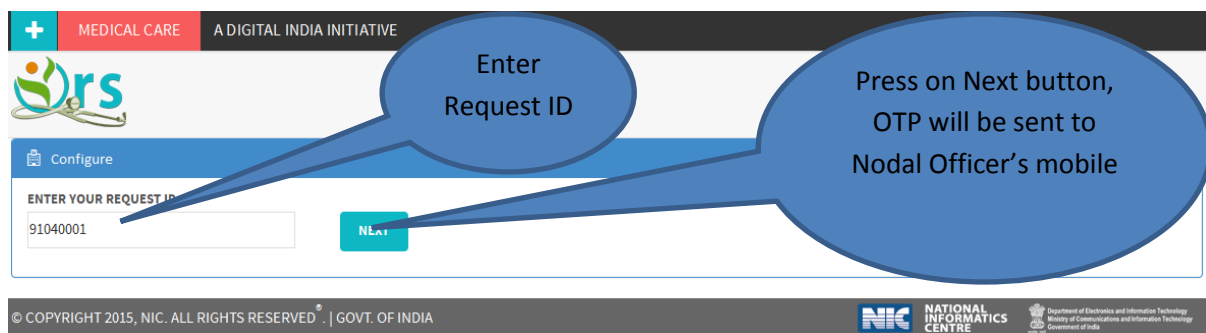
Your request for ORS On boarding has been approved(Request No. NNNNNNNN). Please visit <http://ors.gov.in/orsmis/register.jsp> to configure <http://ors.gov.in> for your hospital .

Your Hospital ID is XXXXXXXX

ORS Team

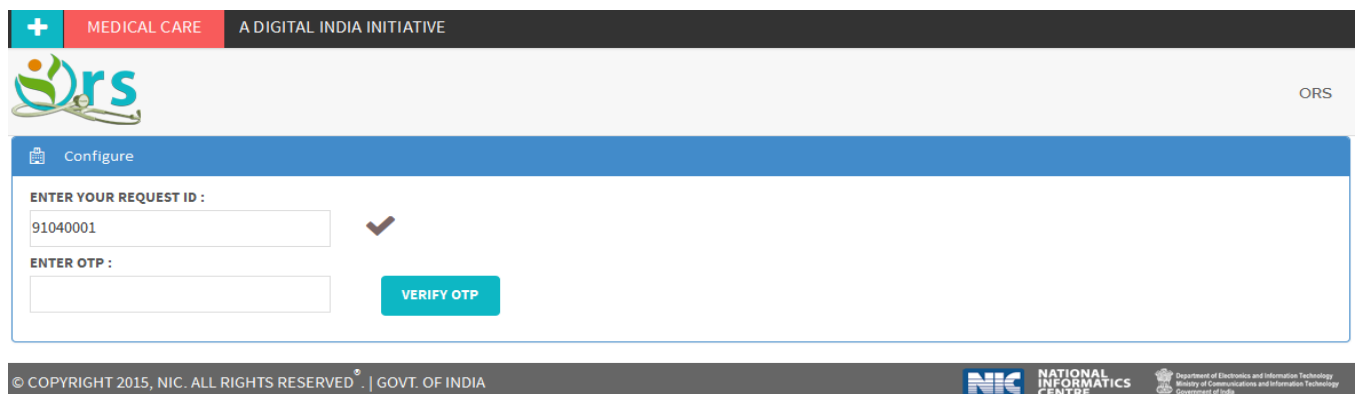
## Step 3.1: Creation of Access Credential

Visit <http://ors.gov.in/orsmis/register.jsp> and enter Request ID



The screenshot shows the ORS registration interface. At the top, there's a header with a medical cross icon, 'MEDICAL CARE', and 'A DIGITAL INDIA INITIATIVE'. Below this is the ORS logo. The main section is titled 'Configure'. It contains a form with the label 'ENTER YOUR REQUEST ID:' and a text input field containing '91040001'. To the right of the input field is a blue button labeled 'NEXT'. Two blue callout bubbles are overlaid on the image: one points to the input field with the text 'Enter Request ID', and the other points to the 'NEXT' button with the text 'Press on Next button, OTP will be sent to Nodal Officer's mobile'. At the bottom of the page, there's a footer with copyright information and logos for NIC, National Informatics Centre, and the Department of Electronics and Information Technology, Government of India.

Verify OTP to start Configuration



The screenshot shows the ORS registration interface after the request ID has been entered. The 'Configure' section now includes two input fields: 'ENTER YOUR REQUEST ID:' (containing '91040001') and 'ENTER OTP:'. A checkmark icon is visible next to the request ID field. A blue button labeled 'VERIFY OTP' is positioned to the right of the OTP field. The header and footer remain the same as in the previous screenshot.

After successful OTP verification, system will allow to create access credential for Nodal Officer

The image shows two screenshots of the ORS (Online Registration System) interface. The top screenshot is the 'Configure' screen, which has a header with a plus icon, 'MEDICAL CARE', and 'A DIGITAL INDIA INITIATIVE'. Below the header is the ORS logo and the text 'ORS'. The main content area is titled 'Configure' and contains a form with the label 'ENTER YOUR REQUEST ID :'. The input field contains the value '91040001' and a green checkmark icon is visible to the right. The bottom screenshot is the 'Confirm Credentials' screen, also with the same header. It contains three input fields: 'USERNAME :' with the value 'test', 'PASSWORD :', and 'CONFIRM PASSWORD :', each with four dots representing masked characters. A green 'NEXT' button is at the bottom left.

Now login to <http://ors.gov.in/orsmis> using newly created credential

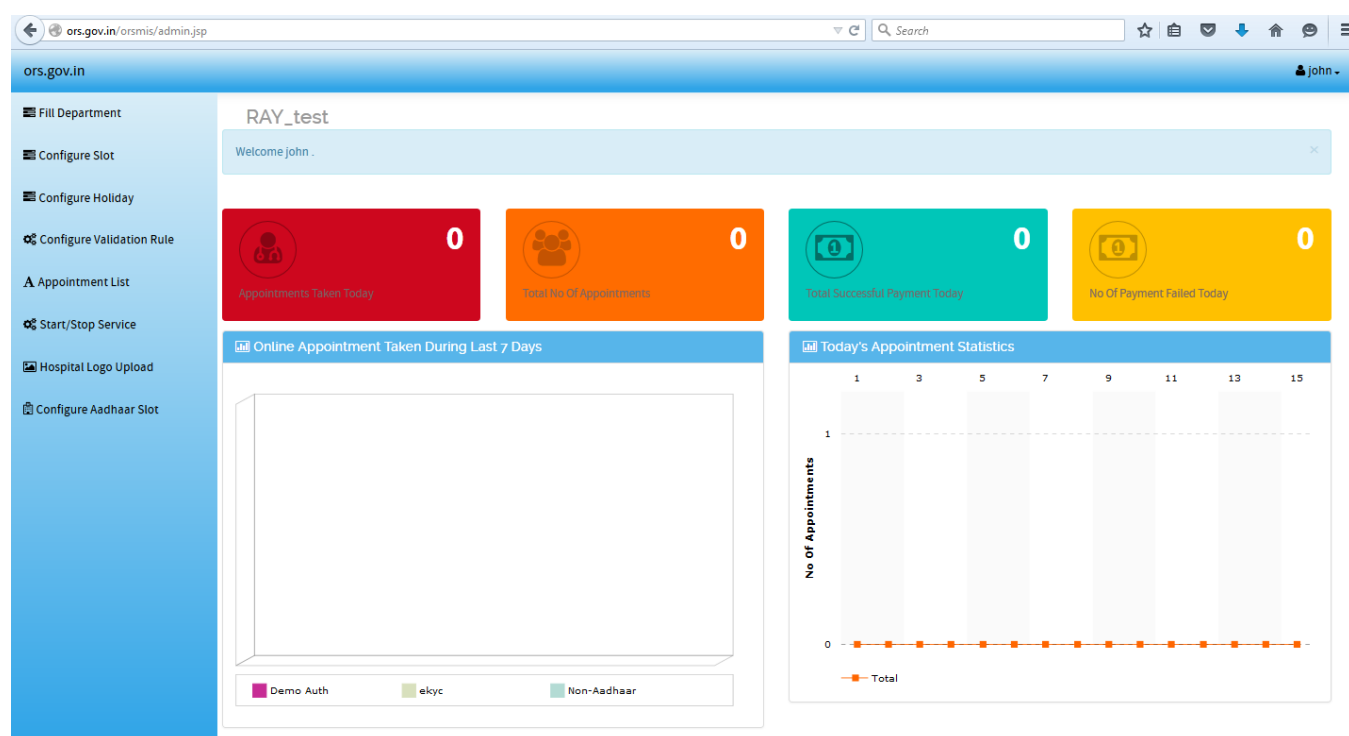
The image shows a screenshot of the ORS login page and a sign-in modal. The top part is a browser window showing the URL 'ors.gov.in/orsmis/'. Below the browser window is the ORS login page. It has a header with a plus icon, 'MEDICAL CARE', and 'A DIGITAL INDIA INITIATIVE'. Below the header is the ORS logo and the text 'ORS'. The main content area is titled 'Administration Module' and contains a description: 'It allows the Hospital administrator to configure their appointment system for patient. It provides summarize or aggregate information on patient flow of a hospital to support queue management of patient in effective way.' To the right of the main content is a 'SIGN-IN' modal. The modal has a title 'SIGN-IN' and three input fields: 'Username', 'Password', and a field for a 6-digit code. The code field contains the value '2bc69' and the text 'Enter the code exactly as it appears'. Below the code field is a green 'Sign in' button. At the bottom of the modal are two links: 'Forgot Password?' and 'change password?'.

## Step 4: Configuration of Hospital details on ors.gov.in

### Step 4.1: Login as hospital administrator

Login to <http://ors.gov.in/orsmis> using credential created in step 3

After successful login, user will be able to configure department, appointment slot, holiday list and validation rule. Depending on completeness of configuration user will be able to start/ stop online appointment service at <http://ors.gov.in>



### Step 4.2: Configure Department

- ✓ Click on the link “fill department” of main page
- ✓ Select the name of departments rendering OPD treatment of your hospital and click on Save button to save departments one by one.

ors.gov.in

Fill Department

Configure Slot

Configure Holiday

Configure Validation Rule

Appointment List

Start/Stop Service

Hospital Logo Upload

Configure Aadhaar Slot

Add New Department

SELECT DEPARTMENT NAME \*

-Select-

-Select-

Dermatology & Venereology

Endocrinology, Metabolism & Diabetes

Finance Division

Hospital Administration

Nephrology

Nuclear Medicine

Orthopaedics

Pathology

Pharmacology

Physical Medicine & Rehabilitation

Psychiatry

Transplant Immunology & Immunogenetics

SAVE

Department Name	Enable	Action
Anaesthesiology	Yes	EDIT
Anatomy	Yes	EDIT
Biochemistry	Yes	EDIT
Biomedical Engineering	Yes	EDIT

- ✓ To exclude a department from taking appointment click on “Edit” button available against each department name, select “No” for OPD Department and click on “Update” button.

ors.gov.in

Fill Department

Configure Slot

Configure Holiday

Configure Validation Rule

Appointment List

Start/Stop Service

Hospital Logo Upload

Configure Aadhaar Slot

Add New Department

ENABLE DEPARTMENT :

Yes

Yes

No

UPDATE

List Of Existing Departments

SL No	Department Name	Enable	Action
1	Anaesthesiology	Yes	EDIT
2	Anatomy	Yes	EDIT
3	Biochemistry	Yes	EDIT
4	Biomedical Engineering	Yes	EDIT

### Step 4.3: Configure Online Appointment Slot

- ✓ Click on the link “Configure Slot” of main page
- ✓ Select a department to configure appointment slot which you would like to **be allotted for ONLINE APPOINTMENT**.
- ✓ Enter maximum permissible appointment slot for each day of the week and Click on save button to save this configuration.

The screenshot shows the 'Department List' configuration page. The left sidebar contains a menu with options: Fill Department, Configure Slot, Configure Holiday, Configure Validation Rule, Appointment List, Start/Stop Service, Hospital Logo Upload, and Configure Aadhaar Slot. The main content area has a header 'Department List' and a form with a 'SELECT DEPARTMENT : \*' dropdown menu. Below this is a section titled 'Enter Department Slot' with a table for days of the week (MONDAY to SUNDAY) and a 'SAVE' button.

#### Step 4.4: Configure Validation rule:

- ✓ Click on the link “Configure validation rule” of main page
- ✓ Select a department to configure its validation rule.
- ✓ Select Validation on Gender to apply validation rule for a “Validation on gender”, then select ‘YES’ , then ‘Select sex’ Female to configure this department for female similarly a department can be configured for male.
- ✓ Select ‘Validation on Age’ to YES to apply validation rule for a specific age range
- ✓ Click on save button to save changes

The screenshot shows the 'Configure Department Validation' page. The left sidebar is the same as the previous page. The main content area has a header 'Configure Department Validation' and a form with a 'DEPARTMENT SELECTION :' dropdown menu showing 'Obstetrics and Gynaecology'. Below this is a section titled 'New Validation' with two main sections: 'VALIDATION ON GENDER' and 'VALIDATION ON AGE'. The 'VALIDATION ON GENDER' section has a 'Yes' dropdown and a 'SELECT SEX' dropdown showing 'Male'. The 'VALIDATION ON AGE' section has a 'Yes' dropdown, a 'MIN AGE:' input field, and a 'MAX AGE:' input field. A 'SAVE' button is at the bottom.

### Step 4.5: Configure Holidays

- ✓ Click on the link “Configure Holiday” of main page
- ✓ Select year and month
- ✓ Select check box against dates of selected month to mark it as a holiday
- ✓ Select Holiday type (PUBLIC/ Restricted/ Other), enter description and click on save button

ors.gov.in

Fill Department

Configure Slot

Configure Holiday

Configure Validation Rule

Appointment List

Start/Stop Service

Hospital Logo Upload

Configure Aadhaar Slot

Holiday List

SELECT YEAR :  
2015

SELECT MONTH :  
July

SELECT HOLIDAYS :

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	6	7	8	9	10	11
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	13	14	15	16	17	18
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	20	21	22	23	24	25
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	27	28	29	30	31	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

HOLIDAY TYPE :  
Public

DESCRIPTION :

SAVE

CANCEL

- ✓ You can also select multiple days for holiday

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5	6	7	8	9	10	11
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
12	13	14	15	16	17	18
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
19	20	21	22	23	24	25
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
26	27	28	29	30	31	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

HOLIDAY TYPE :  
Public

DESCRIPTION :

SAVE

CANCEL

## Step 5: Start/ Stop Online Appointment Service

- ✓ Click on the link “Start/Stop service” of main page
- ✓ Initially system will display current status of appointment as “DE ACTIVATED”
- ✓ System will display list of parameters required for starting online appointments and their configuration status. Depending on this completeness of configuration, administrator will be able to start appointment service at <http://ors.gov.in>
- ✓ To start appointment service, Click on Start Button, one Time Password (OTP) will be sent to Nodal Officer’s mobile. Appointment service will be activated after successful verification of OTP

The screenshot displays the 'Hospital configuration Status' page on the ors.gov.in website. The page has a blue header with the ors.gov.in logo and a search bar. A left sidebar contains a menu with options: Fill Department, Configure Slot, Configure Holiday, Configure Validation Rule, Appointment List, Start/Stop Service, Hospital Logo Upload, and Configure Aadhaar Slot. The main content area is titled 'Hospital configuration Status' and shows the current status as 'ORS APPOINTMENT DEACTIVATED'. Below this, there are four rows of configuration status, each with a red star icon and a green checkmark: 'DEPARTMENT CONFIGURED', 'APPOINTMENT LIMIT CONFIGURED', 'HOLIDAY CONFIGURED', and 'VALIDATION RULE CONFIGURED'. A blue 'START SERVICE' button is located at the bottom right of the configuration section.

ors.gov.in

Fill Department

Configure Slot

Configure Holiday

Configure Validation Rule

Appointment List

Start/Stop Service

Hospital Logo Upload

Configure Aadhaar Slot

Hospital configuration Status

CURRENT STATUS : ORS APPOINTMENT DEACTIVATED

★ DEPARTMENT CONFIGURED: ✓

★ APPOINTMENT LIMIT CONFIGURED: ✓

HOLIDAY CONFIGURED: ✓

VALIDATION RULE CONFIGURED: ✓

VERIFY OTP

ors.gov.in

Fill Department

Configure Slot

Configure Holiday

Configure Validation Rule

Appointment List

Start/Stop Service

Hospital Logo Upload

Configure Aadhaar Slot

Hospital configuration Status

CURRENT STATUS : ORS APPOINTMENT ACTIVATED

★ DEPARTMENT CONFIGURED: ✓

★ APPOINTMENT LIMIT CONFIGURED: ✓

HOLIDAY CONFIGURED: ✓

VALIDATION RULE CONFIGURED: ✓

STOP SERVICE



**PLEASE NOTE:** Once the service is started, the hospital will be available under the Patient portal <http://ors.gov.in> for patients to take online appointment for the departments that have been configured in your hospital.

The screenshot shows the 'Choose Hospital' step of the ORS Online Registration System. The page header includes the ORS logo, the text 'Online Registration System', and the Department of Electronics & Information Technology, Ministry of Communications & IT, Government of India. A navigation bar at the top right contains links for 'APPOINTMENT' and 'DASHBOARD'. A process flow diagram at the top indicates the steps: VERIFY YOURSELF, CHOOSE HOSPITAL (current step), SELECT DATE, CONFIRM APPOINTMENT, and PRINT / PAY. The 'Your Contact Details' section on the left contains fields for Patient's Name, DOB, Gender, Mobile No., and Address. The 'SELECT STATE' dropdown is set to 'ALL'. The 'SELECT HOSPITAL' dropdown is open, showing a list of hospitals including Agartala Government Medical College, ALL INDIA INSTITUTE OF MEDICAL SCIENCES (AIIMS), Dr. Ram Manohar Lohia Hospital, National Institute of Mental Health and Neuro Sciences, RAY test (highlighted with a red circle), and Sports Injury Centre, Safdarjung Hospital.

The screenshot shows the 'Choose Department' step of the ORS Online Registration System. The page header and navigation bar are the same as the previous screenshot. The process flow diagram indicates the current step is 'CHOOSE HOSPITAL', followed by 'SELECT DATE', 'CONFIRM APPOINTMENT', and 'PRINT / PAY'. The 'Your Contact Details' section is partially visible on the left. The 'SELECT DEPARTMENT' dropdown is open, showing a list of departments including Anaesthesiology, Anatomy, Biochemistry, Biomedical Engineering, Biophysics, Biostatistics, Biotechnology, Cardiology, Centre for Community Medicine, Dermatology, Dietetics, Endocrinology, Metabolism, Finance Division, Forensic Medicine and Toxicology, Gastroenterology and Human Nutrition, and Gastrointestinal Surgery. A 'CANCEL' button is visible at the bottom right.

## Step 6: To see List of patients who have taken online Appointments

- ✓ Click on the link “Appointment List” of main page
- ✓ System will display current status of appointment. You can view reports by Appointment date wise / Booking Date wise, Department wise for any particular date
- ✓ This list can be used to check the appointments/booking Taken by patients for your hospital.

ors.gov.in

Home

Fill Department

Configure Slot

Configure Holiday

Configure Validation Rule

Appointment List

Start/Stop Service

Hospital Logo Upload

Configure Aadhaar Slot

ONLINE APPOINTMENT LIST TODAY:

SEARCH BY

By Appointment Date

SELECT DEPARTMENT

All

SELECT DATE

27/07/2015

SEARCH

SNO	ENTRY SOURCE	APPOINTMENT ID	UHID	PATIENT	STATE	HOSPITAL	DEPARTMENT	DATE OF APPOINTMENT	DATE OF TAKING APP.	KYC/DEMO AUTH/NON AADHAAR	AADHAAR NO
Appointment Using eKYC:0 Appointment Using DEMO Auth: 0 Appointment for Non-Aadhaar:0											

## 5. Statement of Confidentiality & Disclaimer

### 5.1 Statement of Confidentiality

This document contains proprietary trade secrets and confidential information to be used solely for evaluation by the Health Informatics Division, National Informatics Centre (“NIC”), New Delhi. The information contained herein is to be considered confidential. Health department, by accepting this document, agrees that neither this document nor the information disclosed herein, nor any part thereof, shall be reproduced or transferred to other documents, or used or disclosed to others for any purpose except as specifically authorized in writing by the Health Informatics Division, National Informatics Centre, New Delhi

## 5.2 Disclaimer

All due care has been taken while developing User Manual for ORS Integration in terms of completeness and ease in using it for the purpose meant for. However, NIC is not responsible for any inadvertent error that may have crept into this User Manual.

## 6. Contact Details

NIC Health Information Division  
NICHQ, CGO, New Delhi  
Phone 011-24305760  
**E-mail: [helpdesk-ors@gov.in](mailto:helpdesk-ors@gov.in)**

## 7. On-Boarding Form

<b>Hospital On-boarding Form for Online Registration System (ORS)</b>		
1	Name of Hospital	
2	Hospital Type	<input type="checkbox"/> PHC <input type="checkbox"/> CHC <input type="checkbox"/> District Hospital <input type="checkbox"/> Medical College
3	Government	<input type="checkbox"/> Central <input type="checkbox"/> State <input type="checkbox"/> Autonomous Body <input type="checkbox"/> Society <input type="checkbox"/> Cooperative
4	Address of Hospital	
5	District in which Hospital Located	
6	State in which Hospital Located	
7	Website of Hospital	http://
8	HMIS Solution deployed	<input type="checkbox"/> Yes <input type="checkbox"/> No
8.1	If yes, Name of the Product	
8.2	Name of the Organization, who developed HMIS Solution	
9	Average Number of OPD Registrations per day	
10	Number of Doctors in the Hospital	
11	Nodal Officer Details	
11.1	Name	
11.2	Designation	
11.3	Mobile Number	
11.4	Land Line Number	
11.5	E-mail Address	
12	Signature of Hospital Head	
13	Name of Hospital Head	
14	Date of Signature	
15	Seal of Hospital Head	