



SARATHI

Students' Alliance for Responsible Action to Transform Healthcare Institutes
Postgraduate institute of Medical Education and Research Chandigarh



TOOLKIT

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Disclaimer: Conceived entirely from a clean slate, SARATHI is a dynamic, result-oriented program with a clear vision, effective implementation, and measurable impact. While the name may resonate with certain past or present initiatives, any resemblance is purely coincidental. This project is neither an iteration, revival, nor extension of any earlier or ongoing effort.

Leadership Insights

It gives me immense pleasure to welcome each one of you to the SARATHI initiative at PGIMER. Your decision to dedicate your time, energy, and compassion to support patients and their families is truly commendable. SARATHI embodies the spirit of empathy, service, and commitment, and it is the dedication of volunteers like you that brings this vision to life.

At PGIMER, we believe that healthcare extends beyond medical treatment; it encompasses emotional support, guidance, and a helping hand during times of vulnerability. As a SARATHI volunteer, you become an integral part of this mission, ensuring that every patient experiences care, comfort, and dignity. Your contributions not only assist our healthcare teams but also create a compassionate environment that inspires hope and resilience.

We are confident that your journey with SARATHI will be enriching, both for you and for the community you serve. I encourage you to engage wholeheartedly, learn continuously, and exemplify the values of empathy, patience, and professionalism.

On behalf of PGIMER, I extend my heartfelt gratitude for your commitment and warmly welcome you to the SARATHI family. Together, let us continue to make a meaningful difference in the lives of our patients.

With warm appreciation

Prof. Vivek Lal
Director, PGIMER

Direction & Vision

SARATHI is an innovative volunteer-led initiative of PGIMER that truly embodies the spirit of Seva, Sahyog, and Samvedna. Conceived to enhance patient care and support services, it bridges the gap between patients and the healthcare system through compassionate human engagement.

Since its launch on 6th may this year, SARATHI has grown remarkably—from a pilot phase to active operations across the Advanced Eye Centre, Advanced Cardiac Centre, and OPDs. More than 1200 student volunteers have contributed meaningfully by assisting patients in registration, guidance, digital facilitation, and emotional support. Their involvement has helped streamline patient flow, reduce confusion, and make the hospital experience more humane and responsive.

To ensure effective functioning, standard operating procedures have been developed to clearly define volunteer roles and responsibilities. Simultaneously, dedicated SARATHI society has been registered to create a self-sustaining corpus fund for training, logistics, and recurring needs.

SARATHI reflects the collective effort of administration, faculty, and youth working in harmony toward one goal—humanizing healthcare. Each volunteer serves as a vital link between care providers and those in need, reinforcing PGIMER's commitment to excellence in patient-centric service.

Let us all continue to nurture SARATHI as a model of empathy-driven healthcare, setting a benchmark for institutions nationwide.

With best wishes,

Pankaj Rai

Deputy Director (Administration), PGIMER

Evolution & Engagement

Message from the Medical Superintendent, PGIMER

It is heartening to see Project SARATHI evolve from a small yet powerful idea into a fully institutionalized initiative that now forms an integral part of PGIMER's patient care ecosystem. What began as a volunteer-led effort to assist patients in navigating hospital processes has grown into a structured, sustainable model of compassionate engagement—reflecting PGIMER's enduring commitment to human healthcare.

A key factor in SARATHI's success has been the active involvement of our Senior Residents, who have shown exemplary leadership and empathy in guiding volunteers and ensuring seamless coordination between patient needs and hospital services. Their mentorship has not only enhanced the efficiency of service delivery but also strengthened the spirit of teamwork within our institution.

The initiative's journey from conception to consolidation stands as a testament to collective effort—of administration, faculty, students, and volunteers alike. SARATHI is now not just a programme, but a movement rooted in Seva, Sahyog, and Samvedna. Its growing footprint across departments and replication in other institutions reinforces PGIMER's role as a model for patient-centric care.

I congratulate the entire SARATHI team and look forward to its continued expansion and deeper integration into our healthcare delivery framework.

With best wishes,

Prof. Vipin Koushal

Medical Superintendent , PGIMER

Discover PGIMER

A Beacon of Healing, Hope, and Hallmark Healthcare

(A video on PGIMER would capture the inspiring evolution of the Postgraduate Institute of Medical Education and Research)

(PGIMER), Chandigarh—a national symbol of healing, hope, and hallmark healthcare.

For over six decades, the Postgraduate Institute of Medical Education and Research (PGIMER), Chandigarh has stood tall as a national pillar of healthcare excellence, academic leadership, and transformative research. Established in 1962, PGIMER was envisioned to deliver accessible, high-quality healthcare and advanced medical education, upholding the belief that quality healthcare is a right, not a privilege.

Guided by its core mandates—patient care, research, and education—PGIMER has evolved into a premier tertiary care institution, offering hope to millions and shaping the future of healthcare in India.

Patient-Centered Excellence

PGIMER serves over 3 million outpatients and 100,000 inpatients annually. Patients from across the country travel to avail services at over 160 specialized and super-specialty OPDs, reflecting PGIMER's reputation for clinical excellence. The institute consistently adopts cutting-edge technologies, including Da Vinci Si HD robotic surgery, PET-CT, and D-SPECT imaging, which enhance diagnostic accuracy and surgical precision while improving recovery outcomes.

Academic Leadership

With a dedicated faculty of 728 and over 1,290 academic residents, PGIMER is a beacon of advanced medical education. It offers a comprehensive range of postgraduate (25) and super-specialty (47 DM/M.Ch) programs, Ph.D., and paramedical courses, including B.Sc. Nursing, and 24 non-medical PG disciplines. Notably, PGIMER offers unique super-specialty programs such as M.Ch. Vitreo-retinal Surgery, M.Ch. Cornea, Cataract and Refractive Surgery, DM Pediatric Clinical

Immunology, and DM Trauma Anaesthesia, with the highest number of pediatric DM programs in the country.

Pioneering Research and Innovation

PGIMER is at the forefront of biomedical research, contributing to new knowledge, discoveries, and innovations that address pressing healthcare challenges. Its interdisciplinary approach, coupled with a strong culture of inquiry, has led to impactful advancements in patient care, diagnostics, and treatment. The institute's commitment to research-driven progress continues to influence healthcare practices across the country.

Ranked consistently among the top five medical institutes in India (NIRF), PGIMER continues to shape the future of medicine—delivering care with compassion, training the next generation of medical leaders, and driving innovation that reaches the bedside.

Get to know SARATHI

Students' Alliance for Responsible Action to Transform Healthcare Institutes

Follow SARATHI's journey on screen: volunteers guiding patients, easing hospital chaos, and inspiring youth. Witness how a simple idea at PGIMER Chandigarh grew into a national movement, proving that empathy, innovation, and community collaboration can truly transform lives and public healthcare.

The Journey Begins

In May 2024, Project SARATHI set out at PGIMER Chandigarh—a volunteer-led mission to guide patients, ease hospital navigation, and lighten the non-clinical load on staff. Within just 17 months, it has touched the lives of around ten lakh people, cutting waiting times and transforming patient experiences.

A Hospital Like No Other

PGIMER Chandigarh, an Institute of National Importance, has been a beacon of tertiary care, teaching, and research. Beyond northern India, it stands tall as a hub of innovation, learning, and compassionate healthcare.

A Spark of Inspiration

The idea for SARATHI came from Sh. Pankaj Rai, IAS, Deputy Director (Administration), PGIMER who noticed that patients often struggled to find their way despite help desks. He envisioned a volunteer-powered bridge between patients and hospital services—personal, empathetic, and efficient.

Where Compassion Meets Youth

SARATHI is more than patient support—it's a platform for young volunteers to serve, learn, and grow. By connecting youth with real-world healthcare challenges, the project cultivates empathy, responsibility, and social awareness.

Inspired by the Best

Modelled after Henry Ford Hospital, Detroit, USA, SARATHI leverages NSS volunteers to assist patients. Introduced after Sh. Rai's 2019 visit, the initiative promotes participatory, community-driven healthcare through youth engagement.

Solving Real Problems

SARATHI addresses key challenges: long wait times, confusing queues, and lack of guidance for the elderly and differently-abled. The result? A patient-centric system that feels personal and efficient.

Community in Action

This is a people-powered movement. NSS students, NGOs like Vishav Manav Ruhani Kendra, and media partners work together, building a sense of shared purpose and strong community ownership.

From Pilot to Full Launch

After testing with 22 students, SARATHI officially began on 6th May 2024. Volunteers now guide patients, streamline processes, and facilitate communication between staff and visitors.

Growing Stronger

With detailed SOPs and structured training, SARATHI now operates under a registered society, supported by Ministry of Health & Family Welfare and Ministry of Youth Affairs & Sports, ensuring sustainability and wider reach.

Real Results

Independent studies show SARATHI's impact:

- Waiting times reduced 1.5-fold
- Queue management improved 1.09-fold
- Patient satisfaction surged
- Lab compliance rose from 60% → 85%

Reaching Millions

In just 17 months, SARATHI has helped around ten lakh patients, mostly aged 30–70, from Punjab, Chandigarh, Haryana, and Himachal Pradesh, demonstrating its regional influence.

A Model for the Nation

The project's success has inspired replication across India. Ministries of Health & Youth Affairs are promoting SARATHI as a template for compassionate, volunteer-led care nationwide.

Honouring Volunteers

Those completing 60 hours of service receive certificates, celebrating their contribution and encouraging long-term commitment.

Listening, Learning, Improving

SARATHI thrives on feedback—via emails, suggestion boxes, and the SARATHI App. Real-time insights help refine services and ensure accountability.

Changing the Healthcare Story

SARATHI proves that planning + community + compassion can transform public hospitals. It's a low-cost, replicable model benefiting patients, staff, and volunteers alike.

From Local to National

From 22 volunteers to 1,200+ students across 18 institutions, contributing 66,000+ hours, SARATHI is now active in 550+ hospitals across 30 states and UTs, making it a national movement in compassionate care.

Youth as Agents of Change

Volunteers emerge more empathetic, socially aware, and health-conscious, carrying lessons from the hospital into their daily lives—becoming ambassadors of change.

Efficiency Meets Care

By reducing congestion and wait times, SARATHI allows staff to focus on their core duties while volunteers manage guidance and support—creating a smoother, more humane hospital experience.

Rewriting Perceptions:

Perhaps SARATHI's most profound impact: government hospitals no longer feel impersonal. Patients now experience care that is friendly, efficient, and human—a milestone in India's healthcare transformation.

SOPs Made Simple

Standard Operating Procedures

1. Induction and Orientation

Reporting: Volunteers are to report to Nodal Officers in their designated areas— i.e. New OPD Block, Advanced Pediatric Centre (APC), Advanced Cardiac Centre (ACC) and Advanced Eye Centre (AEC) —at PGIMER, Chandigarh.

Attendance: Attendance must be marked upon arrival at 8:00 A.M. and departure at 1:00 P.M. An online attendance app has been introduced, marking a step toward greater digital efficiency. This app works in tandem with traditional registers, ensuring accurate verification and transparent certification of volunteers.

Nodal Officer Assignment: Nodal Officers have been appointed from Healthcare Organizations (HCOs), Schools, Colleges, and coordinating bodies such as NSS for efficient coordination.

Communication Platform: A dedicated WhatsApp group has been created to streamline communication among all stakeholders

Volunteer Roster: The list of volunteers is shared with the Nodal Officers in advance, and a rotating roster from various schools/colleges ensures continuity.

Volunteer Composition: Each team includes both experienced and new volunteers to ensure effective peer support and training.

Orientation: On their first day, SARATHIs undergo a structured orientation that includes:

- Formal introduction by the Institute authorities.
- A 3–4-minute video showcasing highlights of PGIMER.
- Orientation presentation on project SARATHI.
- A video presentation on the journey of SARATHI.
- Training on various Apps including Attendance, Feedback online registration, ABHA

Engagement:

- Refreshments during their shift
- Certificates of appreciation at the end of their assignment.

Identification: SARATHIs wear distinctive uniforms for easy identification and to command respect.

2. Roles & Responsibilities

The volunteers are entrusted with the following responsibilities:

- Guide patients and attendants in key areas like OPD, sample collection, registration, bar code counters, and fee counters etc.
- Assist patients in locating OPD/Wards, feeding areas, public utilities, canteens, and while submitting samples, purchasing medicines, and completing forms.
- Support queue management in the building
- Assist patients with trolleys or wheelchairs.
- Proactively approach minimum 10 patients daily, especially old, disabled and illiterate.
- Address patient inquiries to ensure their satisfaction.
- Aid in implementing government schemes such as PMJAY, Ayushman Bharat Digital Mission, HIMCARE etc.
- Provide feedback to the Institute on any unaddressed patient issues.
- Educate patients and attendants on waste segregation and cleanliness under Swachh Bharat Mission.
- Direct patients to the relevant authorities for resolving concerns.
- Assist with traffic management, if required.

3. Communication Guidelines

Student volunteers play a crucial role in reducing patient anxiety and ensuring smooth navigation within the hospital. The following 20 points provide a practical communication guide:

- **Greet Warmly** – Start with a smile and a polite “Namaste/Hello.”
- **Introduce Yourself** – Clearly state you are a student volunteer, not medical staff.
- **Offer Reassurance** – Assure patients you will guide them through the process.
- **Use Simple Language** – Avoid technical terms; speak in easy-to-understand words.
- **Be Attentive** – Listen carefully to the patient's questions without interrupting.
- **Show Empathy** – Acknowledge their worries and speak with compassion.
- **Speak Clearly and Slowly** – Many patients may be elderly or less educated.
- **Maintain Eye Contact** – This conveys sincerity and attentiveness.
- **Use Respectful Address** – Add Ji, Sir, Madam, Uncle, and Aunty to show respect.
- **Confirm Understanding** – Politely ask if the patient understood your directions.
- **Give Step-by-Step Guidance** – Break down processes into smaller, clear steps.
- **Use Gestures, Maps or Signage** – Point physically to directions or display boards.
- **Repeat if Needed** – Be patient if the patient asks the same question again.

- **Avoid False Assurances** – Do not discuss diagnosis, treatment, or outcomes.
- **Maintain Confidentiality** – Never share patient details with others.
- **Stay Calm and Composed** – Even if patients are upset, remain polite and patient.
- **Guide Caregivers Too** – Many attendants also need information; address them kindly.
- **Be Approachable** – Maintain friendly body language so patients feel comfortable asking.
- **Accompany if Necessary** – If a patient is old, disabled, or very anxious, walk with them part of the way.
- **Close Politely** – End with, “If you need more help, please come back to me.”

Central Government Schemes at PGIMER.

C.G.H.S.

Cashless facility under CGHS at PGIMER is only for pensioners. Both OPD and IPD facility is provided under this facility. The CGHS beneficiaries' first visit Medical Record Department counter and the following procedures are adopted:

1. Verification of the CGHS Pensioner's Card through CGHS Portal
2. Asked to provide two self attested copy of CGHS pensioner's card.
3. Patient category can be changed to CGHS through HIS at MRD counter in every centre of the Institute.

J.S.S.K.

Launched by the Ministry of Health and Family Welfare (MoHFW), Government of India in June 2011, the Janani Shishu Suraksha Karyakram (JSSK) plan aims to eradicate out-of-pocket costs for pregnant women visiting government health institutions for delivery. It guarantees entirely free and cashless births, including caesarean sections, and gives the woman and her infant necessary care 48 hours after delivery. The program covers high out-of-pocket expenses for diagnostics, blood, medications, meals, and user fees related with institutional delivery.

Eligibility

- Pregnant Women admitted in a Government Health Facility for delivery
- Newborns and Infants (up to 1 year old) requiring medical treatment in public health institutions Pregnant Women admitted in a Government Health Facility for delivery

- Newborns and Infants (up to 1 year old) requiring medical treatment in public health institutions

Procedure at PGIMER

The patient whose registration done in Ante-natal clinic:

- Category is changed to JSSK without any fee.
- Admission done under JSSK & after discharge Category of the patient automatically changed to General category.
- JSSK category is valid for 42 days after delivery (Normal/LSCS).
- If patient gets admitted again before 42 days concerned doctor informs to change category to JSSK (available) after delivery (Normal/Ceserarion)

PMJAY – Ayushman Bharat

The Pradhan Mantri Jan Arogya Yojana (PMJAY) is a health insurance scheme launched by the Government of India aimed at providing health coverage to economically weaker sections of society.

- It is the world's largest health insurance scheme, fully financed by the government, offering coverage of ₹5 lakhs per family per year for secondary and tertiary care hospitalization across public and private empanelled hospitals.
- Recently, in September 2024, the Union Cabinet approved an expansion of the scheme to include all senior citizens aged 70 and above, regardless of their income.
- The scheme aims to reduce financial hardship and improve access to quality healthcare services for low-income families.

Steps at PGI to get golden card (Ayushman Bharat card)

Whenever potential Beneficiary visiting in the Institute Ayushman Mitra shall work on the BIS from any counter as per the process mentioned below.

1. He will collect the AADHAAR Card, Family ID Card or any other Government ID Card from the beneficiary.
2. He searches the beneficiary name/family using different search parameters on BIS
3. On identification of beneficiary name in database he proceeds for beneficiary authentication through individual verification
4. He will do online verification using Aadhaar.
5. Post individual verification, PMAM verify the family documents submitted by the beneficiary for establishing the beneficiary relation with the entitled family.
6. The PMAM, after verifying the record then submits the request to the Approving Authorities for approval. Such a record gets inserted into the database as a "Silver Record".
7. A Silver Record once approved by the Approving Authority is called "Golden Record". The tentative time required for approval of a Silver Record by the Approving Authorities is 30 minutes.
8. PMAM will then print the "Golden Record" and hand it over to the beneficiary.

For senior citizens 70 years and above

There is no eligibility condition for Vay vandanacard , a citizen who have attain the age of 70 years or above shall apply Ayushman card on producing his/her AADHAR card to Ayushman Mitra at the counter and get his/her golden card within the minutes.

How to get treatment at PGIMER under Ayushman Bharat Scheme

When a beneficiary patient visited at a counter to get admitted under Ayushman Bharat on advice of treating doctor He/she has to follow the following steps:

- i. Ayushman Mitra verify his golden card then take biometric of patient for registration in Transaction Management System (TMS)
- ii. Then scan and upload all the necessary documents required for submitting the request for pre-authorization of package suggested by the treating doctor.
- iii. Once preauthorization get approved, then special color coded admission file is handed over to the beneficiary.
- iv. After treatment, during discharge patient again has to visit at counter for biometric and scanning of file.

For day care Chemotherapy: Chemotherapy treatment is being provided to the beneficiary patients on day care basis in the OPD Day care centres after following above said steps without admitting the patients.

In addition, assistance under various schemes is provided through Private Grant Cell.

Digital Interventions

PGIMER Attendance, Strathy Feedback, ABHA ID & Online Registration – Complete Step-by-Step Guide

Attendance App — Step-by-Step

1. **Account Registration:** Click the link and register your account—<https://www.jibble.io/quick-join?magicLinkId=cea33762-dfdf-44b7-8c95-cebc48c5611a>
2. **Sign-Up Confirmation & Install:** After registration, download and install the Attendance App.
3. **Log In:** Use your registered email/phone and password (or sign in via Google, Facebook, or Apple).
4. **Main Dashboard:** Tap **Clock In** to start tracking your time.
5. **Clock-In Details:** Select your **location**, **activity**, and **project**, and then tap **Confirm**.
6. **Confirming Details:** Choose **PGIMER** as location, select **department** (e.g., Cardiology), add **Project name (Project Sarathi)**, and enter **notes**; then confirm.
7. **Clock-In Successful:** Shows you are clocked in; options include switching activity, taking a break, or clocking out.
8. **Clock-Out & Confirmation:** Select PGIMER, add notes, confirm to complete clock-out, then click Continue to save and log your hours.
9. **Daily Summary:** View total hours, breaks, overtime, and rate your workday (**Tough / Normal / Great**).

PGIMER Sarathi Feedback App – Step-by-Step

1. **Install the App:** The **APK** will be shared via **WhatsApp** — open it, accept permissions, and tap **Install**.
2. **Open App:** Once installation is complete, tap **Open** to launch the **PGI Sarathi** app.
3. **Enter Volunteer Details:** Fill in **Sarathi ID** (school/college name), **Sarathi Name** (full name), and **Sarathi Mobile** (mobile number); review and tap **Continue**.
4. **Allow Permissions:** Grant required permissions to access the main menu with **Volunteer Registration**, **Tests & Investigations**, and **Feedback**.
5. **Access Feedback:** Tap **Feedback** to begin a new entry.
6. **Pre-Filled Details:** Previously entered volunteer details (**Sarathi ID**, **Name**, **Mobile**) are auto-filled in this section.
7. **Patient Feedback:** Enter the **PatientCR Number** and **Patient Mobile Number**, or scan the barcode to fill the CR number. Provide feedback using  (**satisfactory**) or  (**unsatisfactory**) — feedback submission is mandatory.
8. **Confirmation:** A success screen appears “**Feedback Submitted Successfully**” once submitted.

ABHA ID Creation – Step-by-Step

1. **Open the Portal:** Visit the official ABHA website — <https://abha.abdm.gov.in/> — or scan the ABHA QR code. Click “**Create ABHA Number**.”
2. **Enter Identity Details:** Provide your **Aadhaar Number** (and **CR Number**, if available).
3. **Agree & Verify:** Click “**Agree All**”, complete the **Captcha**, and then tap **Submit**.
4. **Mobile Verification:** Enter your **Mobile Number**, receive the **OTP**, and tap **Verify/Submit**.

5. **Email Option (Optional):** You can either enter your **Email ID** or choose to **Skip** this step.
6. **Finalize Creation:** Review your details carefully and click “**Create ABHA**” or “**Confirm**.”
7. **View & Save ABHA Number:** Once generated, your **ABHA Number** will appear on screen — note it down or take a screenshot for future use.

PGIMER Online Registration/Follow Up— Step-by-Step

1. **Visit the Website:** Go to pgimer.edu.in. Hover over ‘**Patient Care Services**’ and click ‘**Online Pre-Registration**’ to start.
2. **Open Registration Window:** A new page will open. Click ‘**New/Old Pre-Registration**’ to access the registration form.
3. **Check CR Number:** When asked, “**Do you already have a PGI CR Number?**”, select ‘**Yes**’ if you have one, or ‘**No**’ if you’re registering for the first time.
4. **For Existing Patients:** If you chose ‘**Yes**’, enter your **CR Number**, click ‘**Generate OTP**’, and verify with the code sent to your registered mobile number.
5. **For New Patients:** If you’re new, select ‘**No**’ and follow the prompts to enter your **basic personal details** to create a CR Number.
6. **Complete Registration:** Review all details carefully, fill in your **personal and appointment information**, and click ‘**Register**’ to finish.

Quick Reference

(Glossary of Commonly Used Terms in a Hospital OPD)

- **OPD (Outpatient Department)** - Section where patients receive consultation without hospital admission.
- **Consultation** – Interaction between doctor and patient for diagnosis, treatment, or follow-up.
- **Registration** – Process of recording patient details in the hospital system before consultation.
- **Queue/Token Number** – Number or position assigned to patients for orderly consultation.
- **Triage** – Assessment of patient priority based on severity of condition.
- **Referral** – When a patient is sent to another specialist or department for further care.
- **Prescription** – Written instructions by a doctor for medication, tests, or lifestyle advice.
- **Medical Record / OPD Card** – Document containing patient history, diagnosis, and treatment details.
- **Vitals Monitoring** – Measurement of temperature, pulse, blood pressure, respiratory rate, and oxygen saturation.
- **Lab Investigations** – Tests like blood work, urine tests, or imaging ordered for diagnosis.
- **Radiology** – Use of imaging (X-ray, CT, MRI, ultrasound) for diagnosis.
- **Follow-up** – Subsequent visit for monitoring treatment progress.
- **Consultant / Specialist** – Senior doctor with expertise in a specific field.

- **Resident Doctor / Junior Doctor** – Physician in training or in-service, assisting senior doctors.
- **Nurse / Staff Nurse** – Provides patient care, records vitals, and assists doctors.
- **Pharmacy / Dispensary** – Area where prescribed medicines are provided to patients.
- **Billing / Cash Counter** – Section for payment of consultation fees, tests, or procedures.
- **Online appointment System** – Scheduling mechanism to reduce waiting time and crowding.
- **Electronic Medical Record (EMR)** – Digital system to maintain patient data and history.
- **Patient Education** – Counseling patients about disease, medications, and lifestyle.
- **Counseling Room** – Area for mental health, nutritional, or specialized patient counseling.
- **Waiting Area** – Space for patients and attendants to wait for consultation.
- **Attendant / Caregiver** – Family member or person accompanying the patient.
- **Procedure Room** – Space for minor interventions like injections, dressings, or biopsies.
- **Consent Form** – Legal document where patient agrees to treatment or procedure.
- **Referral Slip / Discharge Summary** – Document detailing investigations and doctor advice.
- **Vital Signs Monitor** – Equipment to check pulse, BP, temperature, and oxygen saturation.
- **Outpatient Clinic / Specialty Clinic** – Section for specific diseases (e.g., Cardiology OPD).

- **Waiting Time / Turnaround Time** – Duration between registration and consultation or test.
- **Feedback / Grievance Desk** – Section where patients can provide suggestions or complaints.

NeedtoKnow Answers

(Frequently Asked Questions (FAQs) – SARATHI Volunteers Help Desk)

1. Where is the registration for new patients?

Volunteer: New patient registration is done at the OPD registration counter. Please take a token first, and then your card will be made. I can guide you to the counter.

2. I want to meet Dr. Sharma. Where can I find him?

Volunteer: Sure! May I know the department? Dr. Sharma's room is in Block __, Room No. __. I'll show you the way.

3. I'm visiting PGIMER for the first time. I'm confused where to go.

Volunteer: No worries, I'll help you. Please tell me which department or doctor you're here to see, and I'll guide you accordingly.

4. From where can I collect my reports?

Volunteer: Reports can be collected from the report collection counter near the laboratory. I'll guide you to that area.

5. Where should I go for a blood test?

Volunteer: You need to visit the laboratory mentioned on your slip. Please come, I'll show you the way.

6. I need a wheelchair for the patient. Can you help?

Volunteer: Of course. I'll request the staff to arrange a wheelchair immediately. Please wait here for a moment.

7. Where can I get an X-ray done?

Volunteer: The Radiology Department is located behind the OPD building. Please follow me, I'll show you the direction.

8. When will the doctor come? It's very crowded.

Volunteer: Doctors usually start OPD around 9 a.m. Please be patient; your turn will come soon. I can help you check your token number.

9. I already have an old OPD card. What should I do?

Volunteer: That's good. Please go to the Old Patient Counter for record updating. I'll take you there.

10. Where will I get the medicines?

Volunteer: Please submit your prescription at the pharmacy counter. It's located next to the registration area. I can guide you there.

11. The doctor has advised admission. What is the process?

Volunteer: You'll need to visit the Admission Counter with the doctor's note. The staff there will assist you with the room and deposit details. I'll guide you to the counter.

12. Can you help me fill out this form? I find it difficult.

Volunteer: Certainly! I'll help you fill out the form and explain what's written so you understand everything.

13. I can't understand what the doctor has written. Can you tell me?

Volunteer: I'm sorry, I can't interpret prescriptions, but I can take you to the help desk where the staff can explain it to you.

14. I want to donate blood. Where should I go?

Volunteer: That's wonderful! The Blood Donation Centre is near the OT Block. I'll guide you to the location.

15. My patient is in ICU. When can we meet?

Volunteer: Visiting hours for ICU are usually in the evening from 4 to 5 p.m. Please confirm the exact timing with the nurse or security staff.

16. Where is the parking area?

Volunteer: The parking area is near the OPD block. You can get a parking slip at the entry gate.

17. Where is the nearest washroom?

Volunteer: The washroom is along this corridor, a little ahead on the right-hand side. I'll point it out to you.

18. Is there any place to eat?

Volunteer: Yes, there's a hospital canteen behind the OPD and a cafeteria near the main entrance. You can get food from there.

19. How can I join as a volunteer?

Volunteer: That's great! The SARATHI programme welcomes college students from any stream through their NSS coordinator. You can contact your college coordinator for details or else can email on ddapgi@gmail.com.

20. Are you part of the hospital staff?

Volunteer: We are SARATHI volunteers. We assist patients and attendants — just a small effort to make your experience smoother and kinder.

