



R&P Cell/SCTIMST/2023

02.12.2023

**TIME BOUND - PARLIAMENT QUESTION**

**Sub:** Lok Sabha Question No. 2768 for reply on 08/12/2023 on “Increasing number of Patients in Government Hospitals” - reg.

Point-wise inputs submitted by Sree Chitra Tirunal Institute for Medical Sciences and Technology, Trivandrum (SCTIMST)

(a) *Whether the Government has taken note of the difficulties faced by the patients visiting Central Government hospitals including AIIMS all over the country;*

Yes

(b) *If so, the details thereof;*

1. An online facility for patients is available at <https://www.sctimst.ac.in/Feedback/> to send their complaints/ problems and suggestions regarding institution and the services delivered.
2. Suggestion box is kept in the Hospital for patients to drop in suggestions or complaints.
3. The patients can contact Administrative Medical Officer/ Public Relations Officer/ Senior Medical Records Officer/ Medical Social workers/ Security officers in case of any issues faced by them during the hospital visit.
4. An online Patient Portal is available in the SCTIMST website at <https://patientportal.sctimst.ac.in/> which provides convenient, secure online patient access system to the health information of the patients.

(c) *Whether the Government has made an assessment of the number of patients visiting these hospitals and if so, the details thereof;*

Number of patients visiting the hospital	2020	2021	2022	2023 (till Nov.30)
Outpatient	104915	142280	157704	146686
Inpatient	6656	9547	10897	10562

(d) *Whether there has been an increase in the number of patients coming for various surgeries and if so, the details thereof;*

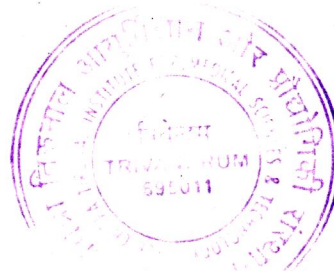
Number of patients visiting for various surgeries	2020	2021	2022	2023 (till Nov)
Cardiac Surgeries	1170	1752	1955	1585
Neuro Surgeries	1000	1373	1389	1369
Cardiac Interventions	1446	2790	2880	3035
Radiological Interventions	676	1014	1230	1086
Movement Disorder Surgeries	23	49	30	28
Epilepsy Surgeries	42	62	92	118

(e) *Whether the Government proposes to pay special attention to further increase the facilities at AIIMS, Nagpur; and*

Not applicable to SCTIMST

(f) *If so, the details of the steps taken in this regard;*

Nil



  
DIRECTOR