No. I-11015/16/2021-ICT   Dated: 31.01.2023

Circular

As you may be aware that ESIC had launched the AAA+ Mobile App in April 2017, it has been available free for use on android and iOS platforms ever since. Beneficiaries can seek prior appointment for OPD Registration in their stipulated dispensary through this App and avail priority services avoiding long queue. Use of "AAA+" shall not only save time but also prevent hardship faced by patients. Provides provision to book appointments up to 7 days in the app. It is available for use for all ESI Dispensaries and Hospitals. Despite the stated merits, it has been observed that the adoption and usage of this app has been low. Various reasons perceived and reported are,

a) Poor promotion or facilitation of this facility by the locations

b) Slots for appointment not reflecting for a location as the scheduling is not being updated by the location admin. As a result, the IP/Beneficiary is not able to see the available slots and book appointment accordingly.

c) The booked appointments are not prioritised at the Hospital/dispensary.

d) Regardless of booking an appointment, the patient requires to stand in long queues for the check-in generation or consultation, because room/personnel dealing on priority or exclusively with these appointments, has not been provisioned for at the hospital/ dispensaries.

e) There is no separate provision for the distribution of drugs at the pharmacy to the individuals with a booked appointment, defeats the purpose of prioritising these patients.

The competent authority emphasises that the patients with appointment from AAA+ App should be prioritised. In order to facilitate the process of seeking appointments and consultation, a few modifications are being brought in the AAA+ mobile app. The features include: -

1. IP authentication- The IP shall login by entering OTP sent to the mobile number registered with ESIC. She/He shall need to carry the ESIC (insurance) card and a government ID for authentication purpose.

2. Same day Appointment- The user shall now have the provision of availing appointments for the same day. She/He may seek and book appointment for slots available not before 60 minutes from booking.

3. Timer- The activity of scheduling an appointment shall have to be completed by the user in 5 minutes or he may have to start again. The patient coming for consultation shall be shown on the doctor worklist shall be shown in the list with the icon of AAA+ icon for better understanding of the Doctor.

4. Self-Check-In Generation- The app user (IP/Beneficiary/Staff) shall now be able to generate a check-in for a booking on the day of the appointment by himself. She/he shall not require to stand a queue in the Dispensary/hospital for OPD check-in creation.

5. Pharmacy priority- A separate worklist for the pharmacy issues in Dhanwantri is being provided. All beneficiaries who have consulted the doctor shall be enlisted on a separate link shown on the pharmacy issue screen. These patients may thus be dealt with on priority by the pharmacist.

6. For the ease of the user, the app is now enabled in 8 regional languages (English, Hindi, Gujarati, Punjabi, Malayalam, Marathi, Kannada and Tamil).

In view of above, all concerned administrators are requested to

1. Ensure that the holiday master and the slots for these appointments are properly scheduled and updated through the provision available in Dhanwantri module

2. Undertake the activity of promoting the usage of AAA+ Mobile App, through adequate/appropriate means at their Hospital/dispensary

3. Ensure that these beneficiaries are treated at priority for consultation and dispensing or medicines etc.

This issues with the approval of the competent authority.

Dr. Mona Varma
Dy. Medical Commissioner (ICT Division)

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