

## **AIIMS launches an IVRS appointment system**

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AIIMS has launched a Patient Appointment System over Nuance ASR (Automatic Speech Recognition) based IVRS (Interactive Voice Response System). This is to resolve the issue of patients waiting for a longtime to get an appointment as huge patient turnouts make the waiting queues very long, extending the availability of a doctor upto 2 months. This becomes even more difficult for patients who travel from different parts of the country to seek medical care.

Using the technology patients can get an appointment with all departments, from their homes.

Currently, the solution is envisaged to be available in 14 Indian regional languages and will be extended to other Asian languages to facilitate patients from other countries.