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**NATIONAL HEALTH MISSION**

**CIRCULAR**

Circular No: NHM/754/UH(STATE M&E CONSULTANT)/2021/SPMSU

Dated, Thiruvananthapuram, 17.06.2025

Sub:- Urgent Introduction of Reception Module and Advance Token Booking at Non-eHealth UPHCs

Ref :- Directive from the Government

   *eHealth* hospital management system has already been implemented in 47 Urban PHCs in our State, and advanced token booking system has been enabled in these institutions. This citizen-friendly initiative helps reduce long waiting queues at UPHC reception counters. Now, as per the directions of the Hon'ble Health Minister, advance token booking and reception modules must be enabled in all non-*eHealth* institutions as well. This will allow citizens to book advance tokens for hospitals regardless of *eHealth* implementation. Accordingly, District Programme Managers are directed to take urgent steps to implement this system in all the non eHealth Urban Primary Health Centres. The unspent/balance funds available under the Scheme 6 (Upgradation of UPHCs into Urban Polyclinics) of the Fifteenth Finance Commission or funds from any other appropriate heads with considerable amount unspent can be utilized for this purpose in strict adherence to the rules and regulations currently in force.

   The list of requirements and their specification, and the steps in the process of implementation of equipments are annexed separately herewith.

**Dr. Vinay Goyal I A S**
State Mission Director

# Approval Valid

Digitally Approved By
Dr. Vinay Goyal I A S
Date: 17.06.2025
Reason: Approved

The document is digitally approved. Hence signature is not needed.

# Implementation of Advance Token Booking and Reception Module in Non-eHealth Institutions

**Scope of the Implementation**

- Necessary hardware provisioning
- Necessary connectivity provisioning
- Configuration of eHealth HMS
- Training for Users
- eHealth HMS Registration Module to be functional at Reception Counter
- Required IT Infrastructure including UPS to be provided at registration counter

**Hardware Requirements (per UPHC)**

1. Laptop / Mini PC/ PC
2. UPS for Mini PC, Printers & Switch/Wi-Fi Router
3. Printer – for OP Ticket printing
4. Token Printer – for appointment token slip printing (Preferable)
5. Sticker Printer – For UHID card printing
6. QR Code reader – For Aadhaar QR code / UHID card scanning
   Consumables (Recurring) for printers like paper, ribbon, ink etc

   The required specifications are attached as a separate annexure.

**Consumables**

| Consumable | Purpose | Specification |
|---|---|---|
| A5 Paper | OP Ticket Printing | Size – A5Minimum 75 GSM |
| Thermal Paper | Token Printing | |
| Sticker Paper | UHID Printing | |
| Card | UHID Print | |
| Printer Ink | Printer refill | Recommended by the Printer manufacturer |
| Ribbon | | Recommended by the Printer manufacturer |

**Network & Connectivity Requirements**

- Primary Connectivity
- KFON – MPLS Connectivity (Recommended) - 4 Mbps

- If only internet is available, VPN access will be provided– not recommended for more than six month
- Secondary Connectivity
- MPLS – preferably - 4 Mbps
- Local Area Network (LAN) within the Registration counter
- Wired or Wireless

**Configuration of eHealth HMS**

- Medical Officer in Charge shall designate a staff as Institution Admin for necessary configuration and other admin activities.
- The Initial level configuration will be done by eHealth PMU.
- The subsequent institution level configuration should be done by Institution Admin.
- Account details of Hospital HMC Account(for transferring the amount received for advance token) shall be updated in IKM portal
- Necessary training will be provided for Institution Admin

**Role of Institution Admin**

Institution Admin shall Configure the following in HMS

- Creation and Updating of employee profiles.
- Relieving and joining of employee
- Managing employee service center mapping
- OP Service center configuration, OP ticket Charge updation and Updation of Account details in IKM Portal
- Online appointment Token configuration.

**Training of Users**

- Training will be provided by the eHealth PMU and the respective District eHealth Team.
- Reception Module training for OP Ticket Counter Staff will be conducted by the District eHealth Team.

| *Participants* | *Topic* | *Mode* |
|---|---|---|
| MOIC, Institution Admin & Institution Liaison Officer(ILO) | Onboarding in eHealth, SOP for implementation | Online |
| Institution Admin | Configuration | Online |
| ILO | Network/hardware | Online |
| OP Ticket Counter Staff | Reception Module | Online/Offline |
| | | |

**Role of Institution Liaison Officer (ILO)**

The Medical Officer in charge shall also designate a staff as Institution Liaison Officer to:

1. Ensure IT infrastructure is in place
2. Coordinate with the network provider
3. Oversee hardware installation
4. Handle initial troubleshooting
5. Report network connectivity issues and hardware repair needs to the respective vendors

**Monitoring and Evaluation**

Implementation Review meeting shall be conducted by respective stake holders as mentioned below. Any issues reported in the meeting will be reported to DMO/DHS

| Review By | Frequency |
|---|---|
| District Nodal Officer | Weekly |
| DMO | Monthly |
| DHS | Monthly |

# Implementation of Advance Token Booking and Reception Module in Non-eHealth UPHCs

## Detailed Technical Specifications

**Detailed Technical Specifications QR Code Reader**

| Sl No. | Features / Parameters | Specifications / Description |
|---|---|---|
| 1 | Type | Presentation Scanner with Stand. |
| 2 | Compliance | Should read all standard 2D codes including Aadhar. Aadhar authentication not required. Electronic barcode read capability- to read Barcode / QR code from LCD or mobile phone screen |
| 3 | Interface | USB |
| 4 | Light Level | 0 to Min. 85000 Lux |
| 5 | Range | 13 Mil decode capability: Min 25 cm |
| 6 | Symbol Contrast | Max. 25% reflectance difference |
| 7 | Environment | IP42 or above |
| 8 | Drop Resistance | Repeated drops from Min. 5ft |
| 9 | Reading capability | Shall read AADHAR data and need not be AAADHAR AUTHENTICATION |
| 10 | Support | Seamlessly work in every Ubuntu version |
| 11 | Certification | BIS, ROHS compliance |
| 12 | Drivers | Drivers should be available for download from OEM site . |
| 13 | Warranty | 5 years onsite warranty (Recommended) |

**Detailed Technical Specifications Sticker Printer**

| Sl No. | Features / Parameters | Specifications / Description |
|--------|----------------------|-----------------------------|
| 1 | Printing | 1D Printing capability |
| 2 | Print Speed | Min 4 inches per second |
| 3 | Print Resolution | Min 200dpi |
| 4 | Memory | Standard Memory of Min 4MB flash and Min 8MB SDRAM |
| 5 | Interface | USB Interface |
| 6 | Compliance | Supports 1D/GS1 Data bar, 2D/Composite codes and QR barcodes, and windows true type font download available |
| 7 | Ribbon Capacity | Min. 300 Mtr. |
| 8 | Drivers | Should work seamlessly in Windows and Linux OS. There shall be specific drivers for the above version of OS and the drivers shall be supplied along with each printer. |
| 9 | Dimension | Compact Model |
| 10 | Certification | BIS, ROHS compliance |
| 11 | Drivers | Drivers should be available for download from OEM site . |
| 12 | Warranty | 5 years onsite warranty (Recommended) |

**Detailed Technical Specifications Ink Tank Printer**

| Sl No. | Features / Parameters | Specifications / Description |
|---|---|---|
| 1 | Type | Monochrome Ink Tank Printer |
| 2 | Printing Speed | First Page shall be printed within 6 sec |
| | | (will be tested for conformance in real time) |
| 3 | Power Consumption | Below 15W |
| 4 | Connectivity | Type 1 USB |
| 5 | Drivers | Should work seamlessly in Windows and Linux |
| | | OS. There shall be specific drivers for the above version of OS and the drivers shall be supplied along with each printer. |
| 6 | Page Sizes | A4, A5 and custom sizes. Custom sizes should also print at the above-mentioned speeds |
| 7 | Paper tray | Size shall be minimum 100 sheets. |
| 8 | Ink Type | Pigment Ink |
| 9 | Efficiency | Printing Each tank refill shall print minimum of 5000 pages of print in 5% coverage area in draft mode and Printer should be ensure unlimited number of prints in warranty period |
| 10 | Refilling | Ink Cartridge Ink shall be able to be easily refilled by the user at site. |
| 11 | Alert | Low ink alert is required |
| 12 | Cleaning of Printer | Printer shall be easily cleanable by the user at site |
| 11 | Drivers | Drivers should be available for download from OEM site . |
| 12 | Warranty | 5 years onsite warranty (Recommended) |

**Detailed Technical Specifications for Mini Pc's -Dual Core**

| Sl. No. | Features/ Parameters | Specifications / Description |
|---|---|---|
| 1 | Processor | Pentium Dual Core Gold G7400T or AMD Athlon Gold 3150GE or higher |
| 2 | Chipset | Intel/AMD |
| 3 | Memory | 4 GB DDR4-2400 or higher, expandable up to 16 GB |
| 4 | HDD | Minimum 256 GB SSD |
| 5 | TDP | <=35W |
| 6 | Wireless | Integrated Ethernet Gigabit LAN or higher |
| | | Dual-band 2x2 802.11ac |
| 7 | Operating System | Ubuntu 20.04 or above preloaded with latest chrome version |
| 8 | Monitor | 19.5" or above monitor with HD resolution and minimum brightness of 200 cd/m2 (same make as PC, Rebranding not allowed) or higher with HDMI/DP ports supporting Vesa mountable pattern. Chassis/CPU must be monitor rear mountable |
| 9 | Keyboard and Mouse | USB 104 keys keyboard (same make as PC, Rebranding not allowed) |
| | | USB 2 button scroll mouse (same make as PC, Rebranding not allowed) |
| 10 | Ports | 5 USB Ports or more (at least 1 should be USB 3.0 HDMI/DP,Audio ports(IN & OUT) /combo jack supporting microphone and headphone |
| 11 | Drivers | Drivers should be available for download from OEM site for at least 5 years from the date of purchase |
| 12 | Certification | BIS, RoHS |
| 13 | Warranty | 5 years onsite warranty (Recommended) |

### Detailed Technical Specifications Token Printer

| . | Features / Parameters | Specifications / Description |
|---|---|---|
| 1 | Font | Bit Mapped |
| 2 | Print Mechanism | Type 1 Thermal |
| 3 | Compliance | Shall Supports all 1D/GS1 Data bar, 2D/Composite codes and QR barcodes, and windows true type font downloads available |
| 4 | Interface | Built- in USB |
| 5 | Print Speed | Min. 150 MM/Sec. |
| 6 | Paper Support | Min 30 Mtr. Paper roll. |
| 7 | Print Width | Min 60 MM |
| 8 | Drivers | Should work seamlessly in Windows and Linux OS. There shall be specific drivers for the above version of OS and the drivers shall be supplied along with each printer. |
| 9 | Dimension | Compact Model |
| 10 | Certification | BIS, ROHS compliance |
| 11 | Drivers | Drivers should be available for download from OEM site for at least 5 years from the date of purchase |

### Detailed Technical Specifications  Laptop

| # | Specifications |
|---|---|
| 1 | Processor: Intel core i3 1115G4 or better |
| 2 | Display: 15.6" Anti-Glare FHD LED Backlit Non-Touch Display or better |
| 3 | Webcam: Integrated HD Webcam with shutter and Dual Microphone |
| 4 | Graphics: Integrated Intel UHD Graphics or better |
| 5 | Memory: 4GB, DDR4 RAM, expandable upto at least 32GB or better, with 2 DIMM memory slots |
| 6 | Storage: M.2 256GB PCIeNVMe SSD, expandable upto at least 1TB |
| 7 | Ports:Minimum3ormoreUSBportsincludingatleasttwoUSB3.0orbetter and one type C port, 10/100/1000 Ethernet Card (Gigabit Lan Port), HDMI, 1 Headphone/Microphone Comboor Separate & other Standard features,etc. |
| 8 | Wireless & Bluetooth: WLAN Intel AX201 + BT 5.0 or better |
| 9 | Audio and Speakers: Integrated Stereo speakers |
| 10 | Power Cord & Adapter: Power Cord for 3-pin Adapter (India) with equivalent Adapter |
| 11 | Power Supply: 230V, 50Hz AC Supply with rechargeable Battery Pack comprising of Li-Polymer battery/Li- Ion Polymer battery |
| 12 | Battery: Minimum 4 Hr. backup on CPRCS test conditions |

| 13 | Keyboard: Non-Backlit Keyboard with Numeric Keypad, English International; with Touchpad |
|---|---|
| 14 | Mouse: Optical Scroll Mouse; Weight: Less than or equal to 2 Kg |
| 15 | OS: Ubuntu Linux 20.04 or higher; ENERGY STAR Qualified |
| 16 | Hardware Security: HW TPM2.0; Carry case: Backpack |
| 17 | Certification: ROHS & BIS Compliance for Product, EPEAT registered |
| 18 | 5 years onsite warranty (Recommended) |

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