

USER GUIDE

Hospital Appointment System (DAE Hospital Kalpakkam)

(<https://chss.igcar.gov.in/>)

Planning & Workflow Management Section (PWMS)

PHRMD, SQRMG, IGCAR

Hospital Appointment System

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Introduction to Hospital Appointment System

Hospital Appointment System is an online web based application developed with an objective of providing appointments to the specialists doctors in DAE Hospitals at Kalpakkam, Anupuram and Clinics at Chennai. The beneficiaries can use this system using latest web browsers like Chrome, Edge, Firefox etc. It can be accessed using mobile phones, PC or laptops using web browsers.

Features of Hospital Appointment System

- Online web based application
- Can be accessed with ease from home and office
- Accessible 24 x 7
- Avoids visit to hospital to get appointment
- Availability of doctors known in advance
- Appointments can be booked in advance
- Prior intimation of cancellation of appointments due to non-availability of Doctor
- First time self registration on the system available online

One Time Registration Process

- One time online self registration of Primary Beneficiary
 - Primary beneficiary must provide atleast one of the following an E-Mail address (**Preferably personal email**), a Mobile number, or Both, along with their Medical Card details during registration.
 - The details uploaded will be verified and the beneficiary will be notified of the verification status on the registered email address and mobile number.
- To self-register in Hospital Appointment System, Visit the website "<https://chss.igcar.gov.in/>" and click on the link "[Click here to register](#)"
- Registration to be done with medical card details of the Primary Beneficiary.
- Fill out the form as shown in Fig. 1 and click "Next" button.
- OTP (One time password) will be sent to the Registered Email Address and mobile number.

The screenshot shows the 'Registration' page of the Hospital Appointment System. The page has a green header with the text 'Hospital Appointment System' and a 'View User Guide' link. Below the header, the title 'Registration' is centered. A progress bar indicates three steps: 'Beneficiary Details' (current), 'OTP Verification', and 'Medical Card Upload'. The form contains the following fields:

- Unit Name * (as per medical card): A dropdown menu with '--None--' selected.
- Emp ID/ ID Card No. * (as per medical card): A text input field.
- Medical Card No. *: A text input field.
- Personal Email Id for Login: A text input field.
- Mobile No for Login: A text input field.

Below the input fields, there is a note: "**Note: OTP will be sent to Email & Mobile for verification." A CAPTCHA image shows the characters 'JFNUG3' with a refresh button. Below the CAPTCHA is a text input field for 'Enter the characters shown in the image *'. At the bottom of the form is a green 'Next' button and a link: 'Already registered? Click to Login.'

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Fig. 1

- OTP Verification: Enter the OTP received in registered email id & mobile no. and click “Verify & Next” as shown in Fig. 2

Hospital Appointment System

Registration

Beneficiary Details OTP Verification Medical Card Upload

Email OTP * xyz@gmail.com

Mobile OTP * 9876543210

Resend OTP in 08 minutes 48 seconds

Cancel **Verify & Next**

Fig. 2

- OTP will be valid only for 10 minutes. If OTP has expired, “Resend OTP” button will be enabled as shown in Fig. 3
- Click “Resend OTP” button to generate a new OTP (if needed).

Hospital Appointment System

Registration

Beneficiary Details OTP Verification Medical Card Upload

Email OTP * xyz@gmail.com

Mobile OTP * 9876543210

Cancel **Resend OTP**

Fig. 3

- After successful verification of OTP the next step in registration process is to upload the primary beneficiary's Medical Card image.
- The medical card image should be of size Min. 100KB and Max.5MB, click browse to choose image and click on "Upload" button.

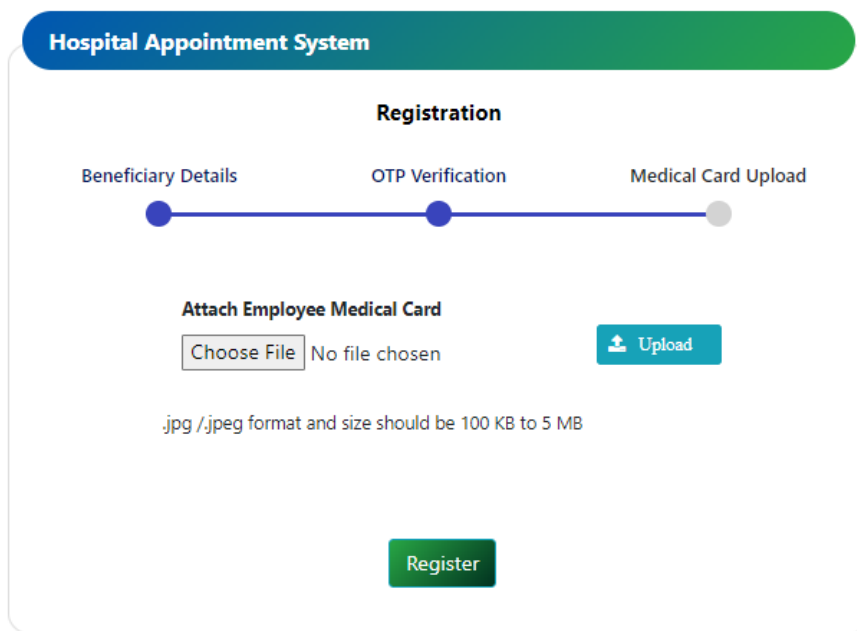


Fig. 4

- The preview of uploaded image will be displayed below, as illustrated in Fig.5
- Click on "Register" button to complete the registration process.

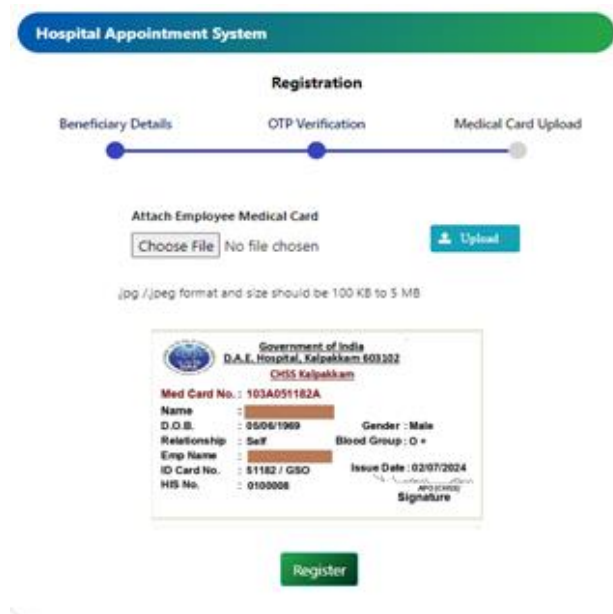
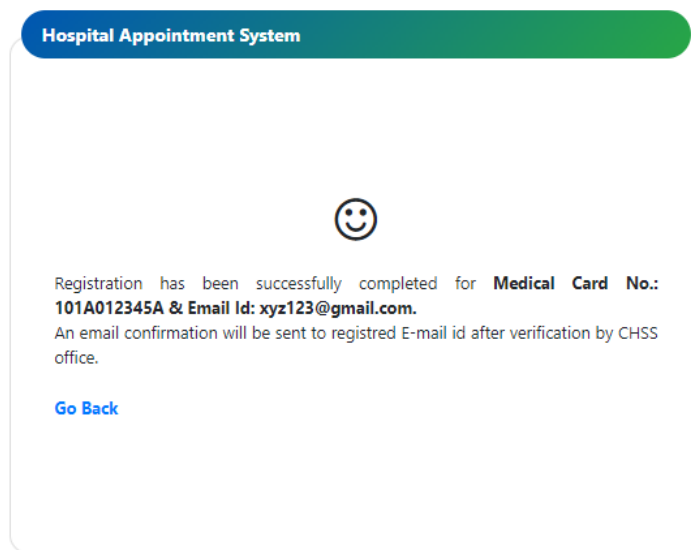


Fig. 5

- After the successful registration, the request will be forwarded for verification by the CHSS office, Kalpakkam.
- The beneficiary will be notified of the verification status through the registered email address and mobile number.



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Fig. 6

User Login Procedure

- **After successful registration, beneficiaries can login to book / manage appointments.**
 - **The website URL to access the online Hospital appointment system <https://chss.igcar.gov.in/happy/>**
 - **Registered Email address / Mobile no. is required to login for appointment booking.**
- The login page is shown below in Fig-7. Enter registered email id / mobile no, CAPTCHA and click "Login with OTP" button.

Hospital Appointment System [View User Guide](#)

Sign In

Email Id/ Mobile No. *

Email id / Mobile No.

7 B B T 4 9

Enter text shown above *

[Login with OTP](#)

Not registered ? [Click here to register.](#)

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Fig. 7

- Enter the OTP received in email / mobile and click “Verify” as show in Fig-8.

Hospital Appointment System

Email ID xyz123@gmail.com

Enter OTP *

[Verify](#)

Fig. 8

- On successful login, you will be redirected to “Home” page as shown in Fig. 9

Appointment Booking

- To book appointment, Click on “Book Appointment” tab.

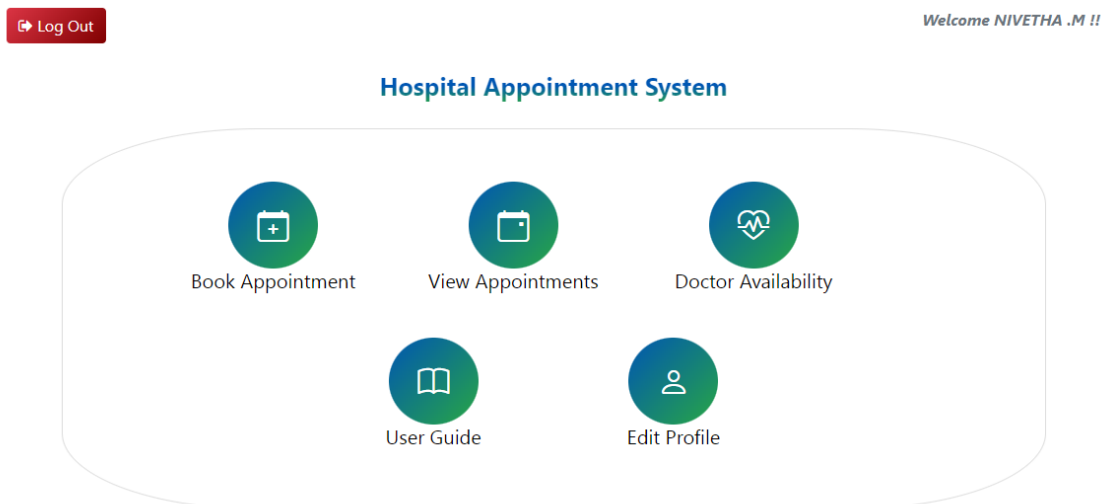


Fig. 9

- To Schedule for an appointment Click on “Book Appointment” button next to the beneficiary name as shown in Fig-10.

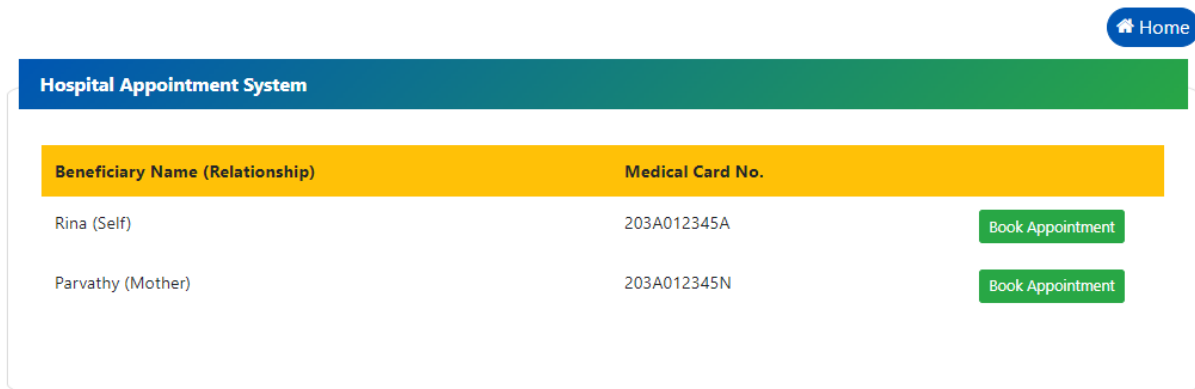


Fig. 10

- Select Location, Appointment Date, Session (FN/AN) and Consultant name to schedule the appointment and click “Next” button.
(Note: Appointments can be booked for current day and up to four days in the future. Fifth advance date will appear from 7.00AM onwards for booking appointment.)

Hospital Appointment System

Booking Appointment for Rina - 203A012345A

Location * --None--

Appointment Date * --None--

Session * --None--

Consultant Name * --None--

Specialization *

Back Next

Fig. 11

- Preview of the schedule appointment details like beneficiary name, date of appointment, consultant name etc.as shown in Fig-12 and click “Book Appointment” button to confirm.

Hospital Appointment System

Booking Appointment for Rina - 203A012345A

Location	Kalpakkam
Appointment Date	15-10-2025
Session	AN
Consultant Name	WATSON THOMAS
Specialisation	ORTHO SURGEON

Back Book Appointment

Fig. 12

- On successful booking, a message will be displayed with details of scheduled appointment as shown in Fig-13 and a confirmation message will be sent to the registered email id and mobile no.

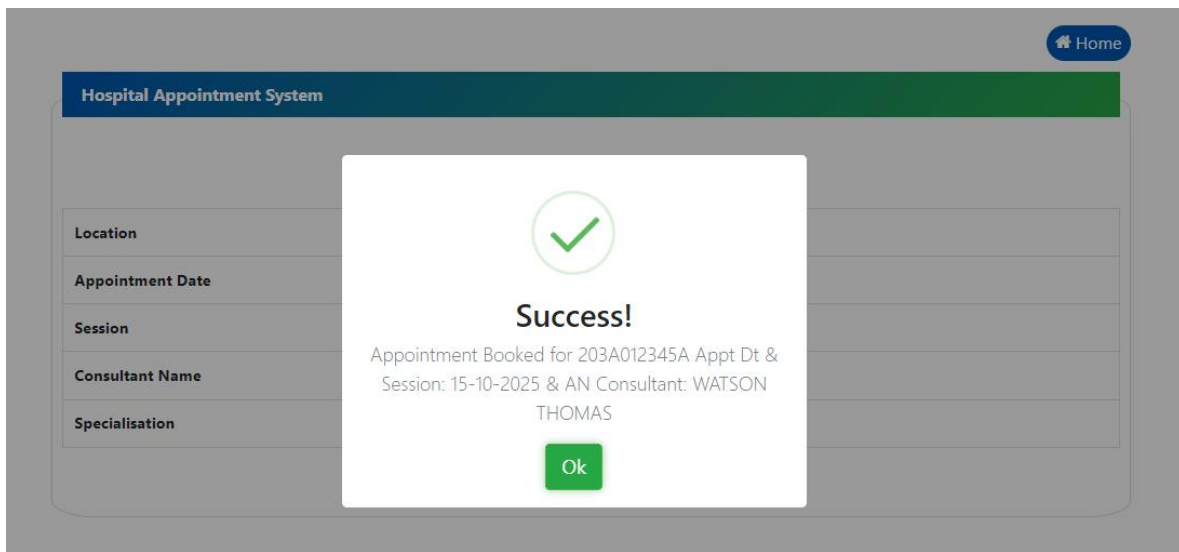


Fig. 13

View Appointments

- To view booked appointments, Click “View Appointments” tab in “Home” page as shown in Fig. 9

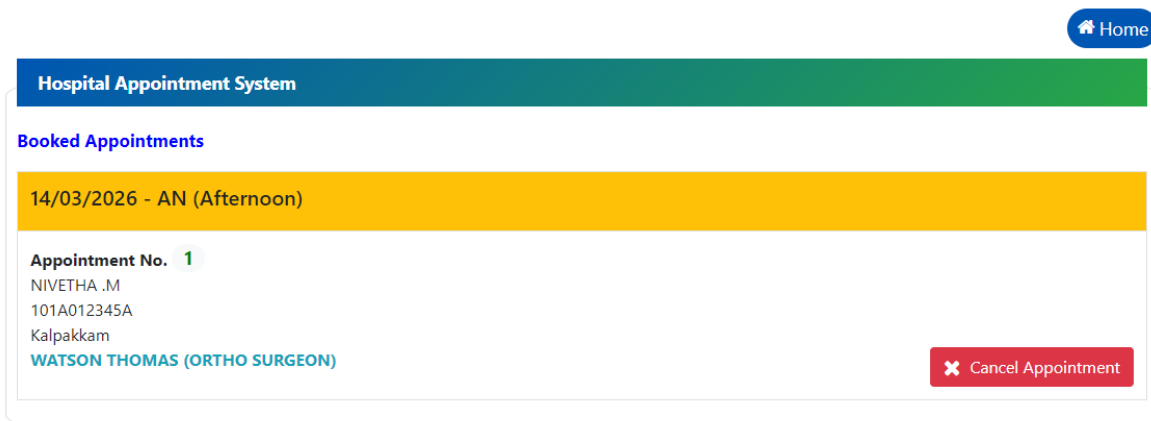


Fig. 14

Update Email ID/ Mobile No.

- To update email id / mobile no, Click “Edit Profile” tab in “Home” page as shown in Fig. 9
- Click on “Update Email Id” to update the new Email Address for login and Email communication.

Home

Hospital Appointment System

Profile

Medical Card No	101A012345A	
Employee Name/ ICNo	NIVETHA .M - 12345	
Unit	IGCAR	
Email Id	xyz123@gmail.com	Update Email Id
Mobile No		Update Mobile No

***Note: After updating profile, you need to login again.*

Fig. 15

- Enter the new Email Address and click on “Get OTP” for verification. OTP will be sent to the new email id.
- Enter the received OTP and click “Verify” to update the new email id.

Home

Hospital Appointment System

Update Existing Email Id.

Existing Email Id	xyz123@gmail.com	
New Email Id	<input type="text" value="abc@gmail.com"/>	Get OTP
Enter OTP	<input type="text"/>	Verify

Fig. 16

- Click on “Update Mobile No” as shown in Fig. 15 to update the new mobile number for login and SMS alerts.

Home

Hospital Appointment System

Update Existing Mobile No.

Existing Mobile No.		
New Mobile No.	<input type="text"/>	Get OTP

Fig. 17

- Enter the new Mobile number and click on “Get OTP” for verification. OTP will be sent to the new mobile number.

- Enter the received OTP and click “Verify” to update the new mobile number.
- After a successful update, you will be logged out and will need to login again using your new email id/ mobile no.

Home

Hospital Appointment System

Update Existing Mobile No.

Existing Mobile No. :

New Mobile No.

Enter OTP

By clicking verify, I agree to receive alert on the above mobile number from hospital management system

Fig. 18

Doctor Availability

- To view the doctor availability for booking appointments, Click “Doctor Availability” tab in “Home” page as shown in Fig. 9

Home

Hospital Appointment System

Doctor Availability

Appointment Date * Session * Location *

--None-- --None-- --None--

Fig. 19

- Select Appointment Date, Session (FN/AN) and Location to view the doctor schedule and click “Submit” button.

Home

Hospital Appointment System

Doctor Availability

Appointment Date * Session * Location *

29-10-2025 (Wed) AN Kalpakkam **Submit**

Appointment Date: 29-10-2025 , Session: AN & Location: Kalpakkam

Show 10 entries Search:

Doctor Name (Specialisation) ↑↓	Status ↑↓
AMALA FLORIDA (VISITING CONSULTANT CHENNAI)	Appointment not available
SEETHALAKSHMI.S (DUTY DOCTOR)	Available
SELVANAYAKI.E (GENERAL MEDICAL OFFICER)	Available
SENTHIL VADIVAN G (PSYCHIATRIST)	Available
SHOBA RANGANATHAN (DENTAL SURGEON)	Leave
SHUNMATHILV (DUTY DOCTOR)	OD (On Duty)
SOWMIYA M (DUTY DOCTOR)	OT (Operation Theatre)
SREESANTH.N.S (DUTY DOCTOR)	Available

Showing 1 to 8 of 8 entries Previous **1** Next

Fig. 20

Cancel Appointments

- To cancel appointments, Click “View Appointments” tab in “Home” page. It will list all booked appointments as shown in Fig. 21
- Click “Cancel Appointment” button next to the appointment details you want to cancel.

(Note: Online cancellation of appointment can be made until 7:00 AM for the Forenoon (FN) session and until 12:00 AM for the Afternoon (AN) session)

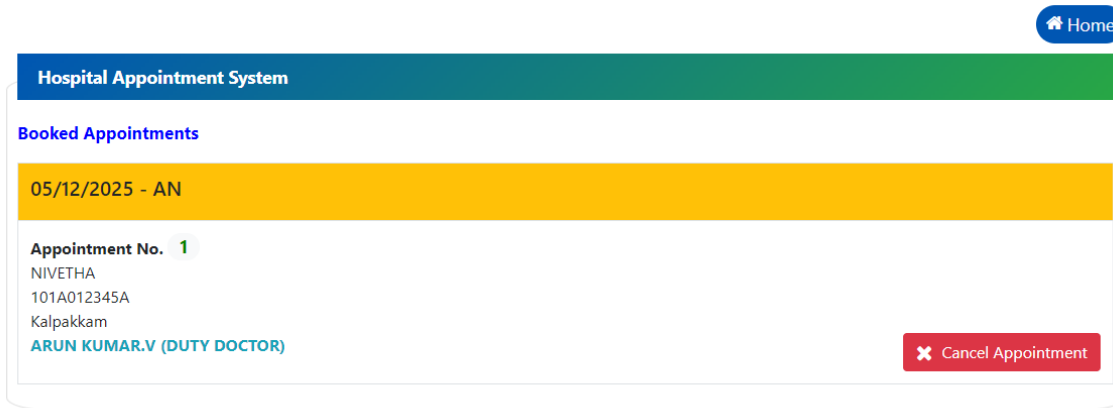


Fig. 21

- The pop-up will be appearing to enter reason for cancellation and click “Cancel” button



Fig. 22

- After successful cancellation, a message will be displayed as shown in Fig-23 and a confirmation message will be sent to the registered email id/mobile no.

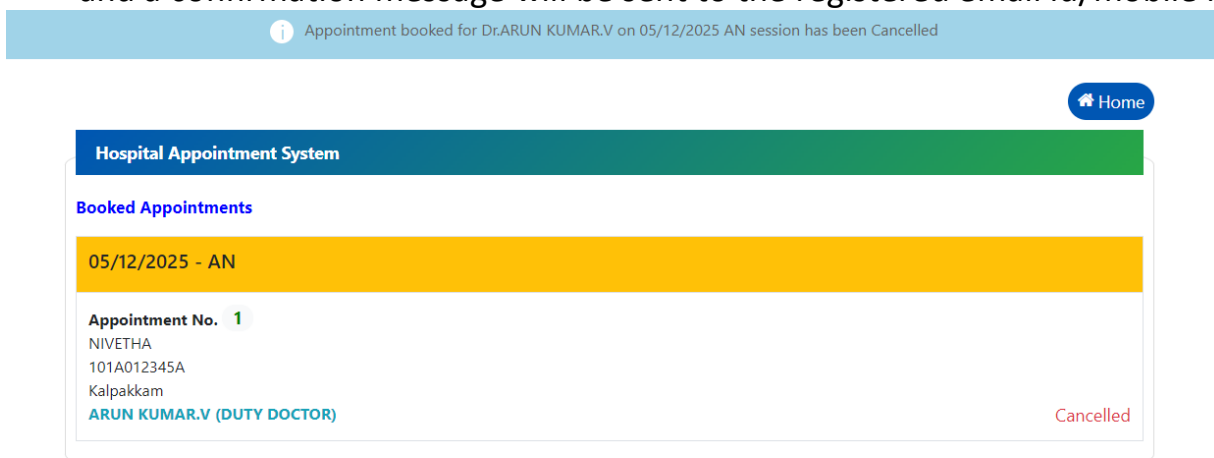


Fig. 23

Contact us

In case of any clarification in Online Appointment Booking, please contact
044-27480500 Ext: 84170/ 84870.