

9. Frequently Asked Questions (FAQs) – IISER Kolkata Medical Unit

1. Is carrying the Medical Unit Booklet mandatory during a visit?
Yes, you must carry your Medical Unit Booklet when visiting the Unit. Services will be provided without it only in emergency cases.

2. What does the ₹1500 medical coverage fee cover?
The ₹1500 medical coverage fee included in the Autumn semester fees is for health insurance only. All Medical Unit services are provided free of cost and are not covered under this fee.

3. What do different types of prescriptions mean?

- **Pink Prescription:** Medicines prescribed on a pink prescription will not be available at the Apollo Pharmacy inside the Medical Unit.
- **"NA" Marking:** If a medicine is marked as "NA" (Not Available), it is not provided by the Apollo Pharmacy. Doctors will inform you of this during consultation.

4. Are supplements or vitamin tablets available at the Apollo Pharmacy?
Supplements, vitamin tablets, and similar non-essential items are not provided, as the Medical Unit functions as a first-aid dispensary.

5. What is being done to improve doctor availability and specialist services?
The need for additional doctors, specialists, and extended working hours has been communicated to the Medical Unit Chairperson and Co-Chairperson. They recognize the urgency, and efforts are underway, though changes will require some time to implement.

6. How can I report a grievance related to the Medical Unit?
For any concerns or feedback, please email fic.mc@iiserkol.ac.in and sac.food@iiserkol.ac.in

7. How do I obtain a Medical Fitness Certificate?

- Visit the Lady Medical Officer (LMO) or Medical Officer (MO) at the Medical Unit.
- They will conduct a preliminary examination.
- If specialized medical tests are needed, you will be referred to an appropriate facility.
- After being declared fit by a specialist, return to the Medical Unit to collect your certificate.

This process applies to all students, including Persons with Disabilities (PWD), ensuring a fair and thorough evaluation.

8. Why are patients referred to outside hospitals instead of being treated in-house?

Our medical unit is equipped to handle a wide range of health concerns. However, for specialized care or advanced diagnostics that require facilities or expertise beyond our current capacity, patients are referred to partner hospitals to ensure timely and accurate treatment.

9. Why is there a delay in the medical reimbursement process?

Reimbursement may be delayed due to incomplete documentation, verification steps, or coordination with finance. We recommend ensuring all required documents are submitted at once. If delays persist, please contact the admin desk with your tracking ID.

10. What should I do if I lose the original bills or prescriptions required for reimbursement?

In such cases, we recommend contacting the issuing pharmacy or hospital for certified duplicates. Without original bills or official replacements, processing reimbursement may not be possible.

11. Why do I need to visit a specific panel hospital? Can I visit a hospital of my choice?

We have tie-ups with selected panel hospitals to streamline services and billing. If you prefer a non-panel hospital, it may still be possible, but reimbursement policies will apply differently. Check with the medical unit before proceeding.

12. What should I do if I experience poor service at a referred hospital?

We value feedback on our partner hospitals. If you face issues such as delay, negligence, or unprofessional behavior, report it to the medical unit with details so we can escalate it appropriately.

13. How are the medicine stocks managed? Why are some medicines not available?

We maintain an inventory based on commonly prescribed medications. However, at times, certain medicines may be temporarily unavailable due to high demand or supply issues at nearby Apollo stores. In such cases, we issue a prescription so that you can procure the medicine externally. We make every effort to restock unavailable medicines within a day or two to minimize inconvenience.