

Frequently Asked Questions and their Answers:

Q. What is the process of Rehabilitation ?

Ans : The process of Rehabilitation includes

- Maximum efforts made to restore the body parts or organs to help the disabled person to achieve Physical independence, Social and Psychological adjustment and Economic Productivity. This is done with the help of Rehabilitation Specialists through Medical/Surgical Therapeutic Interventions and the use of appropriate aids and appliances along with Psycho Social and Economic support.
- These individuals are to be placed back into the Family and Community by providing them equal opportunities at all levels.
- It also involves Training of PWD, making changes in their home and work surroundings and protecting their Human Rights.
This is done through the „Interdisciplinary Team Approach' followed in the Institute.

Q. Where is the Institute located?

Ans : The Institute is located at Haji Ali (Mahalaxmi) on K.Khadye Marg, (former Clarke road), opposite the Wellington Sports Club (Parijat Garden) and overlooking the Haji Ali Durgah on the Lala Lajpatrai Marg.

The nearest Railway Stations are Mahalaxmi and Mumbai Central on the Western Railway and Byculla on the Central Railway.

BEST Buses are available from all these Stations as well as other routes pass through the Haji Ali bus stop.

Q. What are the working days and timings of the Institute?

Ans : The Working Days of the Institute are:

Monday – Friday 9 am to 4 pm and Saturday- 9 am to 12.30 pm The Institute follows the Central Govt. List of Holidays.

Q. When can I report for treatment?

Ans : New Patients are registered on the O.P.D. (Out Patient Dept.) days on Monday, Wednesday and Friday for all patients between 9 : 00 am and 11 : 00 am and for follow-up of Physically Disabled patients who have been given appointment for Prosthetic & Orthotic appliances can come on Tuesday & Thursday between 9 : 00 am to 10: 00 am at the Registration Counter on the Ground floor of the Block “B”.

Q. How do I proceed when I get to the Institute?

Ans : After Registration at the Counter you are directed to the OPD in Block „A' on the Ground Floor, where Rehabilitation Specialist examine you, arrive at a diagnosis and advise for investigations if necessary, following that rehabilitation treatment, therapies, aids & appliances and surgeries are prescribed by the rehabilitation specialist doctors.

Q. What happens next?

Ans : If need be, you are directed for further Interventions to the Departments of Physiotherapy, Occupational Therapy, Speech Therapy, Medical Social Work, Psychologist & Prosthetic / Orthotic (aids and appliances).The detailed evaluation before intervention may take more than one day depending on the type and extent of involvement.

Q. What type of Patients can avail of services in the Institute?

Ans : Services are offered to the various Categories of Locomotors Disability Conditions, which may be a result of Disorders ranging from Congenital, Birth Injuries, and Infections, Metabolic, Traumatic, Hereditary or Degenerative due to the Aging Process.

Some Physical Conditions Managed are:

- a. Paediatric viz. Cerebral Palsy, Post-polio Residual Paralysis, (Polio) Congenital Anomalies, Arthrogryphosis, Myelomeningocele, Rickets, Muscular Dystrophy.
- b. Neurological viz. Hemiplegia, Head injuries, Parkinsonism, Multiple Sclerosis, Peripheral Neuropathies, Motor Neuron Diseases, Spinal Cord Injuries.
- c. Orthopaedic viz. Cervical and Lumbar Spondylosis, Osteoporosis, Post Fracture Squeal, Painful conditions of Joints, Peripheral Nerve Injuries, Perthes Disease, Deformities resulting from Leprosy and Secondary Complications of Diabetes.
- d. Amputations viz Congenital and acquired.
- e. Arthritic viz Osteoarthritis, Rheumatoid Arthritis, Septic Arthritis, Ankylosing Spondylitis.
- f. Speech viz delayed Speech and Language Development, Dysarthria, Aphasia.

The Elderly Patients are treated on Priority Basis.

Q. Are there any Surgeries done in the Institute?

Ans : Rehabilitation Surgeries for the above conditions are performed on Upper and Lower Extremities with the purpose of achieving better function with a periodic follow up backed by intensive interventions by the Rehabilitation Therapy Departments.

Surgeries include surgeries of muscles, Tendons, ligaments, bones, pressures sore, etc.

Q. What is the type of Services Offered?

Ans : The Institute provides comprehensive rehabilitation services to locomotor disabled. All the Rehabilitation disciplines function under one roof. The different Departments of this Institute offering their services have already been tabulated above. However these services mainly includes the Medical / Surgical, basic Investigations of Pathology and Radiology, Nursing, Physiotherapy, Occupational Therapy, Speech and Audiology, Prosthetic and Orthotic dept. (aids and appliances) with the Workshop attached, Medical Social Work, Psychology & Vocational Guidance and Vocational Training Workshop.

Q. Is there any Payment for the Services?

Ans : There is no Fee or Payment for any Medical/ Surgical/ Therapy interventions Investigation done on the Patient. However, expenses of Post-operative Drugs and Medicines, Special Investigations nominal cost for Aids & Appliances may have to be borne by the Patients. The patients have to bear the cost of Special Mobility Aids and Appliances viz Wheelchairs with Modifications etc. as the Institute does not manufacture them and the same have to be purchased as per specifications.

Q. Is there any Arrangement for Accommodation for Patients coming for Treatment from out of the City?

Ans : Patients coming from Out of Mumbai are required to make their own Arrangements for Accommodation in the City. They are guided to the nearby Sanatoria located in the Vicinity of the Institute.

Transport Service is provided up to certain Geographical Limits in the City for the severely Disabled attending the Institute regularly.

Q. What are the different Certificates Issued in the Institute?

Ans : The following Certificates are issued after a complete Evaluation by the Rehabilitation Team:

1. Disability Certificate.
2. Railway Concession
3. Driving Fitness
4. Certificate to avail of Reserved Quota for Admission in Academic / Vocational / Technical Courses.
5. Writer/ Extra time Facility for Examinations.
6. Screening / Fitness for Specific Jobs.

All Certificates are issued as per Guidelines of Government / Competent Authority.

Q. What is the procedure to avail of Disability Certificate?

Ans : As per the Government of India regulations, patients with locomotor disability have to login and register themselves on the website : www.swavalambancard.gov.in and approach the allotted Hospital/institute/Civil Surgeon of their respective Districts or Medical Boards constituted for the same. A thorough evaluation as per Guidelines issued by the Government is done, which is usually done on the same day, however if special investigation etc. are required the appointment date is given and then patient can approach for the issue of the certificate. All efforts are made to expedite the issuance of the Certificates on the same date. For UDID card the applicant has to again login to the above site and apply for UDID card which can be instantly downloaded from the website. The smart UDID card are posted on the given correspondence address by the site themselves.

Q. What are the Other Activities Available in the Institute?

Ans : Research is conducted in the Institute in the area of Medical/ Surgical/ Therapeutic Skills and Techniques and New Materials and Designs for Aids and Appliances. Collaborative Research are also done with reputed National and International Institutes of repute viz. WHO.ICMR, IIT to name a few.

Q. Is there any Other Service Available in the Institute?

Ans : There is a provision to train the locomotor disabled in trades viz. Computer Operating, Photography, Drawing & Painting, Tailoring, Carpentry / Interior Designing and House Wiring & maintenance of Domestic Appliances which may vary from 6-12 months, to enable them to get gainful employment.

Department specific questions & their solutions

Department	Question / Problem	Solutions
PMR department	When can I come to show the doctor in OPD?	MON, WED, FRI – for all patients (9:00 am to 11:00 am.) For follow-up of Physically Disabled patients who have been given appointment for Prosthetic & Orthotic appliances can come on Tuesday & Thursday between 9 : 00 am to 10: 00 am at the Registration Counter on the Ground floor of the Block “B”.
	Where are the blood reports done?	In room no. 6 ground floor (free of cost) On ground floor near canteen as per government rates
	Where is X-ray done?	In room no. 3 ground floor (free of cost)
	Where is plaster cast and suture removal done?	In room no. 7 ground floor (Wed, Fri from 2.00 pm)
	Where can I come for day care procedures and injections?	3 rd floor Operation Theatre.
	What type of disability is certified by the institute?	Locomotor disability.

	How can I apply for disability certification?	By filling up details on the website “www.swavalambancard.gov.in”
	Where can I enquire about disability certification?	In room no. 9 ground floor
P&O department	After how many days, an appliance can be replaced by new one?	As per the prescription of the Prescribing Authority and as per the guidelines
	Procedure for registering for new appliance/ repetition of appliance?	After getting proper prescription from O.P.D. of the Institute
	What will be charges for appliances?	Nominal Charges, as per price list approved by authority. For specified appliances as per actual
	After how many days patient can get appliance after registering the order?	Usually one month for trial and another one month for final exclusive of the time period required for training.
	Do you have any priority for patients coming from out of Mumbai?	Such patients may be considered for in-patients rehabilitation depending of the conditions of the patients. Priority is decided by Clinical In-Charge of the Institute.
	Do you have any priority for patients with life threatening conditions?	Emergencies & life threatening conditions/ procedures are not taken up at this Institute but are referred to the nearest tertiary care hospital, which are better equipped to tackle such patients.
Physiotherapy department	Does the patient have to follow the exercises shown in the department?	The patient will be guided by the Physiotherapist, if the exercises shown by the Physiotherapist have to be followed at home. Accordingly, as per instructions, period and repetitions along with the do’s and don’ts will be provided.
	Does the patient have to pay for Physiotherapy services given in this institute?	No, Physiotherapy services / Therapy in the Department of Physiotherapy is free of cost.
	Is it possible for the therapist to give Physiotherapy treatment at home as home visit?	Physiotherapy Services can only be availed in the Institute. No home visits are undertaken by the Department of Physiotherapy
	How long will my Physiotherapy treatment take?	Physiotherapy time will depend on the type & Severity of the condition involved. Generally, 1-2 visits, especially for persons with severe disability, will be taken for evaluation. Later an average of 30 to 45 minutes is required for therapy.
	Do all patients require to be put on equipment for therapy?	No. Necessity for use of equipment is as per patient’s dysfunction. Some patients may be on only exercise program or may be a

		combination of exercise & equipment. Need of equipment in therapy will be decided by the treating Physiotherapist after a detailed evaluation of the patient
	How often does one come for Physiotherapy?	Frequency and Duration of Physiotherapy program is dependent on type of impairment and dysfunction.
	Do you have to make follow up visits to Physiotherapy Department?	Yes, you make have to make follow-up visits after discharge from department as per your treating Physiotherapist's instructions.
Occupational Therapy department	Why has doctor ordered Occupational Therapy services?	Doctor has ordered Occupational Therapy services to improve the functional capabilities.
	How long will my patient be seen for therapy?	Guidelines for determining frequency of therapy service are used to help decide how often and for how long your patient could benefit from therapy. Our therapists will work with you to develop the most appropriate and effective plan of care for your patient
	How can become an Occupational Therapist?	Becoming an Occupational Therapist includes the completion of a university degree To become an Occupational Therapist, you will need to: Complete a 4 1/2years full-time Bachelor in Occupational Therapy) degree Complete a 3 years full-time Master of Occupational Therapy
	Can I perform the same exercises that I do in the therapy clinic on my own at home?	Follow the Home Exercise Program that your therapist gave you and be sure to ask your therapist if it is ok to add or change any of those exercises for home use before attempting them on your own.
Audiology & Speech Therapy department	Time and duration of therapy	Minimum 6 months and twice a week (as per the need)
	Are hearing aids required to be used permanently?	Yes.
	Will the child be able to talk like his peers?	The child could become better from the present level however, prognosis depends on individual differences.
	Do you dispense hearing aids/ or free hearing aids	We do not dispense hearing aids. We only recommend.
	Are there any medicines for the child to speak instead of therapy?	Medicines will not make the individual to start speaking. Therapy is must.
	When should the speech therapy be started?	Earlier intervention is always recommended. Although, it

		depends upon the cause and the type of disorder.
Vocational Guidance department	What is Vocational Guidance ?	Vocational Guidance a facilitative process, service rendered to the individual to aid him in choosing and adjusting to an occupation
	What is IQ Testing?	IQ Testing is a measure of your ability to reasons to solve problems. It determines your level of intelligence relative to others in your age group.
Academic section	From where can I get information related to transcript?	To refer to the respective University website
	From where can I get information related to Degree Certificate?	To refer the MUHS website
	From where can I get information related to Exams ?	Guidance given according to published University circulars
	From where can I get information related to course conducted by the Institute ?	Information given offline and also suggested to visit the Institute website
	From where can I get information related to scholarships ?	Information given offline and suggested to visit different scholarship portals
	From where can I get information related to admissions ?	Information given offline and students are suggested to visit the Institute website
Library Department	Can reference books be issued for academic and research purposes?	Yes, they are issued.
	Can journals be issued to staff and students?	Yes, they can be.
	Can reference books or journals be used to photocopy relevant pages?	Yes, can be.
	What is the cost of photocopy per page?	75 paise per page for students and staff of the Institute. Online printing @ 1 Rs per page. Outside students photocopy @ 1 Rs per page.
	Can books be issued to outside students/staff?	Outside students or staff of other colleges/institutes are allowed to read books in the library itself, of the Institute, after they are granted permission. To issue a book, they should take permission from the Director.

Vocational Training Workshop Department	Is there any fees for training ?	There is no fees for training
	Is there transport facility available?	Local bus (BEST) service is available from all over Mumbai, which is free of cost service for differently-abled.
	Can we get job after completion of course?	For open employment, one can get employment through special employment exchange for differently-abled. For self employment, Maharashtra finance corporation for disabled provides loan facility on minimum interest rate. After completing the training programme, we also try to provide job / computer system, sewing machine, tool kits etc. on donation basis through NGOs for self-employment.
	Can I join other courses after completion of course in computers?	There are many options available . at specialised centres(outside AIIPMR) in computer education like Tally basic & advance, DTP, Graphic designing, Animation, Video editing, Computer Hardware & Networking etc which one can join after completion of the basic course in computers from AIIPMR.