



Mahdiyeh educational medical center

Clinic admission and appointment guide



Admission to the clinics of this center is only by
phone / internet / application.

Telephone

55335400

To get an online appointment, visit the following site.

[http:// mmc.nobat.sbmu.ac.ir](http://mmc.nobat.sbmu.ac.ir)

Download link of the appointment program (application):



<https://mmc.sbmu.ac.ir/uploads/mahdiyeh.apk>

To contact other units of the center (including clinical/paraclinical units/departments and administrative units), please call **55062628**.

Please pay attention to the following:

1. It is mandatory to present the national card for non-attendance and in-person admission.
2. In order to receive an appointment from the center's appointment kiosk, it is necessary to have the follow-up code or the patient's national code.
3. Acceptance of all clinics is by telephone and internet reservation, which must be done a week before (Thursday) to make an appointment.
4. Please do not visit before 7 am.
5. Please pay attention to the appointed and announced time (in SMS) to attend the hospital.
6. Priority is given to patients who have made an appointment by phone/internet/application.
7. Visiting the clinic for any reason (showing photos, tests, etc.) requires an appointment and admission.
8. Bringing the original national card (Iranian citizens)/passport and census with FIDA code (foreign citizens) is required for admission.
9. Using other people's identification documents is a crime and prosecuted.
10. Attending earlier than the time announced in absentee booking will not affect the visit time in any way. The announced time is the admission time, not the doctor's visit.
11. Being late for more than 30 minutes after the time announced on the phone will cause your appointment to be canceled. Booking an appointment and not showing up for a visit more than 5 times will block the mobile number of the booker.
12. Face-to-face appointments in clinics are activated 30 minutes before the start of the clinic.
13. The patient or his legal guardian is responsible for providing false information during admission.

How to book clinic appointments:

- In case of communication and connection to the system, first a greeting and notification about the requirement to provide the follow-up code when visiting the hospital is done.



Number 1: Getting a new appointment at the clinic

Number 2: Cancellation of the clinic appointment

Number 3: Information about the last time called

- If you have a three-digit doctor code, select number 1, otherwise select number 2, and the clinic codes will be announced as follows:

Codes related to choosing clinics to receiving an appointment

No	CLINIC	No	CLINIC	No	CLINIC
1	Normal and high-risk pregnancy	11	Pediatrics	21	physical medicine
2	Infertility	12	pediatric heart	22	Infectious
3	Gynecology	13	Infants' Ophthalmology	23	Menopause
4	Internal	14	Oncology	24	Asthma and allergy
5	Diabetes	15	Psychiatry	25	sexual health
6	General surgery	16	neurology	26	Postpartum care
7	urology	17	Floor and pelvic disorders		
8	Adult heart	18	plastic surgery		
9	Infant	19	Breast		
10	Traditional medicine	20	Digestion		

After selecting the clinic, press the * key to receive the first empty appointment, otherwise select the doctor's name. The first available free appointment will be announced along with the time, date and appointment. If you confirm the appointment, enter the mobile phone number with the square key.

If foreign nationals select key 2, otherwise (Iranian) select key 1 and register the national code, and at the end select the square key and select the number 1 to confirm the turn and SMS will be sent to the mobile phone.

Telephone appointment reservation, definite appointment and approximate time of your visit will be determined in the clinic.

- At the end of the phone call, the follow-up code and the day of attendance at the clinic will be sent to your mobile number.
- It is mandatory to carry the original national ID card at the time of admission.

The process of admitting patients to clinics

1. Receiving an appointment from the reception appointment kiosk

****Choose the menu, I have already made an appointment (telephone/internet/app reservation):** Clients who have already made a telephone/online reservation and have a follow-up code must enter the follow-up code/national code and receive a printout of the receipt for the appointment and the clinic.

- Coming earlier than the time announced on the phone will not affect the visit time in any way
- Being late for more than 30 minutes after the time announced on the phone will cause your appointment to be cancelled

****I don't have a previous appointment menu selection:** In-person clients who have not made a phone/internet reservation in advance can receive an appointment bill if they have an empty appointment according to the clinic/specialty.

2. Refer to the reception unit of the clinics located in the lobby of the center according to the call for an appointment (priority is to admit non-attending patients)

According to the call of the number obtained from the appointment kiosk, the clients go to the reception counter and after accepting and receiving the clinic file, wait for the cashier's call and after receiving the cashier's bill, go to the clinic and go to the doctor's room for a visit according to the call of the clinic. They refer