

Frequently Asked Questions

- 1. How many days in advance should I make an appointment?**

We recommend to book an appointment 2 weeks prior to the desired appointment date.
- 2. Can I walk in?**

Yes, but we have limited slots available for walk in visitors for medical assessment. We will accommodate walk in visitors if the slots are available.
- 3. I don't live in Kathmandu. Do you have any other clinic?**

Yes, we have another clinic in Damak.
- 4. Can I eat before the medical exam?**

Yes, there is no restriction.
- 5. Do you have car parking space?**

Yes, but parking spaces are limited. We therefore encourage visitors to use public transport where possible.
- 6. I don't feel comfortable to be examined by a doctor of opposite sex.**

If you inform us in advance, we can arrange accordingly.
- 7. Can I bring my children with me?**

Yes, you can bring children with you.
- 8. What is the average waiting time?**

The average waiting time to complete medical assessment ranges from 1-2 hours depending on individual medical conditions and country specific requirements.
- 9. What can I do while waiting?**

We have daily newspapers, magazines, Television, tea facility, and wifi available free of charge.
- 10. What if my TB screening result is positive?**

If you are positive for TB screening then you will be counselled for starting treatment, and adequate follow up will done by IOM.
- 11. Can I get the results on the same day?**

It depends on destination country and medical condition of applicant.
- 12. Which payment options are available?**

For the moment, we accept only cash in NPR or USD.
- 13. Can I send my family members or friends to collect the results?**

Yes, it is possible for US applicants only. You need to send family members or friends with checklist form provided by IOM and proper identification document of the family members or friends.
- 14. Can you dispatch the results by courier?**

No, unfortunately courier service is not available.
- 15. What is e-medical?**

eMedical is the government-operated online system, designed for submitting medical reports of immigration examinations, lab reports and X-rays. This electronic system of processing immigration medicals was first introduced by the Australian government for their own immigration program.
- 16. How can I send complaints or suggestions ?**

You can either write an email (mhacfeedback@iom.int) or drop a note into the suggestion box placed near to reception door.