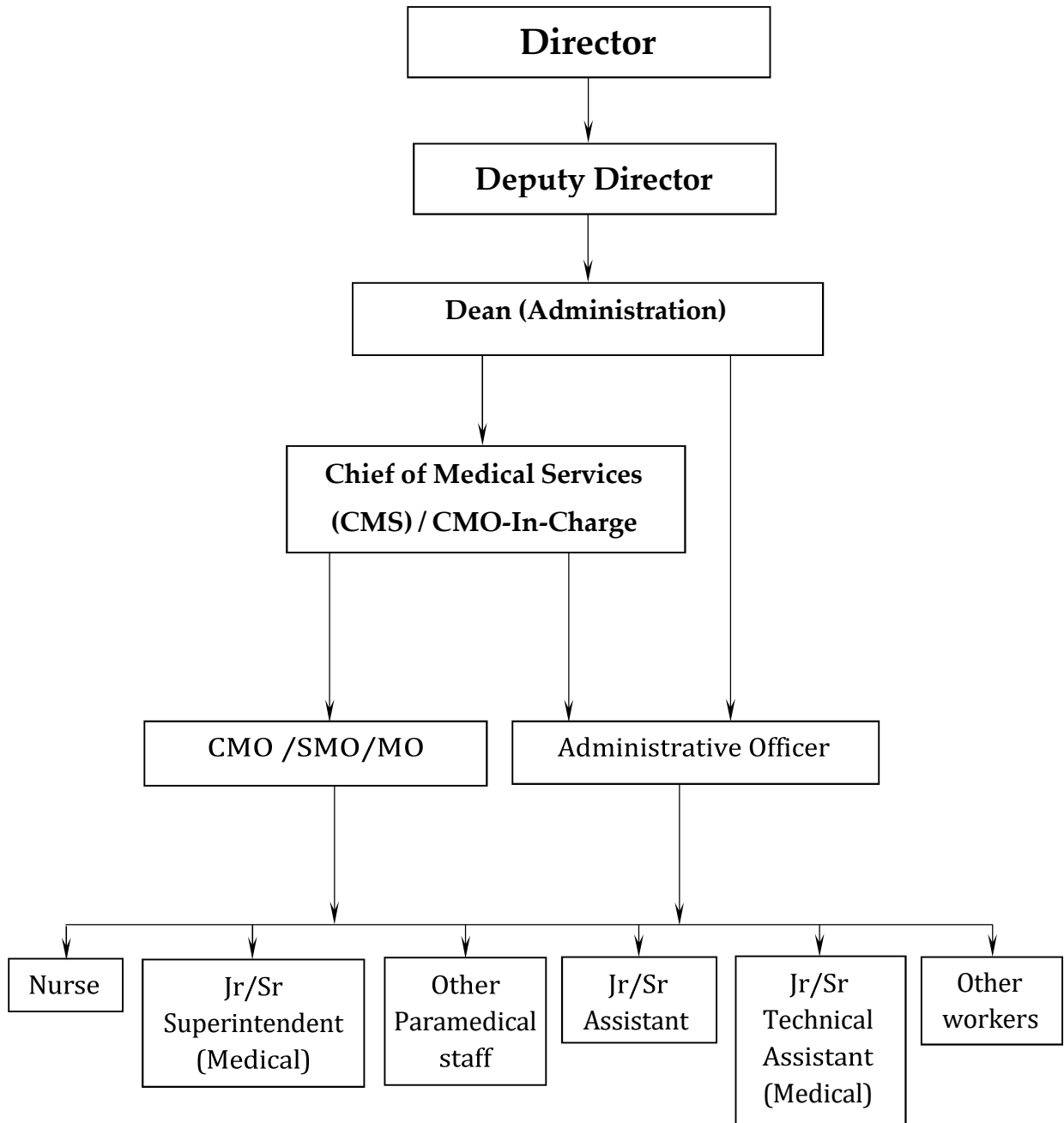


HEALTH CENTRE MANUAL



**Indian Institute of Technology
(Indian School of Mines)
Dhanbad-826004**

ORGANIZATION CHART
(HEALTH CENTRE)



A. OUTPATIENT DEPARTMENT (OPD) SERVICES AT HEALTH CENTRE

For all beneficiaries carrying their IIT (ISM) medical booklets, the following services would be available –

OPD Consultation, Issuance of medicines, Pathological / Radiological investigations, Physiotherapy, Emergency services, etc.

OPD (except Sunday)	08:00 AM – 02:00 PM & 02:00 PM – 08:00 PM
Emergency*	08:00 PM – 08:00 AM

*During Emergency timings (08:00 PM – 08:00 AM), treatment of Non-Emergency problems (to be determined by on Duty doctor), prescription of repeat medicines etc. will be restricted and maximum up to 2 days medicines only will be issued for Non-Emergency problems.

Emergency Doctors and Emergency staff will be available 24x7 as per the monthly duty roster.

The medical staff will be available from 09:30 AM to 01:30 PM and 03:30 PM to 07:30 PM.

The ministerial staff will be available from 09:00 AM to 06:00 PM with Lunch break 01:00 PM to 02:00 PM.

The facility of the outsourced Pharmacy will be available 24x7 on all 7 days of the week.

A.1. Important points

(a) Patients may visit the Health Centre of IIT(ISM) for consulting the Medical Officer(s). For this manual, 'Medical Officer' (MO) shall mean any Doctor appointed by the Institute on a regular/contract basis, the Doctor engaged on an hourly basis and visiting specialist Doctors.

For this manual, 'Patient' shall mean

A serving or a retired employee of the Institute, including his/her dependant family members who have been issued medical booklets, as and when they require medical attention or when they use health care services provided by the Health Centre.

Whenever any dependant of a serving or a retired employee becomes non-dependant due to age or income or otherwise, it is the sole responsibility of the employee/retired employee to inform the Establishment Section immediately and surrender the medical booklet of such dependant.

(b) The Medicines prescribed by the Medical Officer (MO) would only be issued after obtaining the signature of the patient/dependant on the duplicate copy of the prescription.

(c) The prescribed medicine(s) will be supplied to the patient from the medical store of the Health Centre subject to availability of the same. If the prescribed medicine is not available, the Health Centre will arrange the same from the empanelled vendors for a limited period of 5 days. It may also be ensured that medicines are purchased from regular rate contract vendors at the earliest and the remaining requirement of medicines, if any, is included in the regular purchase. Health Centre will also ensure to maintain sufficient stock of medicines all the time and place orders for medicines fortnightly. If the Health Centre is unable to provide the medicine, the patient may purchase it from

outside & claim for reimbursement as per the norms of the Institute.

- (d) Any Medical Officer on duty may prescribe pathological/radiological tests, physiotherapy, emergency services, etc. as required in the case.
- (e) Pathological and radiological facilities are generally available at the Health Centre; however, patients may also be referred to the empanelled pathological laboratories/centres, if the prescribed tests/facilities are not available at the Health Centre.
- (f) Patients who take medicines regularly for a disease of chronic nature (e.g., Hypertension, Diabetes, etc.), may be issued medicines for one month. Retired employees of the Institute who have subscribed to the healthcare scheme and residing outside Dhanbad may be allowed to collect medicines of three months at a time. In case the retired employees (subscribed to the healthcare scheme) who are residing outside Dhanbad are unable to visit Dhanbad, they may be allowed to purchase the medicines from their respective cities and submit the claim for reimbursement within 3 weeks of purchase of the medicines. For purchasing the medicines, they will be required to get the medicines prescribed from MO of Health Centre through email.
- (g) Non-dependant family members of the employees may avail OPD consultation facility on payment basis. Executive trainee's/Course participants, Daily wage workers, Project/Research staff, Adjunct faculty, Contract employees, Security Staff, Consultants etc., may also avail OPD consultation facility on payment basis. A form will be required to be filled by the concerned users for this purpose. IPD facilities available in the Health Centre may also be provided to them on payment basis.
- (h) Institute guests such as foreign faculty, external examiners, delegates etc. may avail OPD consultation free of charge. Medicines, if required, may also be provided free of charge from Institute's Health Centre. The HoD of the concerned department may certify that he/she is an Institute guest. Investigations and IPD facilities available in the Health Centre may also be provided on payment basis.
- (i) INSPIRE and other such faculty with spouse and their minor children (residing with faculty) may avail OPD consultation and medicine at Institute's Health Centre after paying monthly medical charges as applicable to regular faculty.

A.2. Facilities at Pathological Section:

- (a) This section is outsourced. The timings are 8.00 AM – 12.00 PM (Monday to Saturday).
- (b) Pathological Services will be provided based on the prescriptions of the MO of Health Centre.
- (c) Pathological services or other testing facilities will be provided to the patients from the approved testing centres too, based on the prescriptions of the MO of Health Centre.

A.3. Facilities at Radiological Section:

- (a) In-house Digital Radiological and ECG facilities are available from 10.00 AM to 01:00 PM & 04:00 PM to 07:00 PM. (Monday to Saturday).
- (b) X-Ray facilities will be provided to the patients on the basis of prescription of the MO of Health Centre.
- (c) Patients requiring higher intervention or specialized facilities such as USG, CT Scan, MRI or Endoscopy or Echocardiography, etc. will be referred to the empanelled

centre(s) of IIT(ISM) on the Central Government Health Scheme (CGHS) rate basis. Referral for pathological and radiological tests are covered under the credit facility based on the prescriptions issued by the MO of IIT(ISM) Health Centre.

A.4. Physiotherapy Section:

This section provides basic physiotherapy related services to the patients and is managed by two Physiotherapists, one female and one male.

Timings: 8.30 AM to 10.30 AM, 10:30 AM to 12:30 PM, 04:30 PM to 6:30 PM & 6:30 PM to 8.30 PM (Monday to Saturday).

Female patients would also be provided a common pooled, but gender exclusive, time window for using this service in the above timings.

A.5. Emergency Services:

Available 24×7 backed by a medical officer and a paramedical staff. An ambulance will be available and emergency facilities like oxygen cylinder, etc. will be maintained. During emergencies, medicines kept in the emergency room will be provided to the patient, if required. The Chief of Medical Services (CMS)/CMO-In-Charge (CIC), in consultation with other MOs and specialists, will prepare a list of all the life-saving and other necessary medicines that are needed to be stocked in the emergency room and ensure availability of the same.

A.6. Empanelment of Doctors:

The patients may also be allowed to visit (for OPD Consultation) any of the specialized Doctors in Dhanbad empanelled by the Institute. Doctors, normally in the following specializations would be empanelled by the Institute and may be visited after obtaining the referral from Medical Officer of the Institute:

- (a) Nephrology
- (b) Urology
- (c) Gastroenterology
- (d) Cardiology
- (e) Dermatology
- (f) Orthopaedics
- (g) Gynaecology
- (h) ENT
- (i) Ophthalmology
- (j) Paediatrics
- (k) Psychiatry
- (l) Any other, as per the requirement.

The referral letter issued to the patient shall advise the empanelled Doctor that the molecule name of the prescribed medicine be written on the prescription.

The prescribed medicine would be supplied by the medical store of the Institute after validation by the MO of the Institute before issuance.

For the above specializations, part-time Visiting Doctors will be finalized, who may visit the Health Centre once a week or more.

The record of all the referred cases should be maintained, which may be reviewed periodically by the competent authority.

B. CONSTITUTION OF THE MEDICAL BOARD

B.1. A Medical Board will consist of the following:

- (a) CMS/CIC
- (b) One CMO other than CMS/CIC, if on rolls.
- (c) One Internal Doctor (Regular or Contract) from Institute.

In the case of referral, it is desired that the expert opinion of an empanelled specialist Doctor is taken.

Administrative Officer (AO) of the Health Centre will be the Secretary to the Medical Board for conducting the meetings.

B.2. Role of the Medical Board would be as follows:

- (a) To assess the medical condition of the patients and refer them to a higher medical centre, if and when necessary.
- (b) To recommend if there is a need to send an escort with the patient to be referred outside. In the case of female, children and old age patients (above sixty-five years of age), an escort may be allowed.
- (c) To recommend travelling allowance (TA) cases, if and when necessary, as per TA rules mentioned in this manual.

The frequency of the Medical Board meetings would depend on the number of cases.

A separate Medical Board would be constituted by the Director for conducting the medical and clinical examination of the newly joined employees/retiring employees as and when required.

C. INPATIENT DEPARTMENT (IPD) SERVICES AT HEALTH CENTRE

- (a) In the case of admission to the Health Centre, the patient's overall health issues will be taken care of by the MO and 24×7 paramedical staff present.
- (b) In the case of students, if necessary, meals may be made available to them from SAH on payment basis.

C.1. Procedure for Referral of Emergency Cases

- (a) In case of a medical emergency outside the campus, the patient may be admitted to a nearby hospital without any delay and without waiting for the requisite approval. However, if the patient is admitted to a hospital on an emergency basis, it may be intimated to the CMS/CIC of IIT(ISM), normally within 24 hours of admission, otherwise the medical bills may not be reimbursed. The payment of bills or reimbursement, as the case may be, would be as per the approved rates/limits/entitlement/CGHS rate only. The TA, if applicable, would be reimbursed as per TA rules mentioned in the manual.
- (b) In case of a medical emergency within the campus, the on-duty MO/CMO would be authorized to refer the patient to an appropriate hospital outside the campus, after following the due procedure* in the matter. The TA, if applicable, would be reimbursed as per TA rules mentioned in the manual.

* The due procedure will be as follows:

- (i) In life threatening/extremely serious cases, MO must immediately refer and send the patient to the appropriate hospital without any delay. Post-facto approval may be taken in all such cases immediately after the departure of the patient.
- (ii) After examining the patient clinically and medically at the Health Centre, the MO will record his findings in his **emergency report** clearly stating –

- a. The clinical findings as well as the nature of the emergency, if any.
 - b. If there is sufficient time to take a specialist's opinion or not.
 - c. If the patient needs to be referred to a Hospital in Dhanbad or outside Dhanbad.
 - d. If there is a need for an escort with the patient and the justification for the same.
- (iii) The MO may obtain the signature of the patient/attendant on the emergency report prepared by him and will refer the patient as soon as possible.
- (iv) The referral information will be entered into the medical booklet of the patient.
- (c) The retired employees (and their dependents) subscribed to the Institute Health Care Scheme and residing outside Dhanbad can avail OPD consultation at any Government Hospital / Hospital run by a PSU / an Autonomous Body / Hospital recognized by CGHS / Hospital empanelled by IIT(ISM) Dhanbad and Registered Medical Practitioners (RMP) Allopath in the cities and states where they are settled. No referral will be required for this purpose. The consultation with nearest RMP is permissible only for Chronic cases like diabetes, blood pressure, heart related treatment etc*. ***The reimbursement of consultation fees / cost of medicines purchased based upon the prescription of these Hospitals / RMP will be made by the Institute without deduction of 20% of the total cost of the medicines as per applicable CGHS rates only. However, only computer generated Invoices with GST (and no hand written invoices) will be accepted for payment by Institute against reimbursement claims of retired patients residing outside Dhanbad. In case of retired patients residing within Dhanbad the fact of non availability of such medicine in the institute Pharmacy needs to be recorded on Invoice/prescription for claiming its reimbursement.***

*(to be decided by CMO-IC or on her / his referral to the Medical Board by the Medical Board)

In case of claiming reimbursement for RMP consultation, the CMO should be informed by email either before or within 24 hours of each consultation besides ensuring that the registration number and other details of the RMP is mentioned on such prescription for verification, failing which the claim for reimbursement will not be processed. If CMO or the designated authority does not respond to the email request (as mentioned) within 24 hours (excluding holiday / non-working day), it will be assumed that the consent has been given by the CMO / concerned authority on the request email.

Reimbursement will be made for medicines only up to a maximum of two months at a time. After that, fresh consultation / prescription from the concerned Hospital / RMP should be submitted by the beneficiaries for such reimbursement claims, otherwise reimbursement will not be made.”

C.2. Procedure for Referral of Planned Admission Cases

- (a) In case the patient needs to be treated outside, an application will be given to CMS/CIC of IIT(ISM) at least two weeks in advance. The patient will be informed of the date and time to be present before the Medical Board. Medical Board will examine his/her case and recommend the patient to visit an empanelled/govt. hospital. Medical Board will also recommend escort, if required, with justification to be recorded in writing. However, in the case of female, children and old age patients (above sixty-five years of age), an escort may be allowed.
- (b) In critical/life-threatening cases, the Medical Board may recommend the treatment anywhere in India where best treatment facilities are available, with due justification in writing (without waiting for 2 weeks of time as above). The recommendation of the Medical Board may be approved by the Deputy Director/Director.

- (c) In critical/life-threatening cases, the Medical Board may recommend the Airfare for the patients not entitled to travel by Air. The recommendation of the Medical Board may be approved by the Deputy Director/Director.
- (d) In the minor cases of surgery/medical treatment, if treatment is available in Dhanbad, however, done outside as per patient's request, TA will not be paid. If the patient has obtained a prior referral from the Health Centre, the reimbursement/payment of medical/surgical expenses may be made as per approved/CGHS rates only.
- (e) In case the patient is admitted to a non-empanelled hospital after taking prior approval from the competent authority for admission to an empanelled hospital, the payment of bills or reimbursement, as the case may be, would be made as per the approved rates/limits/entitlement/CGHS rate only. TA would only be paid as per TA rules mentioned in this manual. In such cases, prior approval from CMS/CIC will be required before admission of the patient.
- (f) Retired employee, who are residing in Dhanbad have to follow the above-mentioned procedure. Those who are residing in other cities can go to any empanelled hospital of the Institute or any CGHS empanelled hospital, after taking approval from CMS/CIC by email. The payment of bills or reimbursement, as the case may be, would be as per the approved rates/limits/CGHS rates only.

In all the cases (a) to (f) mentioned above, after the due approval, the referral letter to the empanelled hospital or Office Order for treatment at a non-empanelled hospital will be issued by the Administrative Officer of Health Centre

The record of all the referred cases should be maintained at the Health Centre for periodical review to be done by a committee approved by the Director.

For special/super critical cases, Director will take appropriate decision to send the patents anywhere in India/abroad on the recommendations of the Medical Board. However, in all such cases, the decision of the Director will be final.

Note: In all the cases mentioned above in points C.1 & C.2, the payment of bills or reimbursement, as the case may be, would be as per the approved rates/limits/entitlement/CGHS rates only.

C.3. Terms & Conditions for a referral to the empanelled Hospital

The following terms and conditions would be printed on the backside of the referral form.

- (a) The patients will be referred to empanelled hospitals strictly on prior approval basis unless it is a case of emergency.
- (b) Treatment of the patients or approved dependants will be done as per the valid agreement of the respective hospital with IIT(ISM).
- (c) The treating Hospital will issue an intimation letter to CIC /CMS of IIT(ISM) Dhanbad when the bill amount exceeds Rs. 4.00 lakhs. If the bill amount exceeds Rs. 5.00 lakhs, the empanelled Hospital has to take prior approval from CIC/CMS, IIT(ISM) Dhanbad for further payment. The treating hospital, if located at Dhanbad, will issue an intimation letter to CIC/CMS, IIT(ISM) Dhanbad when the bill amount exceeds Rs. 1.00 lakh. If the bill amount exceeds Rs. 2.5 lakhs, the empanelled Hospital has to take prior approval from CIC/CMS, IIT(ISM) Dhanbad for further payment.
- (d) Treatments and tests should be carried out as per Central Government guidelines in the empanelled hospitals based on the prescriptions.

- (e) Empanelled Hospitals must raise the bills for payment within one month after the discharge of the patient. All the prescriptions must be signed by the patient/attendant.

C.4. Medical Advance

Medical advance up to 80% of the estimated expenses (as certified by the DIC/CMS) may be provided upon request for non-empanelled hospitals. An application for medical advance may be submitted to the Finance & Accounts section after due certification by the DIC/CMS.

D. TRAVELLING ALLOWANCE (TA) RULES

There is a provision for providing Travelling Allowance (TA) to the patient referred to higher centre/hospital outside Dhanbad as per the following -

- (a) TA rules will be governed by the Government of India guidelines*.
- (b) The Medical Board may be authorized to recommend -
- (i) If a patient or dependant is to be given an escort or not. An escort will be allowed by the Medical Board only in genuine cases and justification has to be recorded in writing. Normally, the escort would not be denied to children, ladies and infirm elderly patients. The recommendation would be placed before the competent authority for approval.
 - (ii) Air travel in case of critical patients who are not entitled to travel by Air depending upon the severity of the situation. The recommendation would be placed before the competent authority for approval.
 - (iii) Entitled class of TA where the patient is referred to.
- (c) In the minor cases of surgery/medical treatment, the treatment for which is available in Dhanbad, if the treatment is done outside Dhanbad as per patient's choice, no TA would be paid. If the patient has obtained a prior referral from the Health Centre, the reimbursement/payment may be made as per approved/CGHS rates only.
- (d) If the journey is performed by own car or hired taxi, entitled train fare or actual expenses incurred, whichever is less may be reimbursed.
- (e) TA will not be admissible to the retired employees.

*** The following are the entitlements for TA in brief for this manual:**

Pay Level of Employee	Air Travel Entitlement	Train Travel Entitlement
14 and above	Business/Club Class	AC-I/ Executive Class
12 and 13	Economy Class	AC-I/ Executive Class
6 to 11	Economy Class	AC-II/AC Chair Car (Shatabdi)
5 and below	None	AC-III / AC Chair Car

E. Medical Officers and Paramedical staff

E.1. Duties of CMS/CIC/MO

(a) **The following will be the duties of CMS/CIC:**

- (i) Administration of the Health Centre as stated in this manual.
- (ii) Attend outdoor patients
- (iii) Attend indoor patients
- (iv) Preparation of indent of emergency medicines
- (v) Verification of medical bills, hospital bills and diagnostic centres/ pathological labs bills.
- (vi) Preparation and execution of duty roster of MOs and staff.

- (vii) To finalize the list of medicines to be procured in consultation with all the MOs.
- (viii) Attend patients admitted to referred hospital.

(b) The following will be the duties of MO:

- (i) Attend outdoor patients.
- (ii) Attend indoor patients.
- (iii) Work in the emergency room as per duty roster.
- (iv) Attend patients admitted to our referred hospital as and when directed.
- (v) Perform any other duty assigned by CMS/CIC.

E.2. Duties of Paramedical staff

(a) The following will be the duties of Nurses:

- (i) Providing nursing care to patients. Nursing care will include: administering an injection, doing dressings, providing medicines, taking BP/Temperature measurements, Vaccination, etc.
- (ii) Any other duty as assigned from time to time by CMS/CIC/MO.

(b) The following will be the duties of Jr./Sr. Technical Assistant (Medical):

- (i) Doing dressings, administering injections, and distribution of emergency medicine as per the advice of the Emergency Doctors working in shifts.
- (ii) Any other duty as assigned from time to time by CMS/CIC/MO.

(c) The following will be the duties of Jr./Sr. Technical Superintendent (Medical):

- (i) Distribution of medicines.
- (ii) Maintenance of sufficient stock of medicines.
- (iii) Assist in the preparation of indent.
- (iv) Work in shifts duties as and when required.
- (v) Any other duty as assigned from time to time by CMS/CIC/AO/MO.

F. ADMINISTRATIVE ACTIVITIES

F.1. Chief of Medical Services (CMS)

CMS would be the overall in charge of all the medical services and healthcare facilities provided at the Health Centre. CMS would be assisted by the subordinate employees/Doctors in fulfilling his/her responsibilities. CMS would also be responsible for the preparation of a duty roster of all the Doctors and paramedical staff and would ensure that the duty roster is adhered to by the employees. CMS would also ensure that each MO/SMO has been issued a numbered prescription booklet.

F.2. CMO-In-Charge (CIC)

In the absence of the CMS, one of the CMOs will be nominated by the Director as the CMO-In-Charge (CIC) of the health centre on a rotation basis. The term of office for CIC would be two years.

F.3. Administrative Officer (AO)

AO would coordinate with CMS/CIC and work under his general supervision. All administrative staff deployed at the health centre would report to AO.

The following would be the responsibilities of the Administrative Officer:

(a) Bill Processing (After due certification by CMS/CIC)

- (i) Local purchase bills
- (ii) Empanelled Hospitals' bills
- (iii) Diagnostic Centres' bills
- (iv) Medical Reimbursement Bills
- (v) Medicine purchase Bills

- (b) Procurement of medicines: As per the demand submitted by the CMS/CIC following the due procedure. The demand may be submitted by the CMS/CIC well before the fortnightly purchase of medicines.
- (c) AO will monitor the existing agreements with empanelled hospitals of Dhanbad and outside and diagnostic centres of Dhanbad. He will be responsible for the renewal of such agreements from time to time.

F.4. Purchase Rules:

- (a) The purchase order (PO) for the medicines will be issued by the purchase section on a fortnightly basis on receipt of approved indent from the Health Centre. The vendor will inform the Purchase Officer & CMS/CIC about the non-availability of the medicines if any, within two days, from the date of the Purchase order. The rest of the medicines have to be supplied within eight days (from the date of the purchase order) along with the bills of the medicines.
- (b) Payment may be released to the suppliers within three weeks after receipt of the appropriate bills.
- (c) Clarification for deduction of TDS may be explained to the suppliers if they so desire.
- (d) The date of the order of the medicine and bills for processing must be sent on the **eleventh day of every month.**
- (e) PO for all medicine suppliers will be separated into part files, i.e., supplier-wise. Depending on the receipt of the bills from individual suppliers, payment will be processed, as mentioned in point (ii) above.

F.5. Emergency Purchase of Medicines

If the medicines which are not supplied by the empanelled vendors/or not available at the Health Centre, such medicines may be procured from the approved local retail shops. Typically, the ceiling for such a purchase is Rs. 25,000/- per month. However, purchase beyond Rs. 25,000/- in a month would be allowed only after taking prior approval of the competent authority. Such approved local retail shops will be identified after following the due tendering process as per rules.

F.6. Health Centre Committee

To ensure smooth functioning of the Health Centre, the Director will form a Health Centre Committee (HCC) for two years. The constitution of the committee may be as follows:

- | | |
|---------------------------------|--------------------|
| (i) Prof./Assoc. Prof.* | - Chairperson |
| (ii) CMS/CIC | - Member |
| (iii) CMO/MO* | - Member |
| (iv) Faculty Representative* | - Member |
| (v) Staff Representative* | - Member |
| (vi) President Student Gymkhana | - Member |
| (vii) Administrative Officer | - Member Secretary |

* To be nominated by Director.

The terms of reference of this committee would be as follows:

- (a) To review in general, the utilization of the facilities offered at the Health Centre and the problems, if any.
- (b) To suggest ways and means of improving the above.
- (c) To deal with such other matters as are referred to it.

The committee shall normally hold meetings once in two months and send its recommendations to the Dean (Admin) /Dy. Director/ Director.

F.7. Health Centre Purchase Committee

To finalize the tendering process related to purchase of medicines, consumables and non-consumable items related to health care facilities and services, and to give recommendations for selection of the service provider to the competent authority, a health centre purchase committee will be formed by the Director. This committee will be formed for two years. The constitution of the committee will be as follows:

- | | | |
|-------|---|--------------------|
| (i) | Chairperson, HCC. | |
| (ii) | CMS/CIC | - Member |
| (iii) | CMO/MO* | - Member |
| (iv) | Dy. Registrar (F&A) | - Member |
| (v) | Dy. Registrar (P&S) / Assistant Registrar (P&S) | - Member |
| (vi) | Administrative Officer | - Member Secretary |

* To be nominated by the Director.

F.8. Empanelment of new hospitals/healthcare/diagnostic centres

A **search committee** consisting of CMS/CMO/CIC and a CMO/Medical Officer as nominated by Director would try to empanel more super-specialty hospitals/health care centres/diagnostic labs/imaging centres at Kolkata, Ranchi, Delhi, etc. so that employees could get better medical facilities. The proposal for empanelment of a new hospital/health care centre/diagnostic labs/imaging centres shall be placed before the Health Centre Committee for the recommendation. The following would be the broad steps followed by the **search committee** in this regard:

- (a) The committee would first prepare a city-wise list of all good hospitals, health care centers, diagnostic laboratories and imaging centers preferably accredited by the National Accreditation Board for Hospitals and Health Care providers (NABH)/National Accreditation Board for Testing and Calibration Laboratories (NABL).
- (b) A city-wise list of non-NABH/non-NABL accredited but otherwise reputed hospitals/health care centres/diagnostic labs/imaging centres would also be prepared.
- (c) A further list, shortlisting the hospitals/health care centres/diagnostic labs/imaging centres from both the lists made above and with due justification therefor each name included in the list, would be prepared for further evaluation.
- (d) A visit may be made, if required, to some of the hospitals/health care centres/diagnostic labs/imaging centres to prepare a final list for initiating rate negotiations.
- (e) The rate negotiations should be made first to bring down the Offered rates to CGHS rates or lower rates if possible. If the CGHS rates are not agreed upon by any of the hospitals/health care centres/diagnostic labs/imaging centres in the list, it may be dropped from the list or may be kept in the list with due justification. In the case of non-CGHS higher rates, the hospital/health care centre/diagnostic lab/imaging centre shall offer a flat discount on all its services.
- (f) After the rate negotiations are complete, two lists would be made. The one with the detail of all the hospitals/health care centres/diagnostic labs/imaging centres that agreed to offer CGHS rates or lower rates and the second one with the detail of all the hospitals/health care centres/diagnostic labs/imaging centres that did not agree to offer CGHS rates but offered a discount on their services as well as packages. Both the lists would be placed before HCC for its recommendation.

G. ESTABLISHMENT ACTIVITIES:

The establishment section would take care of the following:

G.1 Medical Booklet:

- (a) All the medical booklets will be issued and records are to be maintained by the Establishment section.
- (b) The medical booklet will be provided to all the eligible beneficiaries, including the employee as per the criteria mentioned below in the definition of family and dependents.
- (c) All the patients/approved dependants have to carry the medical booklets at the time of availing medical facilities at the health centre of IIT(ISM).

In the case of students and the research scholars, the student identity card will be treated as their medical booklet.

G.2. Approval of the dependant of the patients

- (a) Applications for the dependants have to be processed as per existing norms.
- (b) The eligibility of the dependants has to be verified based on the approved criteria. Undertaking related to fulfilling the income criteria/copy of the Income-tax returns of the dependants has to be submitted by the employee.
- (c) The validity of the medical card of beneficiaries should be extended every alternate year by the Establishment section on submission of requisite declaration regarding the dependence condition of dependant family members.

G.3. Definition of family and dependants to issue Medical Booklet and avail healthcare benefits:

‘Family’ means wife or husband, as the case may be, and other dependants* family members such as parents, children (including legally adopted children) and siblings normally residing with the employee/pensioner of IIT(ISM) Dhanbad and fulfilling the following criteria:

Sl. No.	Family Member	Age limit
1	Unmarried Son	Till he starts earning or attains the age of 25 years, whichever is earlier.
2	Unmarried Daughter	Till she starts earning or gets married, whichever is earlier irrespective of the age limit.
3	Unmarried Son (PwD)	Till he starts earning irrespective of the age limit.
4	Dependent unmarried/divorced/abandoned/separated from their husband/widowed daughters, and Dependant unmarried/divorced/abandoned/separated from their husband/widowed sisters (<u>Only if the parents are/were dependent on the Employee</u>)	Irrespective of age limit.
5	Minor Brother(s) (<u>Only if the parents are/were dependent on the Employee</u>)	Up to the age of becoming a Major.
6	Dependent Parents	Irrespective of an age limit.
7	Dependent Parents-in-Law (allowed only in case of female employees when their parents are not included)	Irrespective of an age limit.

8	Spouse	Irrespective of an age limit and earnings.
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* For fulfilling the dependency criterion, the income limit from all the sources (including pension, family pension and pension equivalent of DCRG) should not exceed Rs. 9000/- per month plus the amount of dearness relief/dearness allowance drawn on Rs. 9000/- as on date of consideration. The criterion of dependency does not apply to Spouse.

G.4 In case of employment of the spouse of an IIT (ISM) employee:

- (a) If the spouse of an IIT(ISM) employee is employed outside i.e. with an employer other than IIT(ISM), the spouse can choose to get the healthcare facilities/benefit, if any such benefit is provided by his/her employer, from the employer or IIT(ISM) Dhanbad. In both cases, the IIT(ISM) employee will submit an application to the Establishment section of IIT(ISM) indicating the choice made by his/her spouse in this regard. In no circumstances, availing of healthcare facilities/benefits would be allowed for any member of the family twice i.e., from both the employers.
- (b) If the spouse is also employed at IIT(ISM) Dhanbad, then from both the employees, the one having a higher salary may become the primary beneficiary and the other one would be treated as a family member. The monthly contribution for the benefit would only be deducted from the salary of the primary beneficiary.
- (c) If the spouse is also employed at IIT(ISM) Dhanbad and wishes to add his/her family members separately, then both the employees would be made the primary beneficiaries separately. The monthly contribution for the benefit would be deducted from their respective salaries in this case. No family member would be added twice.
- (d) If the spouse is receiving a pension from IIT(ISM) Dhanbad then the case may be treated accordingly, as per the above conditions.

The detail of employees deployed at the Health Centre and the list of hospitals/diagnostic centres/labs etc. empanelled by the Institute would be made available on the website.

H. STUDENTS

- (a) All bonafide students of the Institute will be provided OPD consultation service at the health centre and would also be provided medicines, if available at the health centre, without any charge.
- (b) The student ID card would serve as a medical booklet for availing the services at the Health Centre.
- (c) Students would also be provided the other OPD services such as pathology, radiology, physiotherapy, etc. as prescribed by the medical officers and will not be charged for the same separately.
- (d) For IPD facilities, students will have to make use of mediclaim facilities as provided under the group health insurance policy taken for the purpose.

I. SUBSCRIPTION TO THE HEALTH CARE FACILITIES

All employees will subscribe to the health care facilities provided by the Institute on the payment of subscription fees as decided by the Institute from time to time. Pensioners of the Institute may also be provided the facility on payment of subscription amount as decided by the Institute from time to time.

J. REVIEW

- (i) Dean (Administration) may conduct a monthly review of the services being provided at the Health Centre.

- (ii) The Director/Dy. Director may conduct a quarterly review of the services being provided at the Health Centre.

K. HEALTH CENTRE DO'S AND DON'TS

Do's

1. The beneficiaries should get medical booklet issued as soon as they join the services of the Institute. They should contact the respective Establishment Sections for the same.
2. The medical booklets should be got validated periodically. Declaration for dependency of the family members (except minor children and spouse) must be submitted periodically at the time of extension of validity of the respective medical booklets.
3. Any change in the dependency conditions of the dependent family members must be reported to the respective Establishment Section at the earliest and the medical booklet of such family member must be surrendered and a receipt should be obtained.
4. Any addition or deletion in the family details must be reported to the concerned Establishment Section in the prescribed format with requisite documents.
5. For availing OPD services, patients must visit Health Centre during designated visiting hours with valid medical booklet. Students must bring their original Identity Card for the same.
6. Bills should be submitted through the IIT(ISM) reimbursement form as per the prescribed norms.
7. Call/SMS/WhatsApp to CMS/CIC to report emergencies or to request for Ambulance. Patient or his/her attendant must provide his name, location, and a cell number, if calling from a landline phone.
8. Patient has to maintain silence in the premises of the Health Centre.
9. Except emergencies, patients should take a referral letter from the Health Centre for outside consultation
10. Patients should keep their medical booklet in a safe place and should not handover to any unknown person.
11. For any dispute, CMS/CIC should be contacted.

Don'ts

1. The employees should not submit wrong declaration or document for availing medical facilities. This may lead to disciplinary action as per rules.
2. Bills older than three months will not be entertained.
3. The patient should not claim the alternative brands of medicine against the medicines prescribed by the Doctors of IIT(ISM) Health Centre.
4. The patient should not dishonour the sequence of arrival for visiting the relevant Doctors for the treatment.
5. Impersonation is completely prohibited except for family members for taking medicines.

L. CONTACT NO. FOR EMERGENCY, AMBULANCE

Emergency No.: 0326-2235988, 9470142216

For Ambulance, the above numbers may be contacted.

Abbreviations

AO	Administrative Officer
CGHS	Central Government Health Scheme
CMO	Chief Medical officer
CMS	Chief of Medical Services
CIC	CMO-In-Charge
HCC	Health Centre Committee
HCPC	Health Centre Purchase Committee
IIT(ISM)	Indian Institute of Technology (Indian School of Mines)
IPD	Inpatient Department
MO	Medical Officer
OPD	Outpatient Department
PSU	Public Sector Undertaking.
SMO	Senior Medical Officer
TA	Travelling Allowance
TDS	Tax Deduction at Source