



## भारतीय प्रौद्योगिकी संस्थान गांधीनगर

### INDIAN INSTITUTE OF TECHNOLOGY GANDHINAGAR

#### Procedure for Medical Emergency Needs for Students of IITGN

1. This document outlines the medical facilities available for the students of IITGN and the procedures to be followed for dealing with the medical emergency<sup>1</sup> needs of the students at the Institute campus, especially during off/odd hours and holidays. Further, for medical emergencies during office hours/working days, students are advised to approach Institute Medical Centre on the **First Floor of the Central Arcade building.**

#### Facilities and Procedures

2. The Institute has a panel of six visiting medical consultants, including a specialist gynaecologist, dietician and physiotherapist. In addition, staff nurses and medical attendants are also available. The Institute Medical Centre is open from 09.00 hours through 21.00 hours from Monday to Saturday and 10.00 hours to 13.00 and 17.00 hours to 21.00 hours on Sunday. IITGN medical center dispenses medicines without any charge. The visiting hours of medical consultants can be viewed at the Institute [website](#) (Quick Links → [Campus Facilities](#) → [Medical Facility](#)) or accessed [here](#) directly. **A single centralized number, +91-7069795000 has been activated for all emergency needs. In case of an emergency, please call this number only and avoid calling the nurses/ doctors directly on their personal phone numbers.**

| Name & Designation    | Designation           | Emergency Contact No. |
|-----------------------|-----------------------|-----------------------|
| Dr. K V Mehta         | Medical Consultant    | <b>+91-7069795000</b> |
| Dr. Deepa Shah        | Medical Consultant    |                       |
| Dr. Mira Butani       | Gynecologist          |                       |
| Dr. Bhavesh Panchal   | Medical Consultant    |                       |
| Dr. Arvind Chauhan    | Physiotherapist       |                       |
| Dr. Priyam Sharma     | Dietician             |                       |
| Mr Mukesh Sharma      | Senior Staff Nurse    |                       |
| Mr. Haresh Chaudhari  | Assistant Staff Nurse |                       |
| Ms Parulben Christian | Assistant Staff Nurse |                       |

<sup>1</sup> A medical emergency is a situation, caused by any injury or illness, which causes an immediate threat to a person's health or life and requires instant medical help/aid for the welfare of the patient.

<sup>2</sup> The timings may change later. You can Follow emails from [medical@iitgn.ac.in](mailto:medical@iitgn.ac.in) for latest timings.

3. All on-roll students are covered under the Medical Insurance scheme for inpatient treatment. The insurance covers hospitalization expenses of up to ₹ 1,50,000/-. Some other salient features of the Medical Insurance Policy are as below:
  - Room rent limit is 2% & 4% (per day) of Sum Insured for Normal & ICU/CCU respectively. Accordingly, the upper limit of **room rent is Rs. 3,000/- per day for normal hospitalization and Rs. 6,000/- for ICU/CCU treatment**. Students can avail rooms within these specified upper limits of room rent. Students may note that the insurance claim covers only the expenses corresponding to these eligible room rent charges. In case a student opts for a hospital room having rent charges more than the above-prescribed room rent limits, the difference of charges for the room rent shall be payable by the concerned student only.
  - Students get cover from Day 1.
  - Cashless hospitalization facility for empanelled hospitals (including provisioning medical health cards for the insured students).
  - Ambulance Charges covered upto Rs. 2,500/- per claim.
4. Cashless transaction facility for hospitalization expenses under the Mediclaim policy has been provided to the students (as per coverage of the policy). Health cards for the medical insurance facility are issued to the students through the Student Affairs Office. This card facilitates cashless treatment in any hospital across India which is on the panel list of the insurance company for this purpose (to the extent of coverage limit).
5. Presently, the Institute has an agreement with nine hospitals in Gandhinagar/ Ahmedabad. These hospitals admit students without any advance deposit and the charges are at the agreed concessional rates. Details of these hospitals are mentioned below.

| S.No. | Name of the Hospital & Address  | Contact number   |
|-------|---|--|
| 1.    | <b>Apollo Hospitals International Limited</b><br>Plot No.1 A, Bhat GIDC Estate,<br>Gandhinagar – 382428 | Emergency:079-66701866<br>General:079-66701800/01/03<br>Appointment Desk: 079-66701880 |
| 2.    | <b>Aashka Hospital</b><br>Near DA-IICT, Gandhinagar Bypass Rd, Sargasan, Gandhinagar                    | +91-9879752777,<br>7575009000, 7575006000  |
| 3.    | <b>Pagarav Hospital</b><br>Plot No 512/1, Nr. G-6 Circle, Opp. SBI, Sector-23, Gandhinagar<br>382023    | 08980809753,089808 09754   |
| 4.    | <b>Shalby Hospital</b><br>Opp. Karnavati Club, S. G. Road, Ahmedabad 380015                             | 079-40203000,<br>Appointment:079-40203154,<br>40203138                                 |

|    |   |                              |
|----|---|------------------------------|
| 5. | <b>HCG Hospital, Ahmedabad</b><br>Mithakhali Six Road, Kalyan Society, Maharashtra Society, Ellisbridge, Ahmedabad, Gujarat 380006  | 079-40010101, +91-9099712345 |
| 6. | <b>KD Hospitals, Ahmedabad</b><br>SG Road, Vaishnodevi Cir, Ahmedabad, Gujarat 382421   | 079-6677 0000                |
| 7. | <b>SGVP Holistic Hospital, Ahmedabad</b><br>SGVP Campus, Sarkhej - Gandhinagar Highway, Chharodi, Gujarat 382481  | +91-95122 00129              |
| 8. | <b>Sterling Hospital, Ahmedabad</b><br>Sterling Hospital Rd, near Nilmani Society, near Maharaja Agrasen Vidyalaya, L.K Society, Nilmani Society, Memnagar, Ahmedabad, Gujarat 380052 | 079-4001 1111                |
| 9. | <b>Zydus Hospitals, Ahmedabad</b><br>Nr. Sola Bridge, S.G. Highway, Ahmedabad, Gujarat 380054   | 079-6619 0201                |

The hospitals listed above offer cashless transaction facilities for hospitalization expenses under the Mediclaim policy as per the above mentioned provisions. However, in case of emergency, the students can seek indoor treatment at any other nearby hospital as well and intimate the Institute within 24 hrs of hospitalization.

#### **Procedure for Medical Emergency**

6. In case of a medical emergency, the student or his/her well-wisher may immediately contact the Institute's resident hostel caretaker (Vishwajeet Mishra +91 9898037530) or other caretakers mentioned at Para 13. The Caretaker/ well-wisher should also inform the Warden, Student Welfare immediately. You can also contact the Welfare Secretary (Harshvardhan Vala +91- 8140317228) or Student Health Secretary (Monika Jain +91 8120870890).
7. The well-wisher (or Caretaker/Warden as the case may be) should immediately, in consultation with the Medical Consultant, decide where the patient should be taken for medical help. Depending on the severity of the case, the Medical Consultant may direct the resident Nurse/Medical Assistant/Caretaker to accompany the patient or may choose to himself go with the patient to a suitable hospital.
8. In order to transport a patient under an emergency situation to the nearest hospital, an ambulance is also available on campus 24x7. To avail of the ambulance services, you may contact Vishwajeet Mishra (9898037530) or the Medical Centre (079-2395-1116, landline number, operational between 09:00 am to 09:00 pm) or directly call for ambulance services (7359333351) or emergency services (7069795000).
9. In case the ambulance is unavailable, an Institute owned Car could be availed with the permission of the concerned Medical Consultant/ Warden/Associate Dean, SW/ Dean (SA).

10. Security Supervisors are also authorized to provide Car in an acute emergency without prior approval of the authorities. However, the Security Supervisor will immediately inform the Warden (Student Welfare)/ Assistant Registrar (Student Affairs) on phone about the incident/emergency and the assistance provided.
11. All cases of emergency and hospitalization of a student must be reported to the Warden (Student Welfare) / Assistant Registrar (Student Affairs) at the earliest possible.
12. **Telephone numbers of key personnel are as under.**

| <b>Officials</b>                              | <b>Mobile Number</b> | <b>Office Number</b> |
|---|----------------------|----------------------|
| Mr. Ramsingh Airi, Caretaker                  | +91-9687460280       | 079-2395 1241        |
| Ms. Anita Vaghela, Caretaker                  | +91-9512389739       | 079-2395 1239        |
| Ms. Priyanka Vaghela, Caretaker               | +91-6353228604       | 079-2395 1231        |
| Mr. Pankaj A Bihola, Caretaker                | +91-9904883975       | 079-2395 1233        |
| Mr. Jaimin Parmar, Caretaker                  | +91-6352543621       | 079-2395 1240        |
| Mr. Anil Solanki, Caretaker                   | +91-7600738945       | 079-2395 1237        |
| Mr. Vishwajeet Kumar, Caretaker               | +91-7061573044       | 079-2395 1238        |
| Mr. Ramprakash Lembabai<br>(Night Caretaker)  | +91-9727309898       | 079-2395 1236        |
| Mr. Darshan Patel, Assistant (SA)             | +91-9904353778       | 079-2395 1140        |
| Ms. Sweta Bichhawat, Hostel Supdt.            |                      | 079-2395 1131        |
| Ms. Barkha Govil, Hostel Supdt.               |                      | 079-2395 1131        |
| Mr. Ishani Sutaria, AR SA                     |                      | 079-2395 2111        |
| Mr. Mukesh Sharma, Senior Staff Nurse         | +91-7069795000       | 079-2395 1116        |
| Mr. Haresh Chaudhari, Assistant Staff Nurse   | +91-7069795000       | 079-2395 1116        |
| Ms. Parulben Christian, Assistant Staff Nurse | +91-7069795000       | 079-2395 1116        |
| Mr. Abhishek Mungekar, General Secretary      | +91-9820075245       | -                    |
| Mr. Harshvardhan Vala, Welfare Secretary      | +91-8140317228       | -                    |
| Ms. Monika Jain, Student Health Incharge      | +91-8120870890       | -                    |

13. Following is the standard procedure to be used for medical treatment:

- a) **For Outpatient treatment:** The Students can visit the Institute Medical Centre to avail the medical facilities. The medicines are generally available at the Institute Medical Centre and are dispensed free of charge. In case of non-availability of the prescribed medicines at the Medical Centre, the same can be purchased by the students from outside and the expenses shall be reimbursed upon request. In case of requirement of specialist consultation, the patient will be referred by the IITGN doctor to the specialist doctor for specialist opinion/treatment. The student shall pay the specialist fees/treatment expenses upfront and subsequently claim reimbursement as per the procedure. Prescriptions for medicine/laboratory tests etc. need an endorsement of IITGN doctors before purchase/tests. The expenses for such OPD treatment is also reimbursable. **Make sure to show an Institute ID card while taking the treatment from the above mentioned empanelled hospitals to avail the discounted rates. In case of dental/eye treatment, the reimbursement is capped to 1.75 times of the CGHS rates. Hence please seek guidance from the Student Affairs office before seeking dental/eye treatment outside.**
- b) **The above expenditure will not be reimbursed when the student is away from the campus (viz. semester drop, visiting home, on leave, etc.). However, if the student is away from campus “on duty” (viz. domestic internship, field trips etc.), reimbursement may be considered on a case-by-case basis.**
- c) **Procedure for claiming reimbursement of OPD expenses:** The duly filled in OPD reimbursement form, supported by relevant documents including Institute Doctor’s prescription/referral is to be submitted by the claimant student at the Institute Medical Centre within a maximum time period of **three months** of the referral/date of the prescription. Upon submission of the documents, the medical reimbursement process generally takes upto a minimum of three weeks and the applicable amount is credited to the claimant student’s account. The reimbursement form is available at the Institute website, as per the details mentioned below.

([IWS](#) (Internal Website) → [Forms](#) → [Student Affairs](#) → [Medical Claim Form \(OPD\)](#) ) or directly [here](#).

- d) **For Inpatient Treatment:** As per the MoU between the Institute and the above named empanelled hospitals, a cashless hospitalization facility shall be provided by all the above-mentioned hospitals to the IITGN students upon showing the institute ID card and the excess bill amount, if any, which is not covered under the medical insurance facility, shall be initially charged by the hospital to the Institute only and not to the hospitalized student(s), so as to facilitate timely and convenient discharge of student(s) from the hospital on completion of treatment. However, in case of emergency, the students can seek indoor medical emergency treatment at any other nearby hospital as well and intimate the Institute within 24 hrs of hospitalization.
- e) **Procedure for settlement of student hospitalization bills:** The bills generated by the empanelled hospital against referral of IITGN medical consultants for inpatient treatment will be processed for payment by the Student Affairs Section, IITGN. In cases where a cashless insurance facility is not provided upfront by the hospital, the bills will be forwarded to the Insurance Company for appropriate claim settlement. Finally, in case there is any excess amount (over and above the insurance claim settlement), paid by IITGN to the hospital, the same shall be intimated to the respective student and charged to him/her. The IPD Claim form is available at the Institute website, as per the details mentioned below.

([IWS](#) (Internal Website) → [Forms](#) → [Student Affairs](#) → [Medical Claim Form \(IPD\)](#) ) or directly [here](#).

14. The norms for reimbursement for medical facilities are provided in [Student Affairs Advisory No.16](#).

15. For any queries related to medical services, write to Health Committee IIT Gandhinagar at the email Id - [health.committee@iitgn.ac.in](mailto:health.committee@iitgn.ac.in)