

## Block Level

Community Health Centres (CHCs) are located at the block level. They provide services similar to that provided by PHCs, in addition to the following health services:

- Well-equipped medium-sized hospital to handle emergencies related to Reproductive and Child Health (RCH) and National Health Programmes.
- Specialist treatment of endemic diseases like Dengue, Hemorrhagic fever, Cerebral Malaria, etc.
- Routine surgical procedures and simple operations.
- Essential and emergency obstetric care, and 24-hour services for normal and assisted deliveries.
- Specialised Family Planning (FP) services, Laproscopic, Gynaecological and safe abortion services.
- Counselling and treatment of RTI/STIs.
- Basic routine pathological tests with advanced tests for some diseases as blood transfusion, and testing and treatment of drinking water sources.
- Preventing/managing epidemics and outbreaks.

## State Level

At state-level policies, plans and programmes are formulated based on the information and research regarding the health needs and problems of the people. Appropriate budgets for those services, materials and human resources are allocated.

**Quality of care:** Now you know about the health services which are available at these different levels. As an ASHA you need to be well-versed with services available at the Sub-Centre and the PHC. Knowing only about the services is also not enough. Under the Rural Health Mission great emphasis is being put on the quality of health care. As an ASHA you need to make sure that your community members receive quality health care. There are certain norms which need to be followed by the health service providers and health care service institutions provide quality care to patients. Generally, patients do not know about these. As a result, they often get poor quality services.

## Quality Health Care is a Right of the Community

- A professionally trained and certified person has to take history and examine the patient.
- The patient is to be given appropriate/adequate information related to the diagnosis, treatment procedures and drugs prescribed without scaring or causing undue tension.