

A Contribution from Volunteers

A POCKET GUIDE - MANAGING MEDICAL CONDITIONS THROUGH ECHS

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For Help visit my Web Portal @ <https://echscoregroup.github.io/Helping-Hands-For-ECHS/>

This pocket guide will answer over 95 % of your Queries

MEDICAL CONDITION BEING FACED BY ECHS BENEFICIARY	WHAT ACTION TO TAKE (BY BENEFICIARY OR FAMILY)	ADDITIONAL INFORMATION
Beneficiary is Unwell. NOT AN EMERGENCY Medical Condition	Go to your Parent Polyclinic (PC) with ECHS Card or Temp Slip Meet the Doctor Get OPD Treatment & Medicines	You can go to ANY PC for Treatment. If it is any other PC for OPD, you will get medicines for 07 days only. Parent PC will issue prescribed quantity
Beneficiary is facing “Life Threatening Medical Condition Called Emergency” including COVID <u>(OPTION 1)</u> (19 Major conditions are defined as Life Threatening Medical Condition of Emergency)	<i>Go to the nearest Military Hospital for Treatment or Admission, as required.</i> <i>Show your ECHS Card / Temp Slip.</i>	If the Military Hospital refers you to an ECHS Empanelled Hospital (EH), AFTER STABILISATION OF THE MEDICAL CONDITION , then <ul style="list-style-type: none">• Contact your PC, get a Referral based on Military Hospital prescription• Go to EH & obtain CASHLESS TREATMENT OR ADMISSION• Carry your ECHS Card or Temp Slip as ID proof• If there are difficulties contact your PC or Director, Regional Centre• DO NOT PAY for Treatment if you have a Referral
Beneficiary is facing “Life Threatening Medical Condition Called Emergency” including COVID <u>(OPTION 2)</u> (19 Major conditions are defined as Life Threatening Medical Condition of Emergency by ECHS)	<i>Go to the Nearest or convenient ECHS Empanelled Hospital (EH).</i> Show your ECHS Card / Valid Temporary Slip as ID proof Obtain CASHLESS TREATMENT including as IN PATIENT Ensure Hospital sends Emergency Report (ER) to PC within 48 Hrs. PC will send a REFERRAL	Visit Web Portal Helping Hands For ECHS https://echscoregroup.github.io/Helping-Hands-For-ECHS/procedures.html Refer Procedure – Use of EH facilities Emergency Medical Condition DO NOT PAY for Treatment or Admission

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Life Threatening Medical Condition Called Emergency including COVID <u>(OPTION 3)</u> (19 Major conditions are defined as Life Threatening Medical Condition of Emergency by ECHS)	<p>Go to Nearest or convenient Non -Empanelled Hospital.</p> <p>Intimate your PC about Admission with medical condition & Hospital details within 48 Hrs. Send the Emergency Information Report to PC</p> <p>Get Treatment including Admission</p> <p>You must settle all Bills & obtain all medical documents</p> <p>Apply for Reimbursement. Eligible for CGHS rates.</p> <p>Under Special conditions full reimbursement is possible. (Refer High Power Committee approval procedure)</p> <p>When condition is stabilised, you can ask for transfer to EH or Military Hospital</p>	<p>Visit Web Portal Helping Hands For ECHS</p> <p>https://echscoregroup.github.io/Helping-Hands-For-ECHS/procedures.html</p> <p>Refer Procedure – Use of NON - EH facilities & Reimbursement</p> <p>In case of transfer from a Non EH to EH or Military Hospital, ensure bed availability & admission possibility</p>
Beneficiary has COVID Symptoms or Tested COVID + ve <u>(For Veterans @ BANGALORE ONLY)</u>	<p>Call & Request for Ambulance from CHAFB DMO for going from your Residence to CHAFB. This ambulance is within Bangalore city limits.</p> <p style="text-align: center;"><OR></p> <p>Call AFROWA Ambulance</p> <p>Reach CHAFB on your Own arrangements</p> <p>On reaching CHAFB Emergency room, meet Duty Medical Officer (DMO) for treatment & next steps</p>	<p>Due to COVID pandemic & large number of patients, you are advised to speak to DMO CHAFB and based on advise, take next steps.</p> <p>If you get admitted, no one else can meet you or send any personal items.</p> <p>Be Prepared for admission before reaching CHAFB</p> <p>Take ECHS card</p>
Beneficiary is 75 years and above Needs OPD Specialist Consultation <u>(Non-Emergency condition)</u> <u>(OPTION 1)</u>	<p>Go to the nearest Military Hospital for OPD SPECIALIST CONSULTATION</p> <p>Specialists OPD days to be checked</p> <p>No Referral from your PC required</p> <p>Carry your ECHS Book & Card</p>	

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<p>Beneficiary is 75 years and above</p> <p>Needs OPD Specialist Consultation</p> <p>(Non-Emergency condition)</p> <p><u>(OPTION 2)</u></p>	<p>Go to any EMPANELLED HOSPITAL (EH) for OPD CONSULTATION Only</p> <p>Show your ECHS Card / Valid Temp Slip & get CASHLESS OPD</p> <p>No Referral from your PC required for OPD CONSULTATION</p> <p>All Listed Investigations / Procedures are covered</p>	<p>If the specialist advises a Procedure or Investigation which is called as Unlisted Procedure, go to your PC & get a Referral</p> <p>Visit Web Portal Helping Hands For ECHS – Procedure for Direct OPD</p> <p>https://echscoregroup.github.io/Helping-Hands-For-ECHS/procedures.html</p>
<p><i>Your Parent PC is a Non - Military PC</i></p> <p>Beneficiary needs to consult a Specialist as an OPD patient or needs to have procedure / surgery</p> <p>Non - Emergency Condition</p> <p>Routine Planned Referral condition</p>	<p>Go to your Parent Polyclinic (PC) with ECHS Card / Temp Slip</p> <p>Meet the Doctor</p> <p>The Doctor will initiate a Referral to EH</p> <p>Go to any EH within the Area Of Responsibility (AOR) of your Regional Centre for Treatment as per Referral document</p> <p>Get CASHLESS TREATMENT</p>	<p>Visit Web Portal Helping Hands For ECHS</p> <p>https://echscoregroup.github.io/Helping-Hands-For-ECHS/procedures.html</p> <p>Refer Procedure – Use of EH facilities Routine Referral</p>
<p><i>Your Parent PC is a Military PC (MIL -PC)</i></p> <p>Beneficiary needs to consult a Specialist as OPD patient or needs to have procedure/ surgery</p> <p>Non Emergency Condition</p> <p>Routine Planned Referral condition</p>	<p><u>SCENARIO 1</u></p> <p>PC may refer you to the Military Hospital where it is affiliated, if the Specialist is available or Capacity is available to treat you</p> <p>Go to Military Hospital & obtain Treatment</p> <p><u>SCENARIO 2</u></p> <p>If any ONE of above CONDITION IS NOT MET, then</p> <p>PC will initiate a Referral to a EH</p> <p>Go to any EH within the Area Of Responsibility (AOR) of your Regional Centre for Treatment as per Referral document</p> <p>Get CASHLESS TREATMENT</p>	<p>Refer CO ECHS letter on Referral Procedure to EH dated 15 Jul 2021</p>

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<p>Beneficiary was admitted in an EMPANELLED HOSPITAL and Discharged</p> <p>Required to go for Doctor's Review, as advised in the Discharge Summary</p>	<p>If the DISCHARGE SUMMARY HAS INCLUDED a need for Review, then you can go for this Review without a Referral</p>	<p>If the discharge summary DOES NOT include a Review, you need to get a Referral from PC for this review at EH</p>
<p>Beneficiary is admitted in an EMPANELLED HOSPITAL (EH)</p> <p>EH advises Extension of stay beyond 12 days</p>	<p>It is the RESPONSIBILITY of the EH to initiate Extension of Stay request.</p> <p>This is an automated Procedure and no physical form is required EH will send this to OIC PC for Approval.</p> <p>OIC PC CAN APPROVE FOR EXTENSION FROM 13 Days TO 30 Days On Line</p>	<p>Beyond 30 days extension, approval is given by the concerned Regional Centre.</p> <p>Visit Web Portal Helping Hands For ECHS https://echscoregroup.github.io/Helping-Hands-For-ECHS/procedures.html</p> <p>Refer Procedure – Use of EH facilities Routine Referral</p>
<p>Beneficiary is admitted in an EMPANELLED HOSPITAL (EH)</p> <p>EH advises an UNLISTED PROCEDURE requirement</p> <p>NON- EMERGENCY condition</p>	<p>It is the RESPONSIBILITY of the EH to initiate ONLINE , the request for approval of Unlisted Procedure. A Semi Automated Procedure</p> <p>EH shall initiate ONLINE full details of Unlisted Procedure and will be sent to OIC PC.</p> <p>OIC PC will send the Appx A to Stn HQ / Military Hospital for Approval</p> <p>Stn HQ will obtain necessary approvals & intimate the approval to OIC PC. OIC PC will intimate EH. EH concerned.</p>	<p>Visit Web Portal Helping Hands For ECHS https://echscoregroup.github.io/Helping-Hands-For-ECHS/procedures.html</p> <p>Refer Procedure – Use of EH facilities Routine Referral</p> <p>NOK or Family of the admitted Beneficiary should NOT RUN AROUND</p> <p>Under EMERGENCY condition EH shall go ahead without any approval.</p>
<p>Beneficiary needs frequent POST OPERATIVE CONSULTATION at EMPANELLED HOSPITAL (EH)</p> <p>Only for ailments as indicated →>>></p>	<p>Separate REFERRAL is NOT required for specific post - operative conditions</p> <p>Advised to revalidate the Referral once in 6 months from PC</p>	<p>07 major areas for post - operative cases are approved by CO ECHS.</p> <p>Cancer, Organ transplant, Cardiac surgery, Neuro Surgery, End of stage renal failure, Auto immune disorder, Neurological disorder</p> <p>Any Unlisted procedure / investigation during follow-up requires Referral</p>

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Beneficiary wants to take treatment at an EMPANELLED HOSPITAL (EH), on OWN PAYMENT arrangements	EH MAY offer treatment / Investigation at CGHS/ECHS rates. Beneficiary needs to produce ECHS card	You CANNOT GET medicines from PC for this arrangement unless approved by PC.
Beneficiary is going Abroad for long duration & needs Medicines for the duration of stay	Meet OIC PC with necessary documents such as ticket, passport, visa well in advance & get Medicines. If NA you can procure & apply for Reimbursement with NA Certificate	Authority – CO ECHS letter dated 26 Apr 2022

Note

- 1. Visit Web Portal [HELPING HANDS FOR ECHS](https://echscoregroup.github.io/Helping-Hands-For-ECHS/) which has more details. Link as below
<https://echscoregroup.github.io/Helping-Hands-For-ECHS/>***
- 2. This Pocket Guide contents have been derived from Central Org ECHS Policy letters & SOP. If there are changes in policies at a later date, the Policies shall be referred by Beneficiaries***
- 3. You can easily find out the Nearest Empanelled Hospital in India by following the Procedure – How To Find List of EH in my Web Portal as above***
- 4. You can easily find out the Contact details of Regional Centre and Polyclinic in India by following the Procedure – How To Find Contact Details in my Web Portal as above***

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