

**ECHS SERVICES THAT ARE AUTOMATED BENEFITING VETERANS**  
**APR 2022**

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*Your suggestions may be sent to above Mobile #*

- A)** This document has Summarised the ECHS Services currently Automated benefiting the Veterans to obtain Healthcare Services from / through ECHS. Areas that can be Automated in the Near term have also been included.

**AUTOMATION # 1 - ECHS CONTACT DETAILS (Tel # & E Mail ID) –**  
Uses ECHS Website – [echs.gov.in](https://echs.gov.in)

- I)** Finding the CONTACT details of ECHS functionaries at
- a. Central Org, ECHS
  - b. Regional Centre, ECHS
  - c. Polyclinics

**II) AUTOMATION # 2 - 64 kB CARD (Using a Computer)**  
Uses W eb portal [echs.sorceinfosys.com](https://echs.sorceinfosys.com)

- i) Registration of ECHS Beneficiary to Apply & Manage their 64 kB ECHS Card
- ii) Applying for the 64 kB ECHS Card including Payment & Status Tracking
- iii) Modifying details in Card Application to close observation from Record Office
- iv) Downloading Temporary Slip till ECHS Card is received
- v) Withdrawal of ECHS Card Application
- vi) Changing the Registered Mobile #
- vii) Changing the Parent Polyclinic
- viii) Changing Primary Beneficiary name on Demise
- ix) Applying for Card Reprint on Loss of Card
- x) Blocking of Card under specific conditions
- xi) Management of Defective ECHS Cards at Polyclinic – Status Check, Repair or Reprint

**III) AUTOMATION # 3 - OPD AT POLYCLINIC ( Uses Kiosk & System data)**

- i) Get Appointment / Token to consult a Medical Officer in any Polyclinic in India
- ii) Availability of past Medical Data during OPD to the Medical Officer, as electronic record, at any Polyclinic in India
- iii) Availability of past Medicine prescribed, as electronic record, at any Polyclinic in India
- iv) Obtain Prescription & Medicines from ECHS at any Polyclinic in India after OPD
- v) Non-Availability Medicines – Local Order by Polyclinic , Tracking & Issue to Beneficiary (Not sure how this has been Implemented & working , as it is not assessed.)

**IV) AUTOMATION # 4 - REFERRAL & TREATMENT AT EMPANELLED HOSPITAL (Uses online System data & ECHS Web site)**

- i) Finding the List of Empanelled Hospitals in India (Anytime – Anywhere) – Uses ECHS Website [echs.gov.in](http://echs.gov.in)
- ii) Obtain Cashless OPD with ECHS Card at any Empanelled Hospital for Beneficiaries over 75 years
- iii) Emergency Admission & Treatment at Empanelled Hospital – Initiation of Emergency Report (ER) by Hospital for obtaining the Referral from Polyclinic
- iv) Obtaining Referral to Service Hospital or Empanelled Hospital from Polyclinic (any Polyclinic in India)
- v) Treatment Management by Empanelled Hospital from Claim ID generation to Discharge (Cashless)
- vi) Obtaining Extension of Hospital Stay beyond 12 days – Initiation to Approval Obtaining Approval by Empanelled Hospital for Unlisted Procedure Initiation by Empanelled Hospital ( **Only ONE Stage** out of **THREE Stages** is Automated)

V) **AUTOMATION # 5 - REIMBURSEMENT - MEDICINES COST & TREATMENT AT NON-EMPANELLED HOSPITAL**

Submission of Claims & Tracking status of claims ( Hard Copy of claims still needs to be submitted. NMI management is not within the automation cycle.

**B) AREAS THAT CAN BE AUTOMATED IN THE NEAR TERM**

- i) Notification from Polyclinics to Beneficiaries – Global messaging. This feature available in Mobile App. It should be Activated, Tested & Launched.
- ii) Prior Appointment Booking to consult Medical Officer at Polyclinic, including Priority token system. The ease of obtaining a Priority token does not exist and hence appointment booking from Mobile App is **NOT** used by anyone.
- iii) Lab Testing through access of Reports online at Polyclinic
- iv) Integration of Stn HQ / equivalent who act as an Interface with Polyclinics & Mily Hospital. **Specifically to provide quickly Approvals** for Requests from Empanelled Hospitals.
- v) Integration of Mily Hosp with ECHS network, specifically for Unlisted Procedure **Approval** of Requests from Empanelled Hospitals
- vi) Feedback & Suggestions Management - Initiated by Veterans including Metric based Quality of Healthcare Services received including patient privacy management
- vii) Complaint Management – Initiation by Veterans through to Closure including Actions / Improvement implemented. This should include privacy management of the complainant & metrics.

***JAI HIND***