

## **A Contribution from Volunteers**

### **A POCKET GUIDE FOR MANAGING MEDICAL CONDITIONS**

#### **BY HELPING HANDS FOR ECHS BANGALORE**

If you have queries WhatsApp to Cdr Santhanam @ 97400 72879

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***Most of your doubts will be answered in this document***

<u><b>Condition being faced by ECHS Beneficiary</b></u>	<u><b>What to Do</b></u>	<u><b>Additional Information</b></u>
Beneficiary is Unwell & NOT an Emergency Medical Condition	Go to your Parent Polyclinic (PC) with ECHS Card / Temp Slip  Get 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.
<b>Life Threatening Medical Condition Called Emergency including COVID</b>  (OPTION 1)  (19 Major conditions are defined as Life Threatening Medical Condition of Emergency by ECHS)	<b><i>Go to the nearest Service Hospital for Treatment / Admission, as required. Show your ECHS Card / Temp Slip.</i></b>  (In difficult COVID pandemic conditions as is existing now, there may be difficulties to get admission)	<b>If the Service Hospital refers you to an Empanelled Hospital, after stabilisation, then</b>  <ol style="list-style-type: none"><li>1. Contact your PC, get a Referral based on Service Hospital prescription</li><li>2. Go to Empanelled Hospital for Cashless treatment / admission.</li></ol> Take ECHS Card
<b>Life Threatening Medical Condition Called Emergency including COVID</b>  (OPTION 2)  (19 Major conditions are defined as Life Threatening Medical Condition of Emergency by ECHS)	<b><i>Go to the Nearest or convenient Empanelled Hospital (EH).</i></b>  Show your ECHS Card to get Cashless treatment including Admission.  <b>Ensure Hospital sends Emergency Report to PC.</b>  Intimate your PC within 48 Hrs, so that Referral is sent by PC to Hospital.	Refer Step By Step Procedures for utilising EH during Emergency published by Helping Hands For ECHS.  Take ECHS, Aadhar & PAN card

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<p><b>Life Threatening Medical Condition Called Emergency including COVID</b></p> <p><b>(OPTION 3)</b></p> <p><b>(19 Major conditions are defined as Life Threatening Medical Condition of Emergency by ECHS)</b></p>	<p><b>Go to Nearest or convenient Non-Empanelled Hospital.</b></p> <p>Intimate your PC about Admission with medical condition, Hospital details within 48 Hrs. (EIR to be raised)</p> <p>Get Treatment including Admission</p> <p>You must Settle all Bills &amp; 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><b>*When condition is stabilised, you can ask for transfer to EH.</b></p>	<p>Refer Step By Step Procedure published by Helping Hands For ECHS for managing admission in Non Emp Hospital &amp; Reimbursement .</p> <p>Take ECHS, Aadhar &amp; PAN card</p> <p><b>In case of transfer from a Non EH to EH, ensure bed availability &amp; admission possibility</b></p>
<p><b>Beneficiary has COVID Symptoms or Tested COVID + ve</b></p> <p><b><u>(Bangalore only)</u></b></p>	<p>Call &amp; Request for Ambulance from CHAFB DMO for going from your Residence to CHAFB. This ambulance is within Bangalore city limits. (there may be delays in getting this facility)</p> <p>In case you reach CHAFB on your Own, meet Duty Medical Officer (DMO) for next steps</p>	<p>At this point in time due to COVID pandemic &amp; large number of patients, you are advised to speak to DMO CHAFB and based on that 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>
<p><b>Beneficiary is 75 years and above</b></p> <p><b>Needs OPD Specialist Consultation</b></p> <p><b>(Non-Emergency condition)</b></p> <p><b>(OPTION 1)</b></p>	<p><b>Go to the nearest Service Hospital for OPD Specialist Consultation.</b></p> <p>Specialists OPD days to be checked</p> <p><b>No Referral from your PC required</b></p>	<p>Take ECHS card</p>
<p><b>Beneficiary is 75 years and above</b></p> <p><b>Needs OPD Specialist Consultation</b></p> <p><b>(Non-Emergency condition)</b></p> <p><b>(OPTION 2)</b></p>	<p><b>Go to any Empanelled Hospital for OPD Consultation (Cashless)</b></p> <p>No Referral from your PC required for OPD consultation</p> <p>All listed Investigations / Procedures are covered under this OPD &amp; No Referral is required</p>	<p><b><u>Under Non - Emergency OPD condition at EH</u></b></p> <p><b>If the specialist advises a Procedure or Investigation which is called as Unlisted, you need to get a Referral from PC.</b></p> <p>Go to your PC with Specialist prescription to obtain a Referral</p> <p>Take ECHS , PAN &amp; Aadhar card</p>

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<u><b>Condition being faced by ECHS Beneficiary</b></u>	<u><b>What to Do</b></u>	<u><b>Additional Information</b></u>
<b>Beneficiary was an In-patient in an EH and required to go for Review post Discharge to the EH</b>	<b>If the discharge summary has included a need for Review</b> , then you can go for this Review without a Referral	If the discharge summary does not include a Review, you need to get a Referral from PC for this review at EH  Take ECHS, PAN & Aadhar card
<b>Beneficiary is admitted in an EH. EH advises Extension of stay beyond 12 days</b>	<b>It is the RESPONSIBILITY of the EH to initiate Extension of Stay request well on time with all details in Appx A.</b>  This shall be sent by the EH to OIC PC for Approval from 13 to 30 days.	Beyond 30 days extension, approval is given by the concerned Regional Centre.  Refer Step By Step Procedures for utilising EH published by Helping Hands For ECHS.
<b>Need for frequent Post-Operative consultation at EH for Beneficiary</b>	<b>Separate Referral is not required for specific post - operative conditions</b>  Advised to revalidate Referral once in 6 months from PC	07 major areas for post - operative cases are approved by CO ECHS.  Cancer, Organ transplant, Cardiac surgery, Neuro Surgery, End of stage renal failure, Auto immune disorder, Neurological disorder  Unlisted procedure / investigation during follow-up requires Referral  Take ECHS & Aadhar card
<b>Beneficiary wants to take treatment at an EH, on own payment arrangements</b>	<b>EH may offer treatment / Investigation at CGHS rates.</b>  Beneficiary needs to produce ECHS card	You cannot get medicines from PC for this arrangement unless approved by PC.  Take ECHS & Aadhar card
<b>Life Threatening Medical Condition &amp; Beneficiary needs an Ambulance to reach a Hospital</b>  (Except COVID Patients)  <u>(Bangalore only)</u>	Patient Transport Ambulance (PTA) service managed by AFROWA can be called.	<b>Refer “How to request for PTA” details published by Helping Hands for ECHS dated 21 Apr 2021</b>  <b>PTA contact Mobile Number :-</b>  <b>80950 37171</b>

**NOTE: The contents here 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**

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