

ECHS SERVICES THAT ARE AUTOMATED BENEFITING VETERANS
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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

- 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

- 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 echsgov.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
- vii) 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.

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