

POCKET GUIDE FOR MANAGING MEDICAL CONDITIONS

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This pocket guide will answer "How to Manage medical condition using ECHS facilities"

1		
MEDICAL CONDITION BEING FACED BY BENEFICIARY	WHAT ACTION TO TAKE	ADDITIONAL INFORMATION
Beneficiary is Unwell. NOT an EMERGENCY Medical Condition	Go to your Parent Polyclinic (PC) with ECHS Card / 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 (OPTION 1) (19 Major conditions are defined as Life Threatening Medical Condition of Emergency)	Go to the nearest Military Hospital for Treatment / Admission, as required. Show your ECHS Card / Temp Slip.	If the Military Hospital refers you to an ECHS Empanelled Hospital (EH), after stabilisation, then • Contact your PC, get a Referral based on Military Hospital prescription • Go to EH & obtain Cashless treatment / admission. • Carry your ECHS Card / Temp Slip as ID proof
Beneficiary is facing "Life Threatening Medical Condition Called Emergency" including COVID (OPTION 2) (19 Major conditions are defined as Life Threatening Medical Condition of Emergency by ECHS)	Go to the Nearest or convenient ECHS Empanelled Hospital (EH). Show your ECHS Card / Valid Temporary Slip as ID proof Obtain Get Cashless treatment including Admission. Ensure Hospital sends Emergency Report (ER) to PC. Intimate your PC within 48 Hrs of admission, so that Referral is sent by PC to the Hospital.	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

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

	14/147 (27/2) 7/2	ADDITIONAL INTERPRETATION
MEDICAL CONDITION BEING	WHAT ACTION TO TAKE	ADDITIONAL INFORMATION
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BENEFICIARY	Os to see Fill for ONLY ODD	
Beneficiary is 75	Go to any EH for ONLY OPD Consultation	If the specialist advises a Procedure or
years and above	Show your ECHS Card / Valid	Investigation which is called as Unlisted Procedure, go to your PC &
Needs OPD Specialist	Temp Slip & get Cashless OPD	get a Referral
Consultation	No Referral from your PC required for OPD consultation	Visit Web Portal Helping Hands For
(Non-Emergency condition)	required for OPD consultation	ECHS – Procedure for Direct OPD
(OPTION 2)	All listed Investigations /	https://echscoregroup.github.io/Helping-
(OPTION 2)	Procedures are covered	Hands-For-ECHS/procedures.html
	Go to your Parent Polyclinic (PC)	Visit Web Portal Helping Hands For
Your Parent PC is a Non - Military PC	with ECHS Card / Temp Slip	ECHS
Non - Mintary 1 O	Meet the Doctor	https://echscoregroup.github.io/Helping-
Beneficiary needs to	The Doctor will initiate a Referral	Hands-For-ECHS/procedures.html
consult a Specialist as an OPD patient or	to EH	Refer Procedure – Use of EH facilities
needs to have	Collect the Referral	Routine Referral
procedure / surgery	Go to any EH within the Area Of Responsibility (AOR) of your	
Routine Planned	Regional Centre for Treatment as	
Referral condition	per Referral document	
	Get Cashless Treatment	
Vaux Davant DO :	SCENARIO 1	Refer CO ECHS letter on Referral
Your Parent PC is a		Dan a a desar 4 - El Lalata d'AE del 0004
Military PC (MIL -PC)		Procedure to EH dated 15 Jul 2021
Military PC (MIL -PC)	PC may refer you to the Military	Procedure to EH dated 15 Jul 2021
Military PC (MIL -PC) Beneficiary needs to consult a Specialist		Procedure to EH dated 15 Jul 2021
Military PC (MIL -PC) Beneficiary needs to consult a Specialist as OPD patient or	PC may refer you to the Military Hospital where it is affiliated, if the	Procedure to EH dated 15 Jul 2021
Military PC (MIL -PC) Beneficiary needs to consult a Specialist	PC may refer you to the Military Hospital where it is affiliated, if the Specialist is available or Capacity	Procedure to EH dated 15 Jul 2021
Military PC (MIL -PC) Beneficiary needs to consult a Specialist as OPD patient or needs to have	PC may refer you to the Military Hospital where it is affiliated, if the Specialist is available or Capacity is available to treat you	Procedure to EH dated 15 Jul 2021
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MEDICAL CONDITION BEING FACED BY BENEFICIARY	WHAT ACTION TO TAKE	ADDITIONAL INFORMATION
Beneficiary was admitted in an EH and required to go for Doctor's Review after Discharge to the EH	If the discharge summary has included a need for Review, 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
Beneficiary is admitted in an EH. EH advises Extension of stay beyond 12 days	It is the RESPONSIBILITY of the EH to initiate Extension of Stay request well on time with all details, in Appx A. EH will send this to OIC PC for Approval.	Beyond 30 days extension, approval is given by the concerned Regional Centre. Visit Web Portal Helping Hands For ECHS
	OIC PC CAN APPROVE FOR EXTENSION FROM 13 TO 30 DAYS.	https://echscoregroup.github.io/Helping- Hands-For-ECHS/procedures.html Refer Procedure – Use of EH facilities Routine Referral
Beneficiary is admitted in an EH.	It is the RESPONSIBILITY of the EH to initiate the request for approval of Unlisted Procedure	Visit Web Portal Helping Hands For ECHS https://echscoregroup.github.io/Helping-
EH advises an Unlisted Procedure requirement	EH shall initiate the details of Unlisted Procedure to OIC PC. OIC PC will send the Appx A to Stn HQ / Military Hospital for approval	Hands-For-ECHS/procedures.html Refer Procedure – Use of EH facilities Routine Referral
	Stn HQ will obtain necessary approvals & intimate the approval to OIC PC & EH concerned.	
Beneficiary frequent post-Operative consultation at EH	Separate Referral is not required for specific post - operative conditions	07 major areas for post - operative cases are approved by CO ECHS.
Only for ailments as indicated	Advised to revalidate the Referral once in 6 months from PC	Cancer, Organ transplant, Cardiac surgery, Neuro Surgery, End of stage renal failure, Auto immune disorder, Neurological disorder
		Any Unlisted procedure / investigation during follow-up requires Referral
Beneficiary wants to take treatment at an EH, on own payment arrangements	EH may offer treatment / Investigation at CGHS rates. Beneficiary needs to produce ECHS card	You cannot get medicines from PC for this arrangement unless approved by PC.