

## **A Contribution from Volunteers**

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

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***This pocket guide will answer “How to Manage medical condition using ECHS facilities”***

<b>MEDICAL CONDITION BEING FACED BY BENEFICIARY</b>	<b>WHAT ACTION TO TAKE</b>	<b>ADDITIONAL INFORMATION</b>
<b>Beneficiary is Unwell.</b>  <b>NOT an EMERGENCY Medical Condition</b> लाभार्थी अस्वस्थ है। आपातकालीन चिकित्सा स्थिति नहीं	Go to your Parent Polyclinic(PC) with ECHS Card / Temp Slip  Meet the Doctor  Get OPD Treatment & Medicines  ईसीएचएस कार्ड/अस्थायी पर्ची के साथ अपने पॉलीक्लिनिक (पीसी) पर जाएं  डॉक्टर से मिलें  ओपीडी उपचार और दवाएं प्राप्त करें	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 आप इलाज के लिए किसी भी पीसी पर जा सकते हैं।  ओपीडी के लिए कोई और पीसी हो तो सिर्फ 07 दिन की दवा मिलेगी।  मूल पीसी निर्धारित मात्रा में जारी करेगा
<b>Beneficiary is facing “Life Threatening Medical Condition Called Emergency” including COVID</b>  <b>(OPTION 1)</b>  <b>(19 Major conditions are defined as Life Threatening Medical Condition of Emergency)</b>	<b>Go to the nearest Military Hospital for Treatment / Admission, as required.</b>  <b>Show your ECHS Card / Temp Slip.</b>	<b>If the Military Hospital refers you to an ECHS Empanelled Hospital (EH), after stabilisation, then</b> <ul style="list-style-type: none"><li>• Contact your PC, get a Referral based on Military Hospital prescription</li><li>• Go to EH &amp; obtain <b>Cashless treatment / admission.</b></li><li>• Carry your ECHS Card / Temp Slip as ID proof</li></ul>
<b>Beneficiary is facing “Life Threatening Medical Condition Called Emergency” including COVID</b>  <b>(OPTION 2)</b>  <b>(19 Major conditions are defined as Life Threatening Medical Condition of Emergency by ECHS)</b>	<b>Go to the Nearest or convenient ECHS Empanelled Hospital (EH).</b>  Show your ECHS Card/ Valid Temporary Slip as ID proof  Obtain Get <b>Cashless treatment including Admission.</b>  <b>Ensure Hospital sends Emergency Report (ER) to PC.</b>	Visit Web Portal Helping Hands For ECHS  <a href="https://echscoregroup.github.io/Helping-Hands-For-ECHS/procedures.html">https://echscoregroup.github.io/Helping-Hands-For-ECHS/procedures.html</a>  Refer Procedure – Use of EH facilities Emergency Medical Condition

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	Intimate your PC within 48 Hrs of admission, so that Referral is sent by PC to the Hospital.	
<b>MEDICAL CONDITION BEING FACED BY BENEFICIARY</b>	<b>WHAT ACTION TO TAKE</b>	<b>ADDITIONAL INFORMATION</b>
<p><b>Life Threatening Medical Condition Called Emergency including COVID</b></p> <p><b><u>(OPTION 3)</u></b></p> <p><b>(19 Major conditions are defined as Life Threatening Medical Condition of Emergency by ECHS)</b></p>	<p>Go to Nearest or convenient Non -Empanelled Hospital.</p> <p>Intimate your PC about Admission with medical condition&amp;Hospital details within 48 Hrs. Send the Emergency Information Report to PC</p> <p>Get Treatment including Admission</p> <p><b>You must settle all Bills &amp; obtain all medical documents</b></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><a href="https://echscoregroup.github.io/Helping-Hands-For-ECHS/procedures.html">https://echscoregroup.github.io/Helping-Hands-For-ECHS/procedures.html</a></p> <p>Refer Procedure – Use of NON - EH facilities &amp; Reimbursement</p> <p><b>In case of transfer from a Non EH to EH or Military Hospital, ensure bed availability &amp; admission possibility</b></p>
<p><b>Beneficiary has COVID Symptoms or Tested COVID +ve</b></p> <p><b><u>(For Veterans @ 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.</p> <p style="text-align: center;"><b>&lt;OR&gt;</b></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 &amp;next steps</p>	<p>Due to COVID pandemic &amp; 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>
<p><b>Beneficiary is 75 years and above</b></p> <p>Needs OPD Specialist Consultation</p>	<p><b>Go to the nearest Military Hospital for OPD Specialist Consultation.</b></p> <p>Specialists OPD days to be checked</p>	

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

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<b>MEDICAL CONDITION BEING FACED BY BENEFICIARY</b>	<b>WHAT ACTION TO TAKE</b>	<b>ADDITIONAL INFORMATION</b>
<p><b>Beneficiary was admitted in an EH and required to go for Doctor's Review after Discharge to the EH</b></p>	<p><b>If the discharge summary has included a need for Review</b>, 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><b>Beneficiary is admitted in an EH.</b></p> <p><b>EH advises Extension of stay beyond 12 days</b></p>	<p><b>It is the RESPONSIBILITY of the EH to initiate Extension of Stay request well on time with all details, in Appx A.</b></p> <p>EH will send this to OIC PC for Approval.</p> <p><b>OIC PC CAN APPROVE FOR EXTENSION FROM 13 TO 30 DAYS.</b></p>	<p>Beyond 30 days extension, approval is given by the concerned Regional Centre.</p> <p>Visit Web Portal Helping Hands For ECHS</p> <p><a href="https://echscoregroup.github.io/Helping-Hands-For-ECHS/procedures.html">https://echscoregroup.github.io/Helping-Hands-For-ECHS/procedures.html</a></p> <p>Refer Procedure – Use of EH facilities Routine Referral</p>
<p><b>Beneficiary is admitted in an EH.</b></p> <p><b>EH advises an Unlisted Procedure requirement</b></p>	<p><b>It is the RESPONSIBILITY of the EH to initiate the request for approval of Unlisted Procedure</b></p> <p>EH shall initiate the details of Unlisted Procedure to OIC PC.</p> <p>OIC PC will send the Appx A to StnHQ / Military Hospital for approval</p> <p>Stn HQ will obtain necessary approvals &amp; intimate the approval to OIC PC &amp; EH concerned.</p>	<p>Visit Web Portal Helping Hands For ECHS</p> <p><a href="https://echscoregroup.github.io/Helping-Hands-For-ECHS/procedures.html">https://echscoregroup.github.io/Helping-Hands-For-ECHS/procedures.html</a></p> <p>Refer Procedure – Use of EH facilities Routine Referral</p>
<p><b>Beneficiary frequent post-Operative consultation at EH</b></p> <p><b>Only for ailments as indicated</b></p>	<p><b>Separate Referral is not required for specific post - operative conditions</b></p> <p>Advised to revalidate the Referral once in 6 months from PC</p>	<p><b>07 major areas for post - operative cases are approved by CO ECHS.</b></p> <p><b>Cancer, Organ transplant, Cardiac surgery, Neuro Surgery, End of stage renal failure, Auto immune disorder, Neurological disorder</b></p> <p><b>Any Unlisted procedure / investigation during follow-up requires Referral</b></p>
<p><b>Beneficiary wants to take treatment at an</b></p>	<p><b>EH may offer treatment / Investigation at CGHS rates.</b></p>	

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<b>EH, on own payment arrangements</b>	Beneficiary needs to produce ECHS card	You cannot get medicines from PC for this arrangement unless approved by PC.
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