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By Email/AWAN Only
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B/49770/AG/ECHS/Treatment/Policy

21 May 2020

IHQ of MoD (Navy)/Dir ECHS (N)
DAV Subroto Park
All HQ Command (A/ECHS)
AMA ECHS, Embassy of India, Nepal
All Regional Centres

ADVISORY : GUIDELINES FOR POST LOCKDOWN WEF 01 JUN 2020

1. All endeavors will be made post lock down wef 01 Jun 2020 to render services at the Polyclinics in a streamlined manner catering for the COVID-19 environment. There would still be a requirement to control the footfall of the beneficiaries at the Polyclinics to ensure social distancing norms. Guidelines in succeeding paras will be adhered to manage the facilities to beneficiaries at the Polyclinics.
2. **Treatment Management**
 - (a) The provision given vide this office letter No B/49770/AG/ECHS/ Treatment/Policy dt 24 Mar 2020, even No dt 01 Apr 2020 and dt 20 Apr 2020 for patients of chronic diseases requiring repeat follow up treatment like dialysis, chemo, radio therapy etc will continue till further orders. These patients will be treated without referral based on existing advice as emergency cases. ER will be intimated by the HCOs within 48 hrs.
 - (b) All emergency cases as specified in Para 16 of SoP on "Treatment Management in ECHS" issued on 28 Sep 2018 will continue to be treated without referral as per existing provisions.
 - (c) Other beneficiaries needing treatment or OPD consultation at Polyclinic are required to take prior appointment on email/ telephone of the Polyclinic. Necessary arrangements should be made by the Polyclinic for the same and conveyed to the dependent clientelle.
3. **Medicine Management**
 - (a) ESMs/ ECHS beneficiaries will take prior appointment from OIC Polyclinic on tele/ email for date and time slot for collection of medicine.
 - (b) Appt will be given only once a month for Continue Treatment (CT) medicines.
 - (c) NA medicines may be purchased by beneficiary and seek reimbursement instead of visiting the Polyclinic again & again.

4. **Medicine Reimbursement Bills**

(a) All beneficiaries may be requested to make use of provision of uploading the bills including required documents online with OIC Polyclinic or send by Registered Post with Ack Due Card

(b) In case beneficiaries opt to submit bills physically a prior appointment on email/ telephone will be taken by the ECHS beneficiary from OIC Polyclinic as given in our letter No B/49761/AG/ECHS/Medicine Policy dt 18 May 2020.

5. **COVID-19 Management at Service Hospitals/ HCOs Empanelled Under ECHS.**

(a) All ECHS beneficiaries suspected of COVID or require COVID test as per existing guidelines will be referred to nearest Service Hospitals for COVID treatment, if available in the AOR whenever they approach Polyclinics.

(b) All suspected/ confirmed cases of COVID-19 ECHS beneficiaries will be treated as Emergency cases and no referral will be asked for by empanelled HCOs for admitting for treatment whenever beneficiaries approach them directly for the purpose.

(c) If the ECHS beneficiary reports to empanelled HCOs for any OPD/ IPD with referral and requirement of testing the patient for COVID-19 if felt inescapable, empanelled HCO will either carry out the test at their hospital if facility is available or refer the patient to an empanelled HCO where facility of testing is available. In NO CASE cash will be levied from ECHS beneficiary. Treatment will be done on cashless basis by the empanelled hospital.

6. **Managing ECHS Beneficiaries at Polyclinics.** Advisory on patient handling at Polyclinics and procedures to be followed while visiting Polyclinic has already been promulgated and is available on ECHS website www.echs.gov.in. However some important points are reiterated as follows :-

(a) All policy letters/ SOPs related to COVID-19 management as issued by CO ECHS to be followed in letter and spirit.

(b) All active and passive measures to be taken for prevention of COVID-19.

(c) All OICs should have regular interaction with empanelled hospitals to ascertain various admissions especially COVID-19 cases.

(d) Due care to be taken for active and passive protection of ECHS PC staff.

(e) All dependants ECHS beneficiaries to be advised by Polyclinics for promulgation of Govt orders and avoid unnecessary mov to Polyclinic during lockdown for generic cases.

(f) All OIC of Polyclinics/ Stn HQs to maintain reg contact with Zila Sainik Board and various local association for communicating imp msgs and acquiring info of any critical ESM beneficiaries.

(g) All OICs Polyclinic are requested to keep away from rumours pertaining to COVID-19 updates and directions/ polices of ECHS hierarchy/ Govt of India and clarify the same from the competent auth.

(h) Polyclinic will issue guidelines of staggered timings or seeking prior appointments for routine medicines as and when the same is sought by ECHS beneficiaries on tele/ email/ whatsapp. **The appointment for OPD visits through telephonic calls will be taken from OIC PC.** However, emergency cases are always allowed to report to Polyclinic/ any hospital.

(j) Precautions against COVID-19 by Polyclinics and ECHS beneficiaries may be adhered to hitherto till further orders. Deterrence action against the defaulting beneficiaries on disciplinary grounds on the pretext of not knowing the policy/ procedures is mandated.

(k) Every person entering polyclinic will wear face mask and wash hands with soap provided at the entrance (No entry without face mask).

(l) Persons visiting Polyclinic to be checked at the entrance for temperature/ COVID/ similar symptoms and segregated. They should be seen by the MO/ Nursing Asst separately.

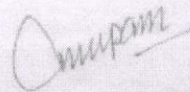
(m) Entry of new patients can be regulated by the staff at the gate permitting new patients only on exit of patients already inside.

(n) Dental OPDs will be governed as per CO ECHS letter No B/49773/AG/ ECHS/Dental/Policy dt 20 Mar 2020.

7. OIC Polyclinics will as far as possible coord the activity of issue of CT medicines and processing of bills for the beneficiaries on the same day.

8. All beneficiaries may be advised accordingly. HCOs should be informed accordingly.

9. This has the approval of MD ECHS.



(Anupam N Adhulia)
Col
Dir (Med)
for MD ECHS

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CGDA
AG Branch (Coord)
DG DC&W Sectt
O/o DGAFMS
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for info please.

Internal

Ops & Coord, Claim Sec } -
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for info.

for uploading the letter on ECHS website and issue necessary dirn to UTI-ITSL.