

PROCUREMENT OF DRUGS / MEDICINES

S.No	Query	Answer
	How CGHS beneficiary can get life saving drugs & what document are required	In Delhi- through CGHS Medical Store Depot, Gole Market The documents required are:- a. Prescription of spl. of Govt.Hospital or CGHS approved private Hospital. b. Photocopy of his/ her token card/ plastic card. c. Copy of permission if his prescription is from CGHS approved private Hospital. d. Utilization certificate in original during subsequent visit. In other cities request is to be submitted to the Addl. Director of City.
	What is an utilization certificate.	It is a Certificate issued by Treating Physician/ CMO I/C that the medicines issued on previous occasion have been completely utilized for the treatment of beneficiary.
	For how long drugs can be issued at a time.	Upto a period 3 Months.
	What time MSD takes in providing life saving drugs.	2 to 3 working days & in case of Emergency on that very day.
	How a CGHS beneficiary get the medicine from wellness centre.	Medical officer of wellness centre can prescribe according to ailments.
	Can a beneficiary get medicines on the prescription of private doctor.	No ,except in emergency.
	Can a beneficiary get the medicine for longer period.	a. For chronic disease like hypertension, diabetes etc. drugs can be issued for upto 3 months at a time.The power is vested with CMO i/c b. For upto 6 months in case beneficiary is visiting aboard .
	What is the procedure for issue of medicine upto 6 month.	Beneficiary have to submit application for obtaining permission from AD/JD along with the following documents:- 1. Copy of valid CGHS card/ token card. 2. Valid prescription for six months counter signed by HOD of Specialty of Govt. Hospital. 3. Proof of station leaving like ticket, Visa etc.
	My father is 88 yrs old. Can he be provided medicines at home	Yes Request CMO I/c of WC and he shall instruct ALC to deliver medicines at residence
	Can a beneficiary have a choice to get all the drugs indented from local chemist.	No, Drugs available at Wellness Centre are issued. Only the drugs which are not available in WC are indented from local chemist.
	How long it takes to get	Indented drugs are supplied by Chemist next day

	supply of indented drugs from chemist.	by 8.30 AM	
	Can chemist substitute the medicines.	No	
	Can drugs like antibiotics, if not available in WC, be made available urgently from local Chemist.	Yes, beneficiary can collect drugs from the chemist counter on the chemist on the basis of authority form issued by WC.	
	How to get a drug if same is not available in WC & also not supplied by Chemist.	If not supplied by chemist, beneficiary after authorization by CMO i/c can purchase & claim reimbursement from ALC.	
	Are there any penal action, if the chemist either does not supply or supply substitute.	Yes penal actions are initiated per tender clause.	
	Can the essential drugs be issued after the working hour of WC.	Yes, the beneficiary can get the drugs from the chemist on a authority form issued by doctor on emergency duty	
	What should beneficiary do, if he/ she notice some deterioration in the quality of drugs.	He should return the medicine to WC & get the replacement. Samples can be sent for testing through CMOI/C.	
	I have certain medicines which were not used. Can I return them back to CGHS	Yes You can return to CMO I/c of WC for use of other beneficiaries	
	My father is a cancer patient and after operation is bed ridden. Doctors have advised Protein powder. Can I get from CGHS	Dietary supplements are not permissible	
	My mother is a cancer patient . She has been advised certain imported and very costly drugs. Can I get from CGHS	Upon advice of Govt. specialist, CMO I/c shall issue an authority for MSD and MSD shall procure and issue you the prescribed drugs	
	I went to CGHS empanelled pvt. hospital and doctor has advised me few drugs but CMO of WC is not issuing drugs. What	OPD treatment from Pvt. empanelled hospital is not permitted Medicines are issued against prescriptions by Govt. specialist/ Medical officers of Wellness centre	

	should I do	specialist/ Medical officers of Wellness centre	
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