

NORTHERN RAILWAY

Medical Department,
Headquarter Office,
Baroda House,
New Delhi.

No. CHD/NR/Med/GM-PHODs-CMSs/2022

Date: 29.05.2023

Compliance Report

(Minutes of meeting of GM/NR with Retired Railway Officers, other PHODs & Medical Director/NRCH, at Central Hospital, (NRCH) New Delhi on 29.06.2022 at 15.30 hrs.)

SN	Point Raised	Discussion	compliance
1	Empanelled Hospital are not accepting UMID Card issued by other Zonal Railway in emergency treatment.	All Empanelled Hospitals will be counselled to accept UMID Card issued by other Zonal Railway.	MD/NRCH- All private empanelled hospital are instructed to accept UMID Card from all Railway Beneficiaries (including other zones) in an emergency. CMS/DLI,UMB and MB- All Empanelled Hospitals have been counselled to accept UMID Card issued by other Zonal Railway.
2	Implementation of New Railway Board MoU for private Empanelled Hospitals	All CMS & MD/NRCH are already advised to Implement New MoU made by Railway Board. Other Zonal Railways may be advised to empanel private hospitals of Delhi which are already empanelled with Northern Railway.	MD/NRCH, All CMSs- New Railway Board MoU implemented in NRCH and all divisional hospitals.
3	Investigation facilities at Noida and Gurgaon	Empanelment of private Diagnostic Centre to be initiated.	CMS/DLI- Investigation facilities is available at Gurgaon but no Lab is empanelled in Noida it will be made available once the Health Unit, Noida became operational.
4	Problem in obtaining referrals from Railway Medical authorities.	a) For NRCH a Nodal Officer will be nominated and a dedicated Mobile Number working 24x7 will be provided for emergency referral.	MD/NRCH- a) Casualty Medical Officer on duty is nominated for emergency referral. Mobile No. 9717630513. b) Single Window system during OPD hrs. Already in place at NRCH form Room No. 41. c) Emergency referral to NRCH mail ID is

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		<p>b) Single Window System will be arranged for referral during OPD time</p> <p>c) Meeting will be arranged with all the empanelled hospitals to counsel them to accept UMID Card when railway beneficiary attends in emergency without referral letter.</p>	<p>nreferralnrchndis@gmail.com Whatsapp No is 9717637098</p> <p>d) All Empanelled hospitals already counselled to sent email on above mail ID and whatsapp No with all documents in emergency condition</p> <p>CMS/DLI- Referral process has been streamlined and no relatives of the patients are being advised to obtain permission physically from Divisional Hospital as the permission is being given on Whatsapp.</p> <p>CMS/UMB- All referrals are being done numbers are being through a single window in NRDH/ Ambala.</p> <p>CMS/LKO- During working hours referrals are made immediately. During non working hours referrals are made by casualty doctor.</p> <p>CMS/FZR-</p> <p>a) Referral letter is being prepared on HMIS (24X7).</p> <p>b) Referral letter are being arranged through Male Ward round the clock.</p> <p>c) All the Empanelled hospitals are Accepting UMID card issued by the Railway.</p>
5	Lab Investigation Facility at Health Unit Level.	The private Labs should be empanelled for cashless investigation facility at Health Unit level.	<p>MD/NRCH- Cashless facility for Pvt. Empanelled Lab under NRCH, Health Units already implemented.</p> <p>CMS/UMB- Private labs are Empanelled for Health Unit Bathinda, Saharanpur, Chandigarh & Kalka for cashless investigation.</p> <p>CMS/DLI- Lab investigation facility is available at all Health Units over Delhi Division.</p> <p>CMS/MB- Noted for compliance please. This is to inform 04 labs are empanelled at HU level for cashless investigation.</p> <p>CMS/LKO- No CGHS recognised diagnostic & Pathological centres available at Health Unit. No imprest money for Lab investigation facility at Health Units.</p> <p>CMS/FZR- Private diagnostic centres have already been empanelled on cashless basis.</p>
6	Single Window for all medicines at NRCH	All medicines except LP medicine are being provided in single window.	MD/NRCH- All medicines except LP and Anti-cancer high cost medicines are being provided in single window.
7	Medicines for chronic diseases are to be provided for three months.	Indent should be placed timely and sufficient quantity of medicines for chronic diseases to be stocked so that three months medicines can be dispensed all round the year.	<p>MD/NRCH- Adequate stock of medicines for chronic diseases is available at NRCH except few items from NRCH and its Health Units.</p> <p>CMS/DLI- Available medicines are being dispensing for three months for chronic disease.</p> <p>CMS/UMB- sufficient stock of medicines for chronic disease is being ensured & three months of medicines are given to patients on their request.</p> <p>CMS/LKO- Indents are being placed timely and medicines for chronic diseases are being dispensed for 3 months (on demand)</p>

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			CMS/FZR- Indent is placed timely. Sufficient quantity of medicines are available
8	Augmentation of waiting area at NRCH	It should be explored	