

## **STANDARD OPERATING PROCEDURE FOR AMBULANCE SERVICES**

1. Ambulance service will be provided in case of exigency anywhere within the campus.
2. Ambulance services may be used for transfer of patient from IIT Medical centre to outside empanelled hospital.
3. Patients having infirmity, ambulance shall be provided from hostels/residence to IIT Medical Centre telephonically.
4. Number of persons accompanying the patient will be regulated by the Medical Officer/on-duty Staff.
5. A medical attendant will only be provided in case of exigency after accessing the condition of the patient by the Medical Officer/on -duty staff.
6. Ambulance service may be provided in case of exigency for referring the patient to higher centres situated in Mohali/Chandigarh.
7. Ambulance service will be provided for doctors when called for emergency duty.
8. Ambulance service will be provided for staff when called for emergency duty.
9. Emergency contact number for ambulance:
  - Main Campus-01881-235193, 6283684480.
  - Transit campus-01881-242124.

## **STANDARD OPERATING PROCEDURE FOR MEDICAL BILLS REIMBURSEMENT**

1. Download the Medical Reimbursement form from IIT Intranet site.
2. Complete the form with declaration and essentiality certificate (Name of the medicine in capital letters with quantity and total price paid) rest of the essentiality certificate will be completed by the concerned Doctor.
3. Attach photocopy of prescription of treating Doctor, where the Doctor advised tests/medicines/treatment. Please ensure that the medicines have been purchased as per the prescription slip as to quantity and name.

4. Certificate for In-door patient should be verified from the treating Doctor/ Medical Superintendent of the concerned Hospital and copy of discharge summary should be attached with the reimbursement form.
5. The claim of the MRC bills should be submitted within the 180days time frame after the completion of the treatment in case there is any delay in submitting the MRC bills due to any reason then the claimant may accord sanction from the competent authority before submitting the MRC bills.
6. In case of any continuation treatment like Diabetes mellitus, Hypertension, pregnancy, tuberculosis, cancer and other chronic diseases, the MRC bills in such cases may also be submitted within the 180 days time period.
7. Bills of non-empanelled Hospitals will be considered only for In-door patients.
8. Bills of OPD will be considered only from empanelled Hospitals.
9. Medicines purchased after five days of the prescribing doctor will be considered invalid (i.e. after consultation of Doctor Medicines has to be purchased within five days).
10. Separate claim is to be preferred for each spell of illness or an entirely new disease and for out-door patient and in-door patient claim.
11. Medical prescription issued by the treating Doctor, prescribing the diagnostics tests/investigations is valid for a single use within a period of two weeks from date of prescription unless specified by them in the prescription as valid beyond two weeks.
12. Reimbursement claim should be submitted in the Medical Centre between 10am to 5pm.
13. Medical Centre after due checking and verification will forward the claims to accounts section.