

MEDCO Rules & Responsibilities

(MEDICAL COORDINATOR)

A dedicated medical office to work as Medical Coordinator (MEDCO) and he will be responsible to the trust for doing various activities under the scheme including.

- 1) Health camps,
- 2) Follow up referred patient from camps
- 3) Diagnosis
- 4) Outpatient details
- 5) E-preauthorization
- 6) Surgeries /Therapies
- 7) Feedback on patient condition
- 8) Services offered by the hospital during the stay of the patient
- 9) Discharge
- 10) Death report if any
- 11) Free follow up services- consultation, investigations and medicine.

Aarogyamithra will facilitate the patient to the MEDCO with registration form

- Primary screening will be done by MEDCO and if specialist consultation is needed to the patient for referred to the concerned specialist.
- OP consultation / prescription form is generated online mentioning the diagnosis, final opinion an treatment.
- Soon after screening the patient DTRS is generated and give to the patient for availing cashless investigation at in house or tie up diagnosis centre
- Once the investigation reports are receive MEDCO will conform whether the case fall under Aarogyasri procedure or not
- MEDCO will upload the op/ip status of the patient
- MEDCO will obtain online preauthorization for beneficiary by uploading all the required documents like white ration card / patient photo/ necessary reports like x-ray film, surgical profile, ct and etc.
- Aarogyamithra will send the preauthorization to the trust within 10 minutes after MEDCO updating the preauthorization
- MEDCO should monitor preauth kept pending and necessary corrections to be done immediately.
- MEDCO will furnish daily clinical notes (pre operative / post operative)
- Online on bed an actual on bed to be update d on daily basis.

- Ensure bed is allocated to the patient.
- MEDCO will upload photograph of the patient preoperative bed side, immediate post operative, wound showing at the time of discharge.
- During the discharge mithra along with MEDCO and patient should take photograph in front of kiosk, duly showing the transportation charges, medicines for 10 days and satisfactory letter
- Follow-up medicine facilitation – then patients who are eligible for follow-up under 125 procedure are to be provided with follow-up consultations, medicine investigations, at free of cost for a period of 1 year.
- At the time of providing follow up medicine to the patient should take photograph in front of the kiosk
- MEDCO will update the details of follow up online within 24 hours
- MEDCO will attend grievances of beneficiaries and see that the issue is resolved immediately and coordinate with the trust if necessary.

Claim submission:-

After 10 days upload operative notes, postoperative details and attach necessary post operative documents (like case sheet)

→ Any claim pending from technical / financial reason to be attended immediately.

Functions of NWH Aarogyamithra

- The functions of the Aarogyamithra are as follow :
- Maintenance of Help Desk
- Facilitation and Counseling
- Identification & Verification of documents
- Registration
- MEDCO Facilitation
- Admission facilitation
- Pre-authorization facilitation
- Maintenance of Registers
- On-bed visits
- Grievance Reddressal
- Discharge facilitation
- Follow-up medicines facilitation
- Counseling patients not having BPL cards
- Other duties

Dress Code: Every NAM has to wear Apron supplied by the Trust to identify himself as a representative of Trust.

Standard Operation Process for Network Team Leader

- Ensure proper maintenance and up keeping of the Help desk at Reception of the Network Hospital by Mithras.
- Ensure patients are taken care by the Mithras & NWH till his/ her recovery.
- Ensure Mithras are maintaining 10 mandatory documents in the case sheet of the patient.
- Ensure the Mithras are regularly updating the Help desk Register & IP Status register.
- Ensure patient consultation with the doctor & required OP investigations are done.
- Ensure conversion of a patient as OP / IP is done by the MEDCO.
- Ensuring updating of admission notes / clinical notes / Operation notes is done by MEDCO.
- Ensure mithras facilitate early submission of Preauthorization.
- Ensure the mithras facilitate payment of transportation charges to the patient & obtaining satisfactory letter as per the guidelines given by the trust.
- Ensure mithras facilitate discharge summary along with the follow up advice medicines is handed over to the patient.
- Ensure photo along with the MEDCO, Patient & mithra displaying the discharge summary & transportation charge, is taken.
- Ensure counseling of the patient by mithra regarding post-surgery follow up and feedback is being done.
- Ensure mithras are updating the Death report to the customer care.
- Ensure mithras are coordinating with NWH for updating of Pending Pre-auth for want of some documents / details from the hospital.
- Any issues arising from time to time to be addressed & resolved immediately, if not resolved it should be escalated through proper hierarchy.
- Resolve any issues relating to salary of mithra by coordination with FO department.

- Should act swiftly in referring the patients to other empanelled NWH in case of any altercation / issues.
- Resolution of complaints in his complaints work list.
- Getting the online on bed updated on regular basis to correlate with the actual on bed.
- Ensure regular rounds are done by the mithras.
- Ensure Mithras are Logging in the aarogyasri on regular basis.
- Ensure the preauth is submitted by Mithras within ten minutes of updating by the NWH.
- Ensure quality food is provided to the patients on timely basis by the NWHs.
- Ensure Mithras track referral patients which are referred from various sources.
- Ensuring the surgery / therapy is done within 24 hrs of taking telephonic intimation by the NWH.
- Ensure Proper hygiene is maintained & bed sheets are regularly changed as per the requirement
- Ensure sufficient space between the beds is maintained by the NWH.
- Ensure family atmosphere is maintained in the NWH for the benefit of the patient.
- Ensure mithra is always wearing apron on duty, making it convenient for the beneficiaries to identify.
- Ensure mithras CUG is available at any point of time & calls are received by mithras within 3 rings.
- Ensure beneficiary's cashless treatment from admission to discharge.
- Ensure mithras are available in all the 3 shifts and the mithras are reporting to duty on time.

Registers maintained by NTL's

- Register of 133 referrals from health camp.
- On bed register.
- CMCO register.
- Follow-up register.
- Register of 133 referrals from NWH.

Standard Operation Process for District Manager

- Should visit NWHs, PHCs and Health Camps as per the ATP.
- Should attend the District Collector grievance meeting on every Monday.
- All the grievances received should be immediately registered.
- All the registered grievances should be sent to the respective NTL/DTL & resolved within TAT.
- Ensure patients are treated for all the empanelled specialties by the NWH.
- Ensure resolution of CC complaints in his own & his subordinates complaints work list is done within TAT.
- All the Registers which are maintained at the NWHs & PHCs should be cross verified during his visits.
- Supervise, coordinate, monitor, and review assigned duties of subordinate staff to ensure work plan goals are met and tasks are completed accurately.
- Should resolve all the complaints escalated by the NTL & DTL
- District Manager shall in coordination with the District Coordinator of the Trust shall inspect the network hospital & submit the inspection reports regularly.
- Should ensure IEC activities are carried out by the DTL/PAMs minimum 5 days prior to the camp date & arrange to mobilize the patients.
- District Manager should ensure that camps are held as per schedule. The DTL should participate in all precamp activities.
- District Manager in coordination with the district coordinator should submit the venue of the health camps to the district collector for approval. Upon approval the same should be sent to Health camps dept. He shall prepare list of untapped villages.
- Should monitor basic amenities, provisions & arrangements made at camps venue.
- Maintain close liaison on health camps in all Mandal Head Quarters, Major Panchayats and Municipalities the respective department Heads in Mandal Level.
- Regular review meetings at the District level should be conducted with entire team including DC, DTL and NTL on every Monday. The MOM & Photos should be sent to Foss.

Standard Operation Process for District Coordinators

- To conduct monthly reviews with field staff on Aarogyasri activities
- To conduct weekly staff meeting that focuses on the development of team and sharing of real time operational information.

- Should send Salary recommendation to HR department on monthly basis along with details of field staff like joining date, no of days present, no of week offs, no of leaves etc.
- To manage underperformance or misconduct issues across all designations under his control and reports to the trust.
- Responsible for determining short and long-range goals and objectives for the team, ensuring assigned tasks or deadlines are accomplished at the districts level.
- Should make strategies for the development and implementation of policies and procedures related to the scheme
- Reports directly to the GM-Field Operations on the district level issues
- Shall coordinate with the district administration for the purpose of medical camp conduction and ensure smooth execution of the Aarogyasri scheme in designated district under him.
- Make and enforce decisions dealing with hiring, discipline, individual performance, leaves and termination.
- Ensure resolution of CC complaints in his own & his subordinates complaints work list is done within TAT.
- Attends the District Collector grievance meeting on every Monday
- Ensure Monday meetings are conducted in his respective district.
- Ensure that all the grievances received during the District Collectors meeting are registered & resolved within TAT.
- Ensure all the NWHs online empanelment is completed by the team.
- Closely monitor the MOUs submission by the NWHs in coordination with Net leads and DM regarding registration of MOU's.
- Coordinates with the FO dept for recruitment of employees across all designation (In case of resigned, absconding, terminated employees).
- Follows the instructions and submit the report from time to time as required by the Trust Eg: feedback letters, mobilization of follow up eligible beneficiaries.
- Ensures that the rejoinders are sent in time in case of any negative news article.
- Ensure the team is visiting all the PHCs, HCs and NWHs according to the specified norms.
- Should go on rounds and interact with the patients during his visit to the NWH.
- Daily NWH issues to be sent to the Trust.

- Verify the pantry arrangements in the NWH's for hygiene quality and the quantity of the food given to the Patients, since food charges Rs.100/- per patient for breakfast, lunch & dinner is provided as per MOU.
- To attend the monthly / Divisional meeting of Medical officers / Para Medical staff and inform them the importance of 133 procedures which are reserved to the Government Hospitals.
- To see that the Aarogyasri Scheme to be included in the monthly meeting agenda of Medical Officers and the importance of the scheme and camps to be stressed by the DM & HO to the Medical officers.
- Arrange the Monthly meeting along with DCHS (District coordinator of Health Services) / Superintendent of District / Area / Teaching Hospitals to perform the Surgeries / Therapies for the cases referred from the Health camp / PHC or other referral routes.
- To monitor CMCO Referral centers.
- District Manager should coordinate with the District coordinators and other stake holders in the district administration for effective implementation of programme.
- District Manager should also ensure proper reports are sent to trust / insurance company on day-to-day basis about the progress of the scheme in the district as required.
- In case of any adverse news article DM should send the rejoinder to the grievance dept / trust within 11.00 AM on the same day.
- Should raise a request for training in case if any NWH requires training.
- In case of any infrastructural deficiencies immediately discuss with the management of the NWH & resolve it or in case of non-resolution, escalate the matter through the hierarchy.
- Should go on rounds and interact with the patients during his visit to the NWH.