

Minimum Standards for Therapy Centre/Day care Centre of Ayush

1. Definition:

1.1 Therapy Centre

Outdoor care facility managed by a single or group of Registered Ayurveda / Unani / Siddha / Sowa-Rigpa practitioner(s)/ duly certified Yoga & Naturopathy practitioner(s) as per the relevant statute of the concerned State/UT with day care facility providing at least any one of internal/external therapies of their concerned system. Care is provided by a single or group of Registered Ayurveda / Unani / Siddha / Sowa-Rigpa practitioner(s)/ duly certified Yoga & Naturopathy practitioner(s) as per the relevant statute of the concerned State/UT qualified in the concerned system of medicine having graduate or postgraduate qualifications.

1.2 Day Care Centre

Outdoor care facility managed by single or group of Registered Ayurveda / Unani / Siddha / Sowa-Rigpa/ Homeopathy practitioner/ duly certified Yoga & Naturopathy practitioner(s) as per the relevant statute of the concerned State/UT offering care to the diseased conditions that requires hospitalization or observations of less than 24 hours.

2. Scope:

The scope of services that may be provided at a Therapy Centre/Day care Centre practicing Ayurveda, Unani, Siddha & Sowa Rigpa, Homoeopathy, Yoga & Naturopathy may include patient-care services in any or all of the specialties of that concerned system, for example:

- a. Panchkarma / Marma Therapy / Kshar Sutra/Agni Karma in Ayurveda System of Medicine etc.
- b. Ilaj Bit Tadbeer in Unani System of Medicine etc.
- c. Varmam and Pura Maruthuvamin in Siddha System of Medicine etc.
- d. Las-Na in Sowa-Rigpa System of Medicine etc.
- e. Nauli, Dhauti, Neti, Fasting, Mud therapy etc. in Yoga & Naturopathy

3. Infrastructure:

3.1 Signage:

- a. The therapy centre / day care centre shall display appropriate signage which shall be in at least two languages
- b. The building shall have a board displaying the name of the therapy centre / day care centre at a prominent location.
- c. Directional signage shall be placed within the facility to guide the patient(s).

3.2 Following informative signage shall be displayed:

- a. Name of the doctor with degree
- b. Registration number of the doctor

- c. Fee - (as per kind of therapy in therapy centre and as per stay in case of day care centers)
- d. Timings of the therapy centre/day care centre.
- e. Facilities provided
- f. Certificate of registration under CE Act.

3.3 Other requirement:

- a. Access to the therapy centre/day care centre shall be comfortable for the patients or attendants or visitors.
- b. The therapy centre/day care centre shall be developed and maintained to provide safe, clean and hygienic environment for patients, their attendants, staff and visitors
- c. The therapy centre/day care centre shall have 24 hr provision of potable water for drinking & hand hygiene. It shall also have 24 hr supply of electricity, either through direct supply or from other sources.
- d. The therapy centre / day care centre shall have clean public toilet(s). In case of therapy centre washroom attached with the therapy room shall be provided.
- e. Furniture and fixtures shall be available in accordance with the activities and workload of the therapy centre/day care centre. They shall be functional and properly maintained.

The minimum space requirements shall be as per **Appendix 1.**

Indicative list of furniture and fixtures is as per **Appendix 2.**

4. Equipments:

- a. The therapy centre/day care centre shall have adequate equipment commensurate to the scope of service and number of beds.
- b. There shall be established system for maintenance of equipment.
- c. Equipment shall be kept in good working condition through a process of periodic inspection, cleaning and maintenance.

For indicative list of equipment, Please refer to **Appendix 3**

5. Drugs and Consumables:

- a. The therapy centre/day care centre shall have adequate drugs and consumables commensurate to its scope of services and number of beds.
- b. Drug storage shall be in a clean, well lit, and safe environment and shall be in consonance with applicable laws and regulations.
- c. The facility shall have defined procedures for storage, inventory management and dispensing of drugs in pharmacy and patient care areas.

6. Human Resource Requirement:

- a. The therapy centre/day care centre shall have qualified and trained medical doctor and staff as per the scope of service provided.

- b. The staff shall be qualified and trained as per the scope of services provided, and as per requirement.
- c. For every staff there shall be personal record containing the appointment order, documentary evidence of qualification and or training (and professional registration where applicable).

For human resource requirements, please refer to **Appendix 4**

7. Support Services:

- a. The therapy centre/day care centre shall have a Registration or Help-desk & Billing counter.
- b. The diagnostic services, whether in house or outsourced, shall be commensurate with the scope of service of the therapy centre/ day care centre.
- c. Segregation, collection, transportation, storage and disposal of general waste shall be done as per applicable local laws
- d. Segregation, collection, transportation, storage and disposal of biomedical waste shall be done as per existing Biomedical Waste Management Rules, 2018 amended from time to time as applicable to various Ayush clinical establishments

8. Legal or Statutory Requirements

- a. Compliance with local regulations and law.

Indicative list of legal requirement is as per **Appendix 5**.

9. Record Maintenance and reporting:

- a. Medical Records shall be maintained in physical or digital format.
- b. The therapy centre/day care centre shall ensure confidentiality, security and integrity of records.
- c. The medical records of IPD patients shall be maintained in consonance with National or local law or guidelines, if any.
- d. Every Clinical Establishment shall maintain medical records of patients treated by it and health information and statistics in respect of national programmes and furnish the same to the district authorities as and when required.
- e. All clinical establishments shall be responsible for submission of information and statistics in time of emergency or disaster or epidemic situation or as required from time to time by National Council, Clinical establishment Act 2010.

For content of medical record refer to **Appendix 6**

10. Basic Processes

- a. The therapy centre/day care centre shall register all patients preferably by ABHA number who visit except if the required service is not available in the facility, in which case the patient is guided to the appropriate nearest facility.
- b. Patient shall be guided and informed regarding Patients' rights & responsibilities, cost estimates, third party services (e.g. Insurance) etc. **Appendix 7**.
- c. The billing shall be as per the therapy centre/day care centre tariff list, which shall be available to patients in a suitable format.
- d. Each patient shall undergo an initial assessment by qualified and or trained personnel.

- e. Further management of patient shall be done by a registered practitioner on the basis of findings of initial assessment; for example, OPD treatment, admission, transfer or referral, investigation etc.
- f. The therapy centre/day care centre shall ensure adequate and proper spacing in the patient care area so as to prevent transmission of infections.
- g. Regular cleaning of all areas with disinfectant shall be done.
- h. Housekeeping or sanitary services shall ensure appropriate hygiene and sanitation in the establishment.
- i. At the time of admission of patient, general consent for admission shall be taken.
- j. In case of non-availability of beds or where clinical need warrants, the patient shall be referred to another facility along with the required clinical information or notes.
- k. Reassessments of the admitted patients shall be done at least once in a day and or according to the clinical needs and these shall be documented.
- l. Any examination, treatment or management of female patient shall be done in the presence of an employed female attendant or female nursing staff, if conducted by male personnel inside the therapy centre/day care centre and vice versa
- m. The patient and family shall be treated with dignity, courtesy and politeness.
- n. Prescription shall include name of the patient, date, name of medication/therapy, dosage, route, frequency, duration, name, signature and registration number of the medical practitioner in legible writing.
- o. Drug allergies shall be ascertained before prescribing and administration; if any allergy is discovered, the same shall be communicated to the patient and recorded in the case sheet as well.
- p. Patient identity, medication, dose, route, timing, expiry date shall be verified prior to administration of medication.
- q. Patients shall be monitored after medication administration and adverse drug reaction or events if any shall be recorded and reported to the concerned authority.
- r. The therapy centre/day care centre shall follow standard precautions like practicing hand hygiene, use of personal protection equipment etc. so as to reduce the risk of healthcare associated infections.
- s. Security and safety of patients, staff, visitors and relatives shall be ensured by provision of appropriate safety installations and adoption of appropriate safety measures.
- t. The patient and or family members are explained about the disease condition, proposed care, including the risks, alternatives and benefits. They shall be informed on the expected cost of the treatment. They shall also be informed about the progress and any change of condition.
- u. Informed consent shall be obtained from the patient or next of kin or legal guardian as and when required as per the prevailing Guidelines or Rules and regulations in the language patient/next of kin/ legal guardian can understand. **Appendix 8**
- v. A Discharge summary shall be given to all patients discharged from the therapy centre/day care centre.
- w. Discharge or Death summary shall also be given to patient and or attendant in case of transfer or Leaving Against Medical Advice or Discharge Against Medical Advice or death
- x. The discharge summary shall include the points as mentioned in the Appendix in an understandable language and format. For content of discharge summary refer to Appendix9

Appendix 1

Minimum space requirements in a Therapy Centre / Day Care Centre

| Sr. No. | | |
|---|---------------------------|-------------|
| 1. | Minimum space requirement | 150 sq. ft. |
| <p>*Other functional areas (waiting area, administrative area, laboratory, pharmacy, procedure room, diagnostics, front office or reception, etc.) should be appropriately sized as per the scope of service and patient load of the therapy centre/day care centre</p> <p>*As per specific therapies/minor surgical procedures to be done in a Therapy Centre / Day Care Centre required space shall also be provided.</p> | | |

Appendix 2

Furniture and Fixtures

| Sr. No. | Articles |
|---|----------------------|
| 1. | Doctor's Chair |
| 2. | Doctor's Table |
| 3. | Patient's stool |
| 4. | Examination table |
| 5. | Foot Step |
| 6. | Chair for attendants |
| 7. | IPD beds |
| 8. | Bedside lockers |
| 9. | Stretcher |
| 10. | Wheelchair |
| *This is an indicative list and the items shall be provided as per the size of the therapy centre/day care centre and scope of service to be provided by different systems i.e. Ayurveda/Unani/Siddha/Sowa Rigpa/Homoeopathy/Yoga & Naturopathy | |

Appendix 3

Equipment

| Sr. No. | | |
|---------|---|--|
| 1. | Equipment required for Therapy Centre/ Day Care Centre | Stethoscope B.P apparatus Torch Thermometer Tongue Depressor Weighing Machine X-Ray view box * Above and other equipment specific to each system of Ayurveda/Unani/Siddha/Sowa-Rigpa/Homoeopathy/Yoga & Naturopathy shall be provided as per the nature and scope of therapy and service of Therapy Centre/ Day Care Centre |

Equipment required for specific therapies of concerned system of Ayurveda /Unani/ Siddha/Sowa-Rigpa/ Yoga & Naturopathy:

| Sr. No. | System of Medicine | Equipment as per the therapy |
|---------|--------------------|---|
| 1. | Ayurveda | For Poorva Karma (Snehana/Sweedana): Complete bedding/cot one for male& one for female, Abhyanga (Massage) Table/Droni, Gas/Stove/heater with fittings, Lighter/Matchbox, Plastic aprons, Towels, Dusters, Measuring glasses, Swedan Yantra For Vamana: Measuring glasses (50 ml, 100ml, 200ml, 1litre), Gas/Stove/heater with fittings, Buckets/Plastic tubs/Basin(with provision of measuring scale), Kharala/Mortar, Swedan Yantra, Vamanpeetha (Adjustable chair), Dhumapana Yantra Plastic Aprons, Big steel pateela (bowl) 5 litre, Table spoons, Steel glasses For Basti: Kharala/Mortar, Niruhabasti Yantra (Enema pot), Anuvasanabasti Yantra, Swedan Yantra, Urinary catheters (Rubber and metallic) of different, nos., Gloves, Plastic Aprons For Uttarbasti (Females): Gynaecological Table with attachment for Lithotomic position, Uttarabasti Yantras (Douche can fitted with rubber tube and nozzle of various sizes), Sponge holding Forceps, Sim's speculum, Cusco's Speculum, Anterior Vaginal wall retractor, Vulsellum, Uterine |

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| | | sound, Kharala/Mortar, Basti Netra (Metallic), Bowls, Rubber Sheets, Focus lamp/Torch, Plastic aprons, Plastic syringes, Cotton, Gauze pieces, Gudavarti, Gloves |
| | | For Shirodhara: Shirodhara yantra, Stand, Dharapatra |
| | | For Shirobasti: Plastic Caps/Leather caps: Small/Medium/Large |
| | | For Nasya: Nasyapeetha (Chairs), Adjustable Tables, Dropper/Dropper bottles, Pradhamana Nasya Yantra, Dhuma Yantra, Steamer (Facial Steamer) |
| | | For Rakthamokshana: (i) Siravedha: Needle/Scalp vein set, Tourniquet, bandages, Swedan Yantra (ii) Jaloukaavcharana: Jalooka, kidney tray, bandages, turmeric powder & salt, cotton pads (iii) Pracchana: Surgical blade, cotton pads, tourniquet, Swedan Yantra |
| 2. | Unani | For Hijamabila Shart: Treatment table, Foot Stool, Mahjama (Glass cups of different sizes), Bunsen burner, Sponge holder, patient gown, aprons, gloves |
| | | For Hijamabil Shart: Treatment table, Foot Stool, Mahjama (disposable Hijama cups of different sizes), Vacuum cupping pump, surgical blades, Sponge holder, Tissue forceps, Cheatle forceps, Scissors, Kidney trays & drums, Analytical balance, autoclave, patient gown, aprons, gloves |
| | | For Hijama Muzliqa & Dalk: Traditional massage table, Foot Stool, Mahjama (glass & plastic cups of different sizes), Vacuum cupping pump, Bunsen burner, Sponge holder, patient gown, aprons, gloves |
| | | For Taleeq: Treatment table, Foot Stool, Leeches, Leech aquarium, Glass container of different sizes, Sponge holder, Tissue forceps, Cheatle forceps, Scissors, Kidney trays & drums, autoclave, patient gown, aprons, gloves |
| | | For Fasd: Syringes, surgical blades, Blood pressure manometer or tourniquet, Sponge holder, Tissue forceps, Scissors, Gauze/cotton wool, Tape, Kidney trays & drums, Cleaning agent and local anesthetics, Blood collection bags and weighing device, Blood sample bottles, Blood disposal bin, autoclave, aprons, gloves, |
| | | For Nutool: Nutul Tables (massage table with Shirodhra stand), Nutul Pot (Shirodhra pot), patient gown, aprons, gloves, towels, medicated oils |
| | | For Inkibab: Aalae Mubakhira Umoomi {Sarvangvashpaswedanyantra (with steam generator & trolley)}, Nadi Swedan Yantra (Steam generator), Steam cabinet with steam generator (sitting type), bath gown, towels |
| | | For Takmid: Treatment table, gas/stove, canning kettles, hot and cold packs, compress cloths, towels, patient gown, |
| | | For Bukhur: Treatment table / chair, Bukhur burners, patient gown, chips of aromatic drugs |
| | | For Abzan: Sitz bath tub |
| | | For Pashoya: Foot bath tub |
| | | For Qai': Complete Qae set (Vamanpeeth set) comprising of tubular steel Vaman table and a chair with reclining back, Vaman table is fitted with one |

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| | | <p>stainless steel bucket, 2 glass holders & one utility bar, Measuring jars of different sizes are provided for Vamankriya (vomiting).</p> <p>For Huqna: Complete Huqna (enema) kit</p> |
| 3. | Siddha | <p>Thokkanam:Thokkanamesai or Thokkanapalagai with adjustable stand, Hanging robe with handle, Foot rest, Electric/Gas stove, Towels, Vessels (for heating, serving and storing of oil),Gloves.</p> <p>Vedhu: Steam chamber, Steam generator, Steam controller, Temperature sensor, Sitting stool, Foot rest, Towels, Apron, Gloves</p> <p>Kattu, Seelai, Kalimbu, Neer, Pasai, Podi, Uthal: Stone mortar and pestle, Stove or oven, Knife, Nail cutter, Sponge cloths, Sterile cloth roll, Gauze, Cotton, Gloves, Scissors, Forceps, Clips, Different size of Syringes, Kidney tray, Wood and steel spoons.</p> <p>Pugai: Cotton towel, Charcoal, Steel funnel, Cardboard, Steel hose, Flame lamb, Fumigator, Tissue paper, Temperature control.</p> <p>Kaaranool:Kaaranool, Kaarathiri, Silver Curved needle with eagles eye, Silver straight needles, Malleable silver probes, Knives, Surgical blades of different size, Sponge cloths, Sterile cloth roll, Gauze roll, Cotton roll, Gloves, Scissors, Forceps, Clips, Different size of Syringes, Kidney tray, Wood and steel spoons, Marker, Scale, Formalin, Biopsy container</p> <p>Attaival: Bench, Stool, Sponge cloths, Sterile cloth roll, Gauze, Cotton, Gloves, Scissors, Forceps, Clips, Different size of Syringes, Kidney tray, Wood and steel spoons, Glass bottles of different sizes, Stone mortar and pestle, Stove or oven, Knife, Nail cutter, Sharp needles.</p> <p>Nasiyam, Nasikaparanam, Mai, Kalikkam: Sliding chair, Flame lamb, Filter paper, Sieve filter, Dropper, Eye wash basin, Stone mortar, Pestle, Flame lamb, Charcoal, Coconut shell, Conch shell, Gloves, Cotton balls, Cotton towel</p> <p>Vamanam: Water Jug, Stone mortar, Measuring cup, Chair, Electric stove, Sieve filter, Cupboard, Wash basin</p> <p>Kazhichal, Varthi, Peetchu: Water Jug, Stone mortar, Measuring cup, Toilet cum Chair, Electric stove, Sieve filter, Tissue paper, Toilet, Towel, Inner wears</p> <p>Chuttigai: Panchaloga or Silver cauterizers (like Pottusoottukoel, Kurukusoottukoel, Kavattaisoottukoel, piraisoottukoel, sangilikaal, pulladi, aazhisootukoel, pottugai, pullisoottukoel, uusisoottukoel, udukkusoottukoel, mukkavar, kalappaisoottukoel, irukavarsoottukoel, piraisoottukoel, kutthusoottukoel, vettusoottukoel), Marker, Scale, Cotton roll, Gauze roll, Formalin, Biopsy container, Stool, Nursing trolley, Cupboard, Apron, Towel</p> <p>Aruvai, Salagai, Keeral, Kuruthivaangal, Urinjal, Kombukattal, Murichal: Knives, Surgical blades of different size, Sponge cloths, Sterile cloth roll, Gauze roll, Cotton roll, Gloves, Scissors, Forceps, Clips, Different size of Syringes, Kidney tray, Wood and steel spoons, Splints, Supports, Crepe bandage, Butterfly needle, IV set, Suction apparatus, Marker, Needle cutter, Electro</p> |

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| | | cauterizer, Kaaranool sterilizer, Scale, Formalin, Biopsy container, Stool, Nursing trolley, Apron, Towel, Wall clock, X Ray lobby. |
| 4. | Sowa-Rigpa | <p>Num-chos (Snehana): Massage table, Appropriate stand to fix massage table, Gas/Stove/heater with fittings, Lighter/Matchbox, Plastic aprons,</p> <p>Jam-rTsi (basti): Jam-rTsi (basti): Yantra, Enema Pot, Plastic Aprons, Gloves</p> <p>Kyug (Vamana): Buckets/Plastic tubs/ Wasin with the provision of measuring scale, Kyugpeeth (adjustable chair)</p> <p>Na-sMan (Nasyakarma) : Na-sMan Set, Plastic aprons, Gloves</p> <p>Tarka (Raktamokshana): Storage aquarium for fresh leeches: 20-25 liters capacity (may be with partitions), Glass containers (1 liter capacity) for storing used leeches: 5-10 (for each patient requires separate container and the number may vary according to the number of patients), Leeches : As per the requirement, usually 3-5 leeches per patient/ treatment period), Different types of Forceps, Scissors, Needles, Suturing material etc. (as per requirement), Turmeric, Saindhavalavana, Jatyadighrita, honey, Dressing tray with gloves, bandage cloth, bandages etc. , Plastic aprons, Gloves</p> |
| 5. | Yoga & Naturopathy | <p><u>Yoga Department</u></p> <p>Yoga Accessories : Yoga Mats, Jalneti Pots, Sutra Neti, Vastra Dhauti, Trataka Stands, Water Jugs, Yoga props such as Cushions, Wooden Blocks, Planks, Ropes,</p> <p><u>Naturopathy Department</u></p> <p>Hydrotherapy (with necessary hot & cold water provision) : Treatment couches (1 per procedure room), Steam bath Chamber (1 nos.), Spinal bath /Spinal Spray (1 nos.), Hip bath tub (1 nos.), Infra-Red Lamps (1 per 50 patient), Foot & Arm Bath Tub (1 nos).</p> <p>Massage Therapy: Massage Couch – 1 per procedure room.</p> <p>Acupressure/Acupuncture/Reflexology : Acupressure Accessories, Acupuncture needle, Acupuncture stimulator, Acupuncture Needle Disposer (1 per ward), Reflexology equipment.</p> <p>Other Equipments : Hot Water Bags, Ice Bags, Packs, Jet Bath, Colored Bottles, Buckets, Mugs, Jugs, Eye wash cups, Enema cans, Woolen Blanket, Muslin cloth, Mud storage unit, Mud Packs & Mud Pack Tray.</p> <p>Optional Equipment : Sauna Bath, Vibro-massager, Cold Irrigation, Deluxe Hydro massage, Jacuzzi, Hot and Cold-water Douches, Effusions, Whirlpool Bath, Under Water Exercise, Electro therapy equipment, Exercise therapy equipment, Mud bath beds, Thermoleum (1 per service room), Sun Recliners, Plantain Leaf Bath, PEMF, Magnetic belt, General magnet, Magneto Therapy couch, Immersion Bath, Colon Hydrotherapy, Ozone therapy unit.</p> |
| *This is an indicative list and the items shall be provided as per the size of and scope of service to be provided by different systems i.e. Ayurveda /Unani /Siddha /Sowa Rigpa /Yoga & Naturopathy | | |

Appendix 4

Human Resource

The Human Resource requirement for any clinical establishment depends on the scope of services provided, bed strength and workload of that clinical establishment.

However, on the basis of level of care provided the minimum staffing requirements for a therapy centre/ day care centre shall be as follows:

| Sr. No. | Human Resource | |
|---|--|---|
| 1. | Doctor | One Registered Ayurveda/ Unani /Siddha /Sowa-Rigpa/ Homoeopathy practitioner. In case of Yoga & Naturopathy practitioners, they shall be duly certified as per the relevant statute of the concerned State/UT. |
| 2. | Therapist for therapy centre /day care | One male and one female therapist |
| 3. | Pharmacist | One (in case of in house pharmacy) |
| 4. | Multipurpose Worker for Therapy Centre / Day care centre | Optional |
| Requirement of other (Support and administrative) or more staff will depend on the scope of the Therapy Centre / Day Care Centre | | |

APPENDIX 5

List of Legal& statutory requirements -

Below is the list of legal requirements to be complied with by a hospital as applicable by the local or state health authority (all may not be applicable):

| Sl. | Name of Document | Valid From | Valid Till | Send for renewal by | Remark (Expired or valid orNA) |
|------------|--|-------------------|-------------------|----------------------------|--|
| 1. | Registration under Nursing Home Actor Medical Establishment Act | | | | |
| 2. | Bio-medical Waste Management Licenses | | | | |
| | Authorization of HCO by PCB | | | | |
| | MOU with Vendor | | | | |
| 3. | AERB Licenses | | | | |
| | Type approval | | | | |
| | Layout Approval | | | | |
| | License for CT-interventional or Registration for other machines | | | | |
| 4. | NOC from Fire Department | | | | |
| 5. | Ambulance | | | | |
| | Commercial Vehicle Permit | | | | |
| | Commercial Driver License | | | | |
| | Pollution Control Licenses | | | | |

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|------------|--|--|--|--|--|
| 6. | Building Completion Licenses | | | | |
| 7. | Lift licenses for each lift | | | | |
| 8. | DG Set Approval for commissioning | | | | |
| 9. | Diesel Storage Licenses | | | | |
| 10. | Food Safety Licenses | | | | |
| 11. | Narcotic Drug Licenses | | | | |
| 12. | Medical Gases Licenses or Explosives Act | | | | |
| 13. | Clinical Establishments and Registration | | | | |
| 14. | Blood Bank Licenses | | | | |
| 15. | MoU or agreement with outsourced human resource agencies as per labor laws | | | | |
| 16. | Spirit Licenses | | | | |
| 17. | Electricity rules | | | | |
| 18. | Provident fund or ESI Act | | | | |
| 19. | MTP Act | | | | |
| 20. | PNDT Act | | | | |
| 21. | Transplantation of Human organs Act | | | | |
| 22. | Sales Tax registration | | | | |
| 23. | PAN | | | | |
| 24. | No objection certificate under Pollution Control Act (Air or Water) | | | | |
| 25. | Wireless operation certificate from Indian P & T | | | | |
| 26. | Arms Act, 1950 (if guards have weapons) | | | | |

APPENDIX 6

CONTENT OF MEDICAL RECORD

Medical record shall contain, at the least, the following information:

| Sr. No. | Content |
|----------------|--|
| 1. | Name & Registration number of treating doctor |
| 2. | Name, demographic details & contact number of patient |
| 3. | Relevant Clinical history, Assessment and re-assessment findings, nursing notes and Diagnosis |
| 4. | Investigation reports |
| 5. | Details of treatment/therapy/surgical procedures and other care provided including dietary regimen |
| 6. | Applicable consents |
| 7. | Discharge summary |
| 8. | Cause-of-death certificate & Death Summary (where applicable) |

APPENDIX 7

Patients' rights and responsibilities:

Patients' Rights

A patient and his or her representative has the following rights with respect to the clinical establishment:

1. To have adequate relevant information about the nature, cause of illness, proposed investigations and care, expected results of treatment, possible complications and expected costs.
2. Rate of services provided by the clinical establishment would be displayed prominently.
3. To access a copy of case papers, patient records, investigations reports and detailed bill.
4. To informed consent prior to specific tests or treatment or therapy.
5. To seek second opinion from an appropriate clinician of patient's choice, with records and information being provided by treating therapy centre/day care centre.
6. To have confidentiality, human dignity and privacy during treatment.
7. To have ensured presence of a female person, during physical examination of a female patient by a male practitioner.
8. To have non-discrimination about treatment and behavior on the basis of HIV status
9. To choose alternative treatment if options are available
10. Rate of services provided by the clinical establishment would be displayed prominently

Patients' Responsibilities

1. Provide all health related information.
2. Cooperate with Doctors during examination, treatment.
3. Follow all instructions
4. Pay therapy centre / day care centre agreed fees on time.
5. Respect dignity of doctors and other staff.
6. Never resort to violence.

APPENDIX 8

INFORMED CONSENT or CONSENT GUIDELINES

The informed consent shall at the least contain the following information in an understandable language and format (desirably which a lay person can easily understand)

| Sr. No. | Content |
|----------------|--|
| 1. | Name of the patient or guardian (in case of minor or mentally disabled). |
| 2. | Registration number of patient |
| 3. | Date of admission |
| 4. | Name & Registration number of treating doctor |
| 5. | Name of therapy/surgical/investigation and potential complications should be explained |
| 6. | Signature of patient or guardian with date and time |

APPENDIX 9

DISCHARGE SUMMARY

The discharge summary shall at the least contain the following information in any understandable language and format:

| Sr. no. | Content |
|----------------|---|
| 1. | Name & Registration number of treating doctor |
| 2. | Name, demographic details & contact number of patient, if available |
| 3. | Date of admission and discharge |
| 4. | Relevant clinical history, assessment findings and diagnosis |
| 5. | Investigation results |
| 6. | Details of medical treatment /therapy/surgical procedures and other care provided |
| 7. | Discharge advice (medications and other instructions). |
| 8. | Instruction about when and how to obtain urgent care |