

SUB: MEDICAL TREATMENT TO RAILWAY BENEFICIARIES

The Medical Department of Indian Railways have two main duties and responsibilities.

3. **Provision of proper Industrial Medicine:** To provide proper Industrial Medicine. (Rly. Accident, attending traveling Sick Passengers, Medical examination of new candidates, P.M.E., Medical Boards, Issue of RMC, HOD, Medical Fitness, Safe water and food at Railway Stations, Factories Implementation Act 1948, & WCAetc.)

II. Provision of proper medical treatment to Railway beneficiaries.

To provide proper medical treatment to railway beneficiaries has become a very challenging task. Railway beneficiaries being located all over the length and breadth of the country and development of newer patient friendly technologies at a very fast rate are making the task extremely difficult for us.

We need to face the challenge and prove our department as efficient department delivering very good quality health care and providing it efficiently.

I would like to give certain guidelines to help you to achieve the above targets.

1. **Upgradation of surgical O.T** : To upgrade surgical O.T. to a great extent in all the Railway Hospitals. The medical Equipments are required to be of very high quality and of adequate quantity. Railway Hospitals with number of IRMS sanctioned posts 9 or below, can get anesthetist from private sector without keeping any post earmarked as anesthetist. But, in other Railway Hospitals adequate number of IRMS posts need to be earmarked as anesthetist posts. This should be done for all the Railway Hospitals.

2. **I.C.U.** – There has to be adequate number of I.C.U. beds and properly equipped. There should be adequate number of dedicated nursing and other staff.

3. **Pathological & Radiological and other type of Diagnostic Investigations.**

- 3.1 Tests to be done by in house system to be identified and put up on Notice Board.

- 3.2 For other tests required tie up to be done With Govt./Pvt. Hospital/Lab. Payment system should be either by bill system or imprest system. Whatever system is followed, the Railway beneficiary should get cashless services.

4. **Patient friendly system** :- These days there are many patient friendly technologies that are available. These are patient friendly because they give same or better relief to the patient without making the patient to suffer. Some examples are :-

- Suture less Cataract Operation with foldable Intra Ocular Lens.
- Use a stapler in place of standard surgeries for rectal piles.
- Laparoscopic cholecystectomy in place of conventional open Abdominal Surgery.
- T.U.R.P. in comparison to total prostatectomy.
- Balloon therapy (Hot Water Balloon) for Dysfunctional uterine bleeding.

There are many more examples.

Patient friendly technologies must be adopted in Railway Hospitals at the earliest so that quality health care as per present day technology can be provided.

5. **Cost of Medical treatment:-** While taking decision about which technology to be adopted in Railway Hospital cost of treatment should be calculated properly.

It is not proper to decide on an issue based on financial cost only. Other important costs are also to be considered and then a total view is to be taken.

Some of the other costs are :

Cost of suffering by the patient.	Cost of suffering by the relative of the patient.
Cost of Hospital stay.	Cost of loss of man days.
Cost of person remaining sick and not able to do his/her normal function	Cost of loss of reputation of Railway Hospital.
	Cost of "Unsatisfied Railway Men".

6. **Providing Medical treatment.**

- 6.1 The Railway beneficiaries should ~ insisted to report to the respective Authorized Medical Attendant only. The Railway Doctor to whom they have reported should take all the steps to attend to his/her medical problems.

Only exception is during acute emergency like Road Accident, Acute Heart Attack, etc., where the situation is such that the loss of time to report to Railway Doctor can cause serious deterioration to the patients' condition. Under such circumstances the railway beneficiary should himself/herself get admitted to nearest suitable Hospital and submit reimbursement claim. He/She should also inform his/her Authorized Medical Officer at the earliest.

- 6.2 The Railway Doctor to whom the Railway beneficiary has reported for his/her medical problem will decide the line of action plan. The action plan could be :-

It may be possible to provide the medical treatment within the facilities as available within the Health Unit/Railway Hospital set up at a distance which can be traveled by the patient conveniently.

For those cases which can not be managed as per 'A' above, following alternative methods can be adopted.

- B.1) To avail services from Government Hospital.

- B.2) To avail services from Recognized Private Hospital for particular Disease/Diseases.

- B.3) In exceptional cases, it may be essential to avail services from Unrecognized Private Hospital.

Note: Adequate number of proper quality Private Hospital should be recognized to facilitate Railway Doctors to provide proper treatment to Railway patients if in house facilities are not adequate.

6.3 System to be followed to get Medical treatment done from Unrecognized Private Hospital.

A) For those cases where there is no emergency :- Proper proposal with estimate recommended by Standing Medical Board of the Railway Hospital , recommended by MD/CMS/MS incharge of the Hospital, CMD of Zonal Railway and duly concurred by F A&CAO should be sent to Railway Board to obtain prior approval of Railway Board.

B) For those cases where there is an emergency :-

B.1) A proposal from CMD with some rough estimate to be sent to DGIRHS by Fax for administrative approval of DGIRHS. Approval will be send by fax with in hours.

B.2) After office hours and on holidays, administrative approval from DG/RHS to be obtained over telephone. In case DGIRHS is not available, information can be left with EDH/EDH(P). Administrative approval by fax, to be obtained as per para (B.1) on next working day.

B.3) With in next 7-10 days, proper proposal as described in para 6.3/A should be sent to Railway Board for obtaining final approval of Railway Board.

6.4 Detailed guidelines have been issued regarding sanction of reimbursement cases vide Board's letter of even number dated 31.1.07. This circular should be followed and the reimbursement claim cases should be finalized earliest.

I am confident that if all these instructions are followed properly, Railway Doctors will be able to provide proper medical treatment efficiently and of very good quality.

100 copies of this letter are given to each CMD of Zonal Railways. They are requested to give it a wide circulation within their Zones. 1. Reg. Recognition of Private Hospitals by Railways