

**DIRECTORATE OF HEALTH SERVICES,
GOVT. OF NCT OF DELHI,
F-17, KARKARDOOMA, DELHI-110032.
(DELHI GOVT. EMPLOYEES HEALTH SCHEME)**

No. F.25 (III)/DGEHS/111/DHS/2005-06/ 10248-282

Dated: 12 March 2008

To
All Medical Superintendent of Delhi Government Hospitals
All Chief District Medical Officer

Sub: INSTRUCTIONS REGARDING SMOOTH IMPLEMENTATION OF DGEHS

Sir/Madam,

Recently Delhi Government Employees Health Scheme has been revised vide Office Memoranda No. F. 342/52/2006/M&FW / 29609-26812 and 29813-30011 dated 25.10.2007. It has been observed that the DGEHS beneficiaries are facing problems in Dispensaries/Hospitals for want of clarity on provisions of the scheme. To streamline the system for providing facilities to beneficiaries under DGEHS, following instructions may be brought to the notice of all concerned in all Dispensaries and hospitals under Delhi Govt.:

INDEX CARDS/MAINTENANCE OF RECORDS:

1. All beneficiaries shall be attached/ registered with Delhi Government Dispensaries (Allopathic) / Hospitals (Allopathic). The beneficiaries residing in NCR area may opt for attachment of their cards to any of Delhi Govt. Dispensaries/hospitals (allopathic (allopathic) situated in Delhi.
2. Index-Card of each DGEHS beneficiary attached to Delhi Government Allopathic Dispensary/Hospital should be duly registered with Dispensary /Hospital as opted by beneficiary. One copy of the index card is sent to the opted dispensary/hospital by the card issuing concerned department/office of beneficiary.
3. Records must be maintained for all registered cards/beneficiaries and separate register for beneficiaries should be maintained. The attached dispensaries/hospitals should stamp Medical facility card of the beneficiary who are attached to the Dispensary/Hospital and also mark registration number thereof on the card.
4. All DGEHS circulars should be available in Hospital/Dispensary and may be accessible to Doctors/staff. All medical officers should be well versed with procedures/guidelines of the scheme.
5. All Referral and authorisation records must be maintained for all beneficiary advised treatment/procedures in higher centre/recognised private. Hospitals.(As per referral slip instructions). List of DGEHS recognised hospital/Diagnostic Centres should be made available & displayed prominently in dispensary/Hospitals.

REFERRAL/AUTHORISATION PROCEDURE:

6. The beneficiary may be advised as per need of the patients or referred for specialist consultation/ specific tests/ procedure/ diagnosis/ specialized treatment etc. if required. However, the reasons/findings for the same should be on record.
7. MO/IC of the attached dispensary and designated AMAs at hospitals only are authorized to issue permissions to attached beneficiaries only including permission/authorisation for cashless treatment as per provisions of scheme. For authorisation/permissions the referral slips presently available may be used and authorisations on OPD slip should be avoided. At present cashless facility is available to pensioners in both emergent/ non emergent conditions and to serving employees during emergent conditions only. The AMA may ensure that these formats should be appropriately filled/completed before issuing.
8. The competency for authorisation/permission on the medical advise of attending doctors from other institutions to get treatment in Pvt. Recognised Hospital/Diagnostic Centers rests with CMO /IC of the Dispensary. Once option has been made by the beneficiary, the authorisation for the same/treatment/consultation advised for the opted recognised hospital/Diagnostic Centres may be issued. The AMA should ensure that the opted institution is recognised for the particular purpose. The Part C of the present referral may be filled by AMA for the purpose of issuing authorisation for cashless treatment /permissions.
9. Complete procedure for referral and authorisation thereof may be communicated to the beneficiary at the time of referring the patient. The attending doctor should extend necessary advise to the beneficiary regarding suitability of the option when opting the particular Pvt. Hospital/Diagnostic Centre as per the needs.
10. The beneficiary may be advised in his/ her option for the suitability Medical institution (Govt. or Private, as per specialties recognized for in case of Pvt. Institutions). It is not compulsory that the patient is to be referred to Delhi

- Referral slips are provided to dispensaries for convenience, if not available then the same may be collected at DGEHS Cell, (DHS) HQ.
12. In referred cases during the course of treatment, sometimes further investigations/specialist consultation not available in the institution or for which the institution is not recognised are needed and beneficiary are required to approach AMA. The AMA in such cases may accord authorisation for further course of treatment.
- PROVISIONS OF MEDICINES/ISSUE OF CERTIFICATES**
13. In case of chronic illnesses requiring prolonged treatment, the medicines by attached dispensary may be advised/prescribed for a period upto 1 month. However in case of chronic illness in regard of senior citizens, requiring prolonged treatment, the medicines may be advised/prescribed upto a period of 3 month.
14. Medicines prescribed by doctors/specialists by other recognised health facilities to attached beneficiaries are to be provided by the attached dispensary/hospital. In case of pensioners beneficiaries, if the same are not available in Dispensary the same may be indented from the attached link hospital already communicated vide letter dated 6.11.2007, where such indent may be sent and collected and dispensed to the beneficiaries. The indent should be prepared and sent on the same day.
15. The link hospital is expected to provide the medicines at the earliest without delay. The medicines which are prescribed to the DGEHS beneficiaries may be given by the hospital in the generic form if available. If the hospital is satisfied, then such combinations may be dispensed in generic form also. However, as per policy of Delhi government, the Delhi Government doctors are expected to prescribe by generic names only.
16. The essentially certificate in regard of attached beneficiaries may be issued by AMA as per provision of CS(MA) rules/DGEHS provisions. If during emergent conditions/urgency or due to delay during the process of indenting the medicines, the beneficiary has to procure the medicine from market then essentially certificate should be issued for such medicine.
17. In case the DGEHS beneficiary is registered with other Delhi Government Dispensary, even then the patient should be attended as per provisions of scheme/CSMA rules. However, the authorisation for treatment in Pvt. Recognised hospitals/Diagnostic centres can be issued only by AMA of attached Dispensary/Hospital.
18. Quarterly report as per communicated format may be submitted to DGEHS cell positively.
19. The DGEHS beneficiary is to be given priority at Dispensary/ Hospital i.e. in registration, consultation, laboratory sample collection, pharmacy etc.
20. The name and room No. of designated AMA and time of availability at the hospitals may be prominently displayed near the registration counters /other suitable locations.

All concerned may be advised to make themselves well acquainted with various provisions of DGEHS/CS(MA) rules. Updated information on DGEHS including list of recognised health facilities is also available on Delhi Government web site at <http://health.delhigovt.nic.in/health/files/dgehs.htm>. In case any further clarifications are needed by doctors asked for from the concerned nodal officer of the district/hospital. The nodal officers of the districts/hospitals may contact undersigned directly.

The instructions may be made available to all concerned.

Yours faithfully,


(Dr. PARVEEN KUMAR)
SPO (DGEHS)

No. F.25 (III)/DGEHS/111/DHS/2005-06/ 10289-90

Dated: 12 March 2008

Copy to:

- 1 PS to Pr Secy (H)
- 2 PS to DHS


(Dr. PARVEEN KUMAR)
SPO (DGEHS)