



भारतीय प्रौद्योगिकी संस्थान गुवाहाटी  
INDIAN INSTITUTE OF TECHNOLOGY GUWAHATI

प्रशासन /ADMINISTRATION

संदर्भ / Ref. : AD/32/98/VOL.25/ 1639-A

दिनांक / Date : 11.10.2022

परिपत्र /CIRCULAR

(C-36/09/2022)

In continuation of the Circular dated 22.11.2021 bearing Ref no: AD/32/98/Vol.24/669 regarding approval of IIT Guwahati Ambulance policy" pertaining to IIT Guwahati Ambulance Usage Rules and IITG Guwahati Ambulance Maintenance Policy in the Board of Governors in its 108<sup>th</sup> meeting held on 25.12.2021, it is for general information that one of the contact no. for the Ambulance service of the Institute changes to 6666 in place of 2099.

A copy of the IIT Guwahati Ambulance Policy is attached herewith.

This is issued with approval of the Competent Authority.

  
कुलसचिव /Registrar

प्रति सूचना के लिए प्रेषित/

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# **IIT GUWAHATI AMBULANCE POLICY**

**Medical Section**

**IIT Guwahati Hospital**

**IIT Guwahati**

**Guwahati-781039**



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## **:Introduction:**

The IIT Guwahati Ambulance Policy is framed in order to facilitate judicious and efficient use of Institute ambulances for patient care. At present IIT Guwahati Hospital has 04 numbers of functional ambulances catering to patient needs. Of these, one is an Advance Life Support (ALS) Ambulance and the other three are Basic Life Support (BLS) ambulance.



# **IIT GUWAHATI AMBULANCE USAGE RULES**

### **:IIT Guwahati Ambulance Usage Rules:**

- 1.1. To bring patients to IIT Guwahati Hospital in an emergency state within the IIT Guwahati campus, at the discretion of the attending doctor.
- 1.2. To transfer emergency patients from the IIT Guwahati campus to a referred hospital by on duty doctor.
- 1.3. To send patients for check-up to a hospital located in Guwahati in the immediate post-hospitalisation period, if it is not possible to use other vehicle for the same.
- 1.4. The Ambulance will carry the patient and one attendant only with minimum luggage.
- 1.5. The Ambulance should be released so as to return to the campus at the earliest possible time.
- 1.6. The Ambulance should not be used for carrying any kind of goods other than essential medical items for IITG Hospital use.
- 1.7. The Ambulance should not to be used as a Hearse van for carrying dead body and also animals.



# **AMBULANCE MAINTENANCE POLICY**



### **3.1 Procedure for Availing Ambulance:**

The procedure for availing Institute ambulance facility by a person in need of it should be in accordance with the following rules under the situations described below:

- (1) For a person calling from Institute residential quarters and hostels: The patient should call the hospital reception counter on the following intercom phone numbers i.e. either at 6666 or 5555. The patient can also call at 2097 (Hospital emergency number) if the reception is busy. The patient should disclose his or her identity, location (quarter number or hostel name, hostel name, phone number). If the patient is a hosteller, first of all he or she should immediately come to the security desk of his or her hostel. This is necessary as it helps the ambulance driver to locate the patient in distress when the driver actually reaches the location for transferring the patient to the IIT Guwahati Hospital.
- (2) The reception counter after receiving the information from the patient informs the doctor-on-duty and after getting the permission from the doctor sends the ambulance to its destination for transferring the patient to the hospital.
- (3) In case, if no ambulance is available at the time of request, the patient may have to take help of his/her acquaintance (friend) in order to arrive at the hospital for medical help. It is noteworthy that the hospital always tries its best to send the ambulance to the needy person but in a situation if all the ambulances are preoccupied with other patients then it may not be possible always to send the ambulance.
- (4) In case a person is calling from anywhere in the campus (i.e. other than the locations mentioned at point.1) then he or she has to disclose (a) his or her mobile number and (b) exact location to the reception counter.
- (5) At times when the person needing ambulance help is at high-risk emergency, the reception counter may send the ambulance to the required location for bringing the patient to the hospital without informing the doctor-on-duty. However, after sending the ambulance to the patient, the reception has to inform the doctor-on-duty immediately. In such cases hospital may send a medical assistant with the ambulance in order to carry the patient, if need arises.
- (6) An ambulance register is maintained for recording patient arrival and departure times. All the patients or the attendants using the ambulance have to mandatorily sign on the ambulance register in presence of the ambulance driver.

N.B.: The decision of sending an ambulance for patient transfer will always remain with the doctor-on-duty present in the IIT Guwahati Hospital/ with oral approval from HOS Medical.



### **3.2 Penalties for Ambulance Misuse:**

There are provisions for imposing penalties either (a) for violating ambulance rules or (b) on situations where a person is found misusing the Institute's ambulance facility. The penalties can be in the form of a *heavy fine* or invoking strict *disciplinary action* on the guilty person. The quantum of penalty imposed will be determined by the appropriate Authorities of this Institute as mentioned below.

- (a) For employees or dependents: By the Director, IIT Guwahati or the Officer delegated by the Director.
- (b) For students: The Dean, Students Affairs IIT Guwahati
- (c) For any person other than mentioned at point. (a) and point. (b): By the Director, IIT Guwahati or the Officer delegated by the Director.



### **3.3 Ambulance Maintenance:**

The task of ambulance maintenance has been divided into two parts:

- (a) **Fuel maintenance for ambulances:** The Medical Section will be responsible for maintaining the fuel replenishment for all the functional ambulances of the Institute. For this purpose, *periodic fuel bill* will be raised by a fuel station having signed contract/agreement with the Institute for fuel refill. The bills will be paid from the Institute accounts subject to the verification of the bills by the Medical Section. The bills will be paid to the designated fuel station by online means only which may include RTGS/NEFT/UPI/e-wallet e.t.c. The Authority will *appoint* an Institute *Regular Driver* deployed in Establishment Section, who will be *assisting* the Medical Section in checking all the fuel bills in future. If the above method does not take place due to some reasons, the other option will be a fuel *imprest* assigned with an amount sanctioned for this purpose. The regular driver assigned by the Establishment section may be asked by the Medical Section to submit report on fuel consumption.
- (b) **Ambulance Repair:** The Medical Section will be responsible for *minor repairs* of the ambulances. This is subject to a ceiling of *Rs5000.00* (Rupees Five Thousand only). The responsibility of *major fault* repairs beyond *Rs5000.00* will remain with the Establishment Section only. The Institute Appointed Driver as mentioned in point (a) will look into the ambulance fault, machinery maintenance and submit report to the concerned sections for undertaking repairs from time to time. Apart from the periodic assessment of ambulances, the Establishment Section will also look after the matters related to the *periodic servicing, vehicles insurance and warranty*.
- (c) **Imprest:** An imprest of ₹ 50,000/- (Rupees Fifty Thousand only) will be assigned to the Medical Section to meet the fuel and repairing expenses as provided in detail in (a) and (b) above.



#### **04. Disclaimer**

The Ambulance policy encompasses views expressed by various Medical Consultants, MUG Committee and various stakeholders associated with the ambulance service. At any stage, the Medical Section or any person serving IF Guwahati Hospital will not be responsible anyway if ambulance service does not meet the desired objectives spelt out in the policy. The policy may need revisions in future based on the recommendation of the Medical Experts and Institute/Nodal/Regulator Authorities.