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MINUTES OF THE 2nd MUG MEETING Medical Section IIT Guwahati

The 2nd meeting of the existing Medical User Group (MUG) was held on 11.05.2022 at 03.15 PM in the Conference Room of IIT Guwahati Hospital. The meeting was convened by Mr. M.C. Nath, Member Secretary of MUG

The following members of MUG were present in the meeting viz.:

1. Dr. Anuj Kumar Baruah
2. Prof. Rama Gopal V. S. Uppaluri
3. Prof. K.S.R. Murthy
4. Dr. Mala Borthakur
5. Dr. Leena Barua
6. Dr. Kula Kamal Senapati
7. Mr. Aditya Kr. Gogoi
8. Mr. Mohan Chandra Nath

Mr. Dhiren Chandra Sarma, Miss. Thongam Debika Devi, General Secretary Welfare Board, General Secretary HAB, and Mrs. Samarprita Aditya Das could not attend this meeting due to their prior engagements.

Dr. A K Baruah, Convener of MUG welcomed all the members present in the meeting.

The Point-wise Agenda for this meeting was:

1. Submission of Action Taken Report (ATR) on the resolutions adopted in the last MUG meeting held on 08.10.2021 and confirmation of the minutes of that meeting by the MUG.
2. Provision for 24-hours uninterrupted internet and electricity supply for Institute Hospital for the implementation of Ayushman Bharat Digital Mission (ABDM) and telemedicine facility.
3. Institute authority should come up with a plan for providing in campus accommodation for our hospital staff (at least 50%) and provision of reservation policy for quarters for doctor
4. Appointment of permanent nurses for our hospital.
5. Non-awareness about the Institute Medical Rules among users leads to medical reimbursement claim issues and therefore steps for creating awareness about these rules.

6. Exclusion of mandatory submission of laboratory reports of patients for submitting medical reimbursement claims.

The subsequent resolutions passed in respect of the agenda items presented were as follows:

The Convener presented the ATR before the MUG in the meeting and discussed its points.

R/MUG/02/2021/1: The members resolved to implement the following points as far as ATR was concerned.

- (i) To go ahead with the electronic token display patient registration module for the time being. However, the system will soon adapt with ABDM configuration after it comes into force.
- (ii) To replace hospital registration contact number 2099 with a number which is more convenient to remember (such as the new number 4444).
- (iii) Confirmation of the minutes of the earlier MUG meeting held on 08.10.2021

R/MUG/02/2021/2: The members resolved to place a proposal to the Institute Authority to *upgrade* the Institute Hospital Infrastructure for the implementation of ABDM and Telemedicine facility. This requires 24-hours uninterrupted power supply. The members also highlighted the fact that besides the *ABDM and telemedicine facility*, the hospital needs 24-hours uninterrupted power supply *even for the management of day today patient care and emergency management*. Also, alternate measures are to be taken to ensure 24 hours uninterrupted internet connectivity for the hospital. In this regard, the members of the MUG were of the opinion that existing cable-based internet system of the campus cannot be considered as a stand-alone option for such contingent needs and issues such as cable breakage cant deter the dynamic and emergency needs of the IITG Hospital.

R/MUG/02/2021/3: With respect to need for campus accommodation for our hospital staff (at least some of the nurses) and provision for the reservation based allocation of Quarters for the Doctors, the MUG unanimously resolved to approach the Competent Authority with the following mandate:

- (i) The institute authority shall consider the proposal to provide accommodation for at-least 50 % of the in-house doctors. The members were of the unanimous opinion that in-campus doctors are the most important persons to efficiently offer hospital services. Hence, the competent authority of the institute needs to ensure their regular presence in the campus by providing them residential quarters on a reservation basis inside the campus.
- (ii) The members were of the opinion that for all official dealings of the hospital besides important emergency duties, permanently employed nurses are required in the IITG Hospital. Thereby, their support for basic nursing needs will strengthen further towards many demanding requirements such as emergency duties, in-patient hospitalisation (IPD), and official works of the hospital records with greater accountability. The members pointed that presently in the Hospital employed 13 numbers of the nurses, 12 are outsourced and only 01 permanent nurse does her duty. Even she is bound to retire from her service in a few years. In conclusion, the members suggested recruiting at least 05 permanent well-trained nurses to attend their responsibilities with maturity in subjects such as *emergency patient care and hospital's management/housekeeping affairs*.

R/MUG/02/2021/4: The members resolved that the institute hospital should circulate an official notice/circular on the Intranet notice board at frequent intervals (say twice in a financial year, one after 20th April and the other after 15th October of every year) to bring awareness on the *salient features* of medical reimbursement procedures among IITG medical users. Besides, the members also resolved

that the hospital should install a *permanent display notice board or standee* in its premises for the display of critical information on reimbursement procedures and medical rules.

R/MUG/02/2021/5: The members resolved that since lab reports are a matter of privacy of a patient or an individual, the Medical Section may ease the procedure involved with the mandatory submission of copies of lab/investigations reports along with reimbursement claim application. However, this needs to be resolved as a subject of no objection from the Finance Accounts Section/ Internal Audit (IA) Section. Hence, only after such needful feedback, the matter can be resolved with the inputs from the Sections in the near future.

The meeting ended with a vote of thanks to all by Convener.

(Dr. Anuj Kumar Baruah)

(Prof. Rama Gopal V. S. Uppaluri)

(Prof. K.S.R. Murthy)

(Dr. Mala Borthakur)

(Dr. Leena Barua)

(Dr. Kula Kr. Senapati)

(Mr. Aditya Kr. Gogoi)

(Mr. Mohan Ch. Nath)

Action Taken Report

The Follow-up action was taken against the resolutions passed in the MUG meeting held on 08th OCT 2021

Resolution 1: The members resolved that anticipating an illness doctors cannot give way medicines. Therefore, medicines cannot be given before travelling on a long journey.

Action taken: No action needs to be taken as per the resolution adopted in the meeting.

Resolution 2: The members resolved that the Electronic Token Display system will be *revoked* with the improvement of the Covid-19 situation.

Action taken: The members may be informed about the fact the Ayushman Bharat Digital Mission (ABDM) under MoHFW, GoI will be unveiled in the month Aug 2022. In this regard, it might happen that the token display system of our hospital will have to either calibrated as per ABDM strictures or will have to be taken off completely. So, this system will take effect only at an appropriate time.

Resolution 3: No resolution was taken on this issue (Mechanism related to any special treatment in any specialty hospital of the country in case of critical illness as well as on emergency and contact procedure to start the treatment in the hospitals.).

Action taken: No action needs to be taken as per the resolution adopted in the meeting.

Resolution 4: The members resolved that the Students' Web Committee will give a *presentation* on the online appointment booking system. The members suggested the proposed portal should not however hamper the existing system of the hospital.

Action taken: The appointment booking will be strictly followed as per ABDM guidelines.

Resolution 5: The members resolved that separate mobiles (basic mobiles only) should be allotted to Ambulance Driver, Registration Counter and Medical Officer On-Duty (emergency duty).

Action taken: As far as the maintenance of the mobile allotted ambulance security driver is concerned strict written instructions on the mobile handling and maintenance have been issued through the Security Section. The instructions have since been followed by the security drivers. However, as far as the issuing of separate mobiles to registration counter is concerned there are some limitations imposed by all telecom service providers for allotment of mobiles for official purposes. The limitations were conveyed in the meeting.

Resolution 5: The members resolved that the diagnostic test rates of these hospitals viz. the Pratiksha Hospital, the ASG Eye Hospital and the Akanksha Hospital should be analysed for comparison with some of the already empanelled hospitals of the Institute before starting the process of empanelment.

Action taken: The members may be informed about the fact that all the proposed hospitals viz. Pratiksha, Akansha and ASG Eye Care have been empanelled under IIT Guwahati as per a resolution passed in the 110th Meeting of the BOG of the Institute. Prior to the BOG meeting, a Committee was constituted by the Institute to look into the empanelment of the hospitals, and the committee in its report after visiting these hospitals recommended for their empanelment under IIT Guwahati for OPD treatment.

Resolution 6: No resolution was taken on this issue (Fitness certificate for students applying for jobs abroad and reimbursement of medical expenses from IIT Guwahati for obtaining the fitness certificate.).

Action taken: No action needs to be taken as per the resolution adopted in the meeting.

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