



TRIPURA UNIVERSITY HEALTH CARE SYSTEM

Guidelines for Availing Healthcare Services

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General Guidelines for Medical Referral of Patients

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Claiming Re-imburement

(Accepted by the Medical Referral Committee of Tripura University reconstituted vide No. F.TU/REG/G-Admin/05/2015 (Vol-VI), dated 23rd September, 2021 in its Meeting held on 7th December, 2021 and approved by the Competent Authority)



TRIPURA UNIVERSITY HEALTH CARE SYSTEM

INTRODUCTION

Tripura University maintains Health Centre to cater to the health related needs of all its employees and their family members, and students of the University by providing immediate medicinal and first aid services. If situation arises emergency service is also made available to the people living in the immediate vicinity of the University Campus. Two full time physicians (male & female) have been appointed in the Centre who are assisted by two nursing officers, a medical laboratory attendant. The Health Centre is a separate establishment and is well equipped with respect to the availability of basic health related facilities. Further, the University has an Ambulance with basic facilities to transfer patients to nearby hospitals, in case of emergency.

ORGANISATIONAL SET-UP

The University has Medical Referral Committee constituted by the Competent Authority to look into the medical related matter of the employees. The Committee formulates rules and regulations for the Health Centre. It provides basic functional guidelines and develops policies for effective and transparent transaction of medical related issues for the purpose of referral and claims for re-imburement. The existing Committee formed comprises of the following members:-

1. Dr. Deepak Sharma, Registrar, Tripura University (Chairman)
2. Medical Superintendent (MS) of Agartala Govt. Medical College (AGMC) or his/her nominee not below the rank of Associate Professor (Member)
3. Medical Superintendent (MS) of Tripura Medical College (TMC) or his/her nominee not below the rank of Associate Professor (Member)

TRIPURA UNIVERSITY HEALTH CENTRE

OPD Timings: MONDAY to FRIDAY

Shift -I: 08:00 AM to 02:30 PM

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Shift-II: 01:30 PM to 08:00 PM

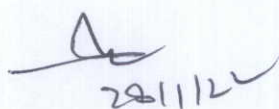
During weekends & beyond official hours only emergency services shall be provided by the Medical Officer

LIST OF FULL TIME MEDICAL OFFICERS & STAFF

Sl. No.	Name	Designation	Contact No.	Email Id
1.	Dr. Jupiter Chakma	Medical Officer	9436502930 (M), +91-381-2379191 (O)	mo_chakma@tripurauniv.in, drjupiter@yahoo.com
2.	Dr. Manojaba Roy	Medical Officer	09436461292 (M) +91-381-2379191 (O)	mo_roy@tripurauniv.in, manojaba@yahoo.com
3.	Purabi Das	Nurse	9862699588	purabidas@tripurauniv.in
4.	Saptamita Chakraborty	Nurse	7005327124	saptamitachakraborty@tripurauniv.in
5.	Bimal Debbarma	Driver (Ambulance)	9436908444	bimaldebbarma@tripurauniv.in
6.	Litan Das	Medical Lab Attendant	9774306835	litandas@tripurauniv.in

Guidelines for Availing Healthcare Services

1. In order to avail the existing facility at the Health Centre, it is mandatory for all to become a member of Tripura University Health Centre.
2. All employees- permanent (& their dependent family members as recorded in the service book maintained by Establishment, Registrar's Branch), temporary or contractual, and full-time bonafide students and Research Scholars of Tripura University and visiting guests are entitled for all available health facilities at Tripura University Health Centre.
3. All regular employees including the contractual staff/DRW/Casual Workers, research scholars, students, will be issued treatment card for the specific period of employment.


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4. Full time bonafide students and Research Scholars (full time or part-time), and contractual staff/DRWs/Casual Workers of the University are entitled for temporary membership on yearly basis to avail the existing in-house services/facilities.
5. All contractual staff/DRW/Casual Workers, students, Research Scholars and Visiting guests would be entitled only to existing in-house facilities of the Health Centre and are not entitled for any form of medical reimbursement.
6. Members must produce treatment card for availing services.
7. In case of emergency the people living in the immediate vicinity of the University Campus may also avail the existing facility available in the Health Centre.

General Guidelines for Medical Referral of Patients & Claiming Re-imburement

1. A regular employee or his/her dependent family members may also avail treatment in any Government hospital or hospital(s) empanelled by the University or any other hospitals but not in nursing home or private clinic within or outside Tripura.
2. No referral is required for treatment/OPD consultation in any Government hospitals/empanelled hospital(s).
3. Treatment facility should be availed as far as possible within the jurisdiction of the State. However, if treatment facility for a particular disease is not available in the hospital(s) located in Tripura, an employee or his/her dependent family member(s) may be allowed to avail for treatment in any 'hospital' located outside Tripura. In such cases, excepting medical emergency, however, advance information should be given to the Competent Authority and prior approval should be taken from the authorized Medical Referral Board.
4. In emergency cases where there is no sufficient time and scope to obtain approval from the Competent Authority, intimation via E-mail/ WhatsApp message regarding the same may be given. In such cases certificate from the treating doctor stating that the condition of the patient was serious and required emergency treatment, has to be produced at the time of submission of claim for reimbursement.
5. An employee in need of medical treatment for oneself/dependent family member(s) outside Tripura may submit an application to the Competent Authority of the University. On receiving such request and after preliminary consideration at the institutional level, the same


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would be intimated to the approved Medical Superintendent for validation of the case. For receiving treatment outside Tripura, the cases shall be referred to the Chairman, Medical Referral Board, Agartala Govt. Medical College, Tripura.

6. In cases of receiving treatment on referral for a particular disease the employee or his/her dependent family members, even after being discharged from the hospital, may continue certain treatment or check-up from that hospital, if recommended/allowed by the authorized Medical Referral Board. One referral will be valid for one follow-up treatment or check up from that hospital. Thereafter, he/she will have to obtain fresh referral from the concerned Board.
7. Following hospitals which are empanelled by Tripura University are to be notified to all employees:

Name of the Empanelled Hospitals (currently):

- (i) ILS, Agartala.
- (ii) Tripura Medical College & Dr. BRAM Teaching Hospital, Agartala.

8. All claims for reimbursement must be made within the specified time frame (three months period) and as per CGHS rules and regulations else the bills will be summarily rejected.
9. Reimbursement bill(s) after their verification from the concerned doctors of the hospital along with legibility filled **Certificate 'A' for OPD treatments and/Essentiality Certificate 'B' for Hospitalization** expenses ought to be submitted by the beneficiaries. However, for OPD treatments/hospitalization outside the State including referred case, if the employee concerned is unable to obtain medical certificate from treating hospital, the Medical Officer of the University may provide the relevant certificate on the basis of the prescription, original medical bills and duly signed discharged/summary report. The concerned Finance Branch of the University will make the reimbursement of the medical bill(s).
10. Consultation fees, cost of medicines, charges of various investigation/ diagnosis/ laboratory tests may be reimbursed as per prevailing CGHS rules and procedures subject to production of prescription and original bill(s)/cash memo(s) duly certified by the physician from Government hospital/empanelled hospital/service hospital.


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11. Claim for reimbursement should be made in the prescribed format alongwith required documents.
12. Empty drug wrappers/ampoules must be submitted along with the bill(s)/cash memo(s) if the amount reimbursed to an employee has exceeded an amount of Rs. 1000/- in a financial year.
13. TA shall be admissible for the patient and an attendant in referred cases only.
14. Permission from competent authority is required for all follow-up treatment for claiming reimbursement. For non-referred cases and repeat follow-up treatment/check-up (for patients requiring frequent consultations from specialists), if subsequent referral for the same was not obtained from the concerned Board, only cost of medicines will be reimbursed.
15. If question arises as to whether any service is included in medical attendance or treatment, it shall be referred to the Committee whose decision thereon shall be final.
16. The Hon'ble Vice-Chancellor may at his discretion grant permission/approval.
17. These guidelines are subject to CGHS rules and regulations framed from time to time.

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[Signature]
Dr. Dulal Chakraborty

[Signature]
28/11/2022
Dr. Debasis Das
Prof & Head
Dept. of Pharmacology
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