

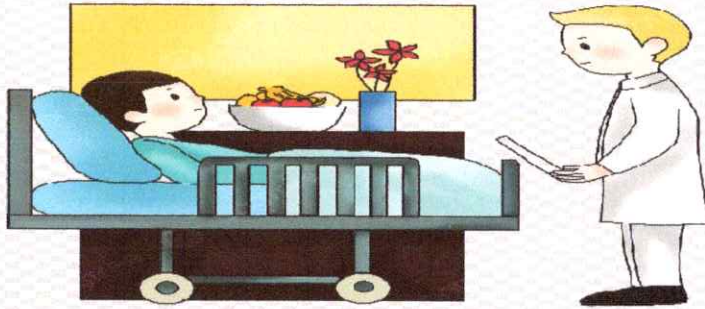


**As to be Process flow on Services to NMPA beneficiaries at the 150 bedded Multi-Specialty Hospital on PPP mode**





# Services available to Beneficiaries at PPP Hospital



***Inpatient Department services***



***Outpatient Department services***



***Laboratory services***



***Diagnostic services***



***Pharmacy***





# Services to NMPA Beneficiaries



The Concessionaire shall give priority to NMPA Beneficiaries over any other Patient for Healthcare Services including OPD, Inpatient, Diagnostic Services and treatment except patients who are to be attended on emergency situations.



Concessionaire shall not collect any fees directly from the NMPA beneficiaries for availing OPD, IPD or any other services including Laboratory, diagnostics etc. Such bills shall be forwarded to the CMO NMPA office for reimbursement.



NMPA Beneficiaries and Market Patients will get same quality of branded medicines, consumables or any other services as prescribed by the treating doctors as per requirement of the individual patients.



Concessionaire is obliged to provide one upgraded, cardiac ambulance to be available 24/7 inside the New Mangalore Port premises.



The authorised representative from CMO office (located in the premises of PPP Hospital) shall address all issues and grievances of the NMPA Beneficiaries. The Authority shall at all times ensure that one designated representative of the Authority is stationed on duty at the CMO office to assist NMPA beneficiaries. The concessionaire shall provide all reasonable assistance to the designated representative for facilitation of NMPA Beneficiaries,





## Mandatory Department & services to be provided by the Concessionaire



Multi  
Specialties

- ✓ General Medicine
- ✓ General Surgery & Laparoscopy
- ✓ Obst. & Gynac
- ✓ Orthopaedics
- ✓ ENT
- ✓ Ophthalmology
- ✓ Dental with all specialty services
- ✓ Paediatrics
- ✓ Dermatology
- ✓ Psychiatrics
- ✓ Geriatric Medicine
- ✓ Anaesthesia
- ✓ Radiology
- ✓ Pathology
- ✓ Pulmonology & Respiratory Medicine

Operation  
Theatre

- ✓ Three Modular OTs
- ✓ One Cath Lab





## Mandatory Department & services to be provided by the Concessionaire



### Speciality Services

- ✓ Medical Gastroenterology
- ✓ Nephrology
- ✓ Neurology
- ✓ Internal Medicine / Diabetology
- ✓ Rheumatology
- ✓ Neonatology
- ✓ Medical Oncology
- ✓ Cardiology

### Super Speciality Services (Surgical) – OPD Services

- ✓ Urology
- ✓ Surgical Gastroenterology
- ✓ Surgical Oncology
- ✓ Plastic Surgery
- ✓ Neurosurgery
- ✓ CTS



*Shirke*





# Mandatory Department & services to be provided by the Concessionaire



## Department

## For 150 Bedded Hospital

### Laboratory Medicine

- ✓ Basic Hematology
- ✓ Biochemistry
- ✓ Clinical Pathology
- ✓ Basic culture-sensitivities
- ✓ ELISA, PCR
- ✓ Immunohistochemistry
- ✓ Cyto pathology
- ✓ Mycology
- ✓ Advanced Microbiology and
- ✓ Virology, including H1N1
- ✓ Autoimmune antibody testing - ANCA, P-ANCA

### Molecular Diagnostics

- ✓ Cancer markers
- ✓ FISH



## Mandatory Department & services to be provided by the Concessionaire



Department	For 150 Bedded Hospital
Imaging	<ul style="list-style-type: none"><li>✓ Digital x-ray</li><li>✓ MRI (3 Tesla)</li><li>✓ 256 slice CT Scan</li><li>✓ Dental x-ray</li><li>✓ USG</li><li>✓ Fluoroscopy</li><li>✓ C-Arm</li><li>✓ Holmium laser therapy</li><li>✓ Mammography</li><li>✓ Color Doppler</li><li>✓ Dexa Scan</li><li>✓ PACS for Imaging services Data management</li><li>✓ PET Scan</li></ul>





## Mandatory Department & services to be provided by the Concessionaire



Department	For 150 Bedded Hospital
Medicine and its super - specialties	<ul style="list-style-type: none"><li>✓ Fine Needle Aspiration Cytology (FNAC) &amp; biopsy</li><li>✓ Audiology – BERA</li><li>✓ Bone Marrow Aspiration studies</li><li>✓ Lumbar Puncture studies</li><li>✓ Mediastinoscopy</li><li>✓ Bronchoscopies</li><li>✓ USG guided FNAC</li><li>✓ Gastroenterology – All scopes</li><li>✓ Dermatology – Allergy panel assays</li><li>✓ Neurology, Nerve conduction tests</li><li>✓ EEG</li><li>✓ EMG</li><li>✓ EKG</li><li>✓ Sleep Labs</li></ul>







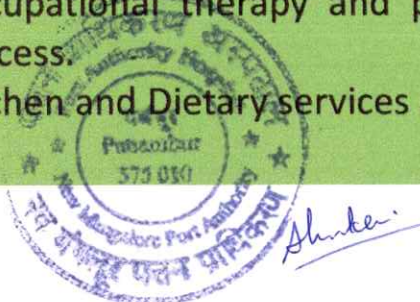
## Mandatory Department & services to be provided by the Concessionaire

Department	For 150 Bedded Hospital
Cardiology & Pulmonology	<ul style="list-style-type: none"><li>✓ ECG, stress ECG</li><li>✓ Treadmill, Stress induced treadmill</li><li>✓ Spirometry, Oximetry</li><li>✓ Cath lab—Angiography and plasty</li><li>✓ 3D Echo-cardiography</li><li>✓ Holter Monitor</li><li>✓ Digital subtraction imaging for Angiography and Angioplasty</li></ul>

### Note:

- Pre-operative beds, daycare beds, beds in emergency department, post-operative beds, baby warmers in the nursery will not be considered as a part of hospital bed compliment as per NABH norms.
- General surgery OTs and CathLab has to be a modular OT.
- Specialty mentioned above are mandatory obligations for the proposed hospital.

- Hospital Management Information system is a must to integrate diagnostics and therapeutics.
- Occupational therapy and physiotherapy with its advances are must for basic and advanced treatment success.
- Kitchen and Dietary services are also an essential service that must be provided to the patients.





## Procedure for availing IPD Services at any Port empaneled Hospital through PPP Hospital



The Resident Medical Officer will fill the reference letter and request the Authorized Representative / Helpdesk Executive to generate the Credit Note in HMIS system and handover both (Reference letter & Credit Note) along with case history / Medical reports of the patient to the NMPA Beneficiary for availing IPD treatment at any Port empaneled Hospital.

Beneficiary can show the reference letter and the credit note at any of the Port empaneled Hospital and avail treatment. Beneficiary has to compulsorily produce the beneficiary identification card to the empanelled hospital at the time of admission.

## Direct IPD admission to Port empaneled hospital

Beneficiary without coming to the PPP Hospital directly avails the IPD admission at any of the Port empanelled hospital, however Beneficiary has to compulsorily produce the beneficiary identification card to the empanelled hospital at the time of admission, in case of emergency. The intimation should be sent to CMO/ Authorized Representative within 24 hours.

The empanelled hospital will admit the patient and start the necessary medical procedure / treatment. The empanelled hospital will send an email to CMO/ Authorized representative of Port Hospital and intimate the Port Hospital regarding the admission of NMPA beneficiary /patient.

The Receptionist / Helpdesk Executive of NMPA will generate the Credit note from HMIS as per the class of the Beneficiary and forward the same to the Port empanelled hospital, also a copy of the same to be shared with CMO NMPA office.

Port empaneled hospital may provide Cashless facility / Non-cashless services. In case of Non-cashless service the Beneficiary will have to pay for the services availed and later shall claim for reimbursement from CMO NMPA office at CGHS rates as applicable/directed by MoPSW from time to time.

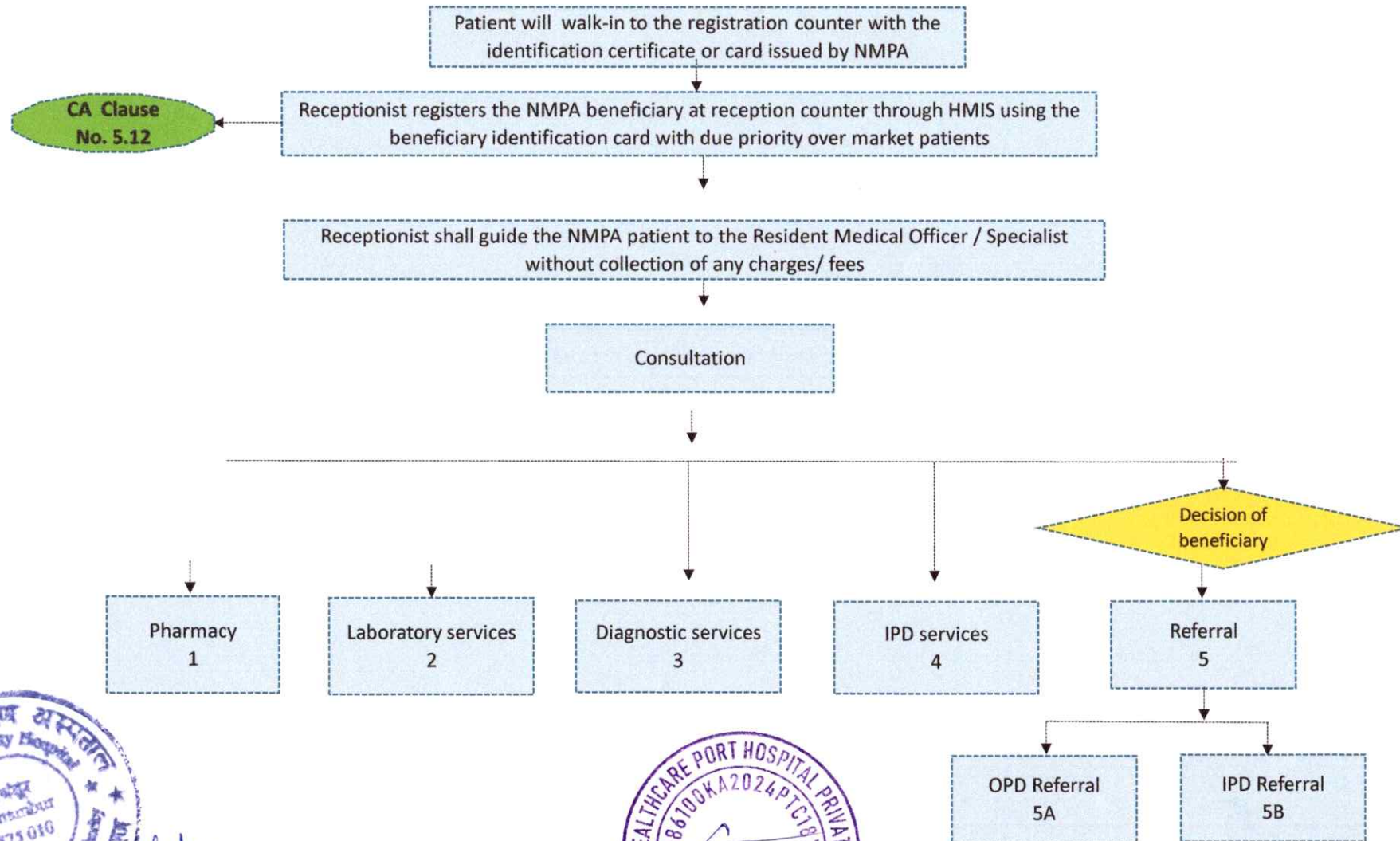


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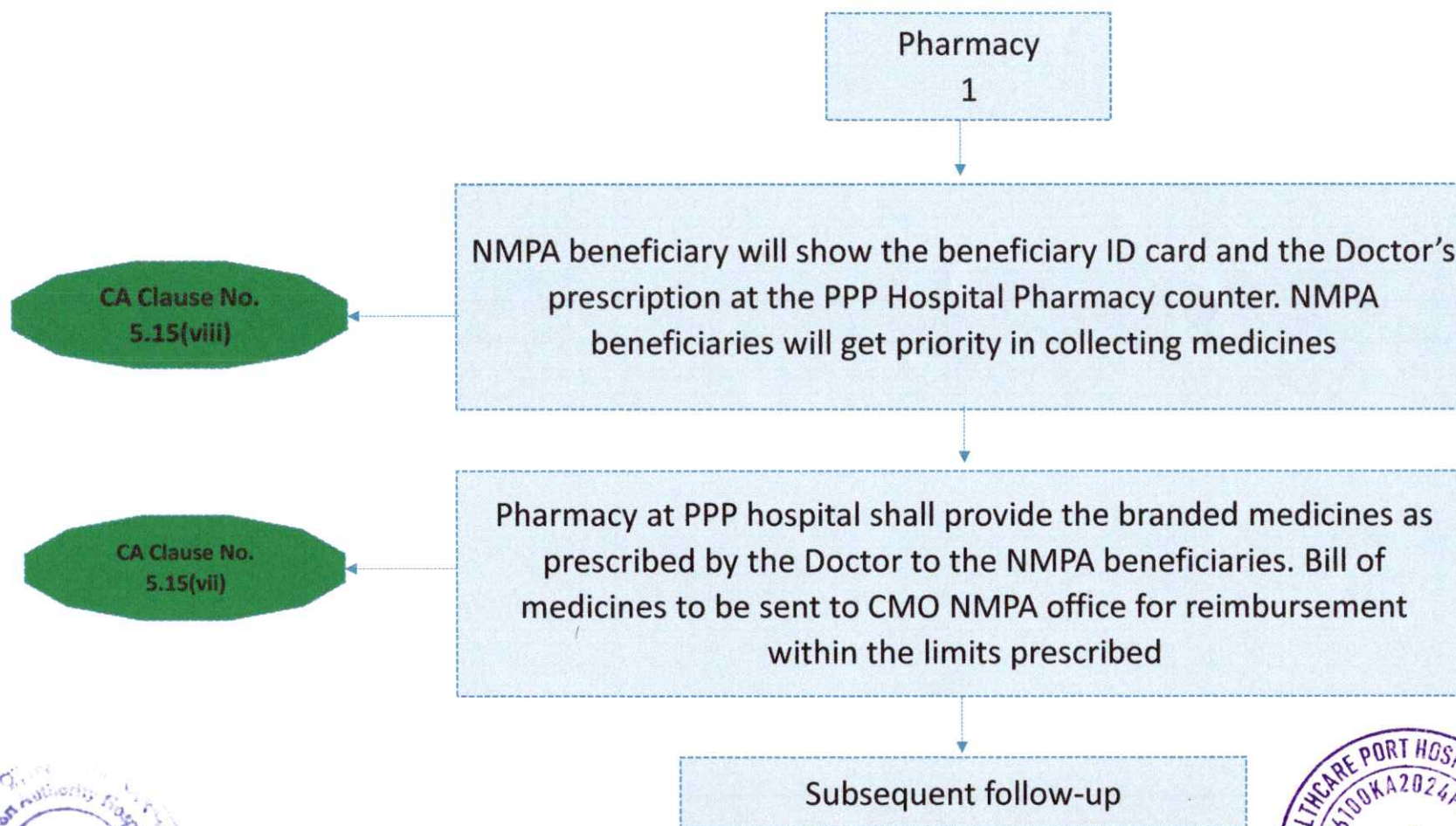


# General Services Process flow



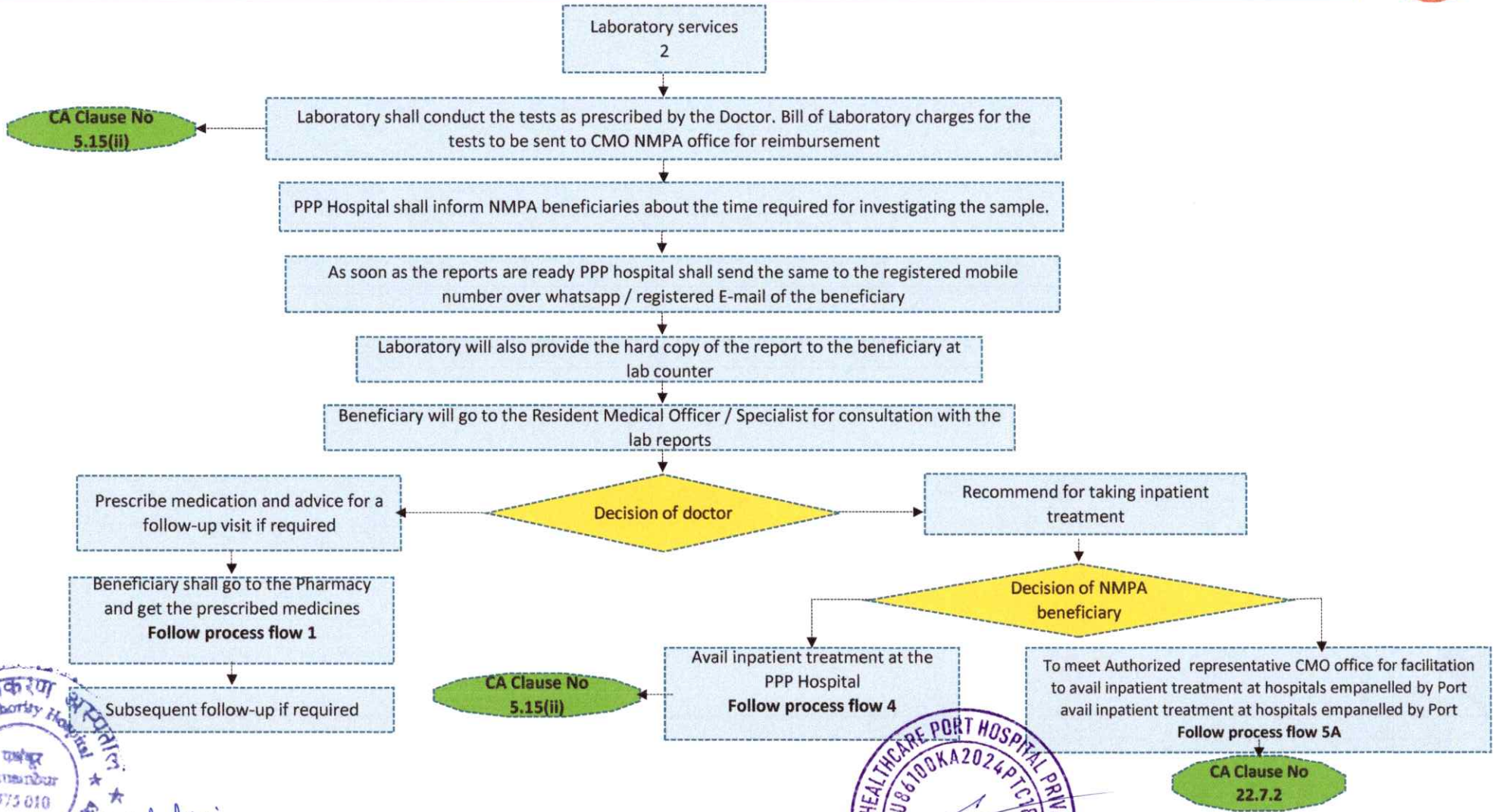


# Pharmacy Process flow 1



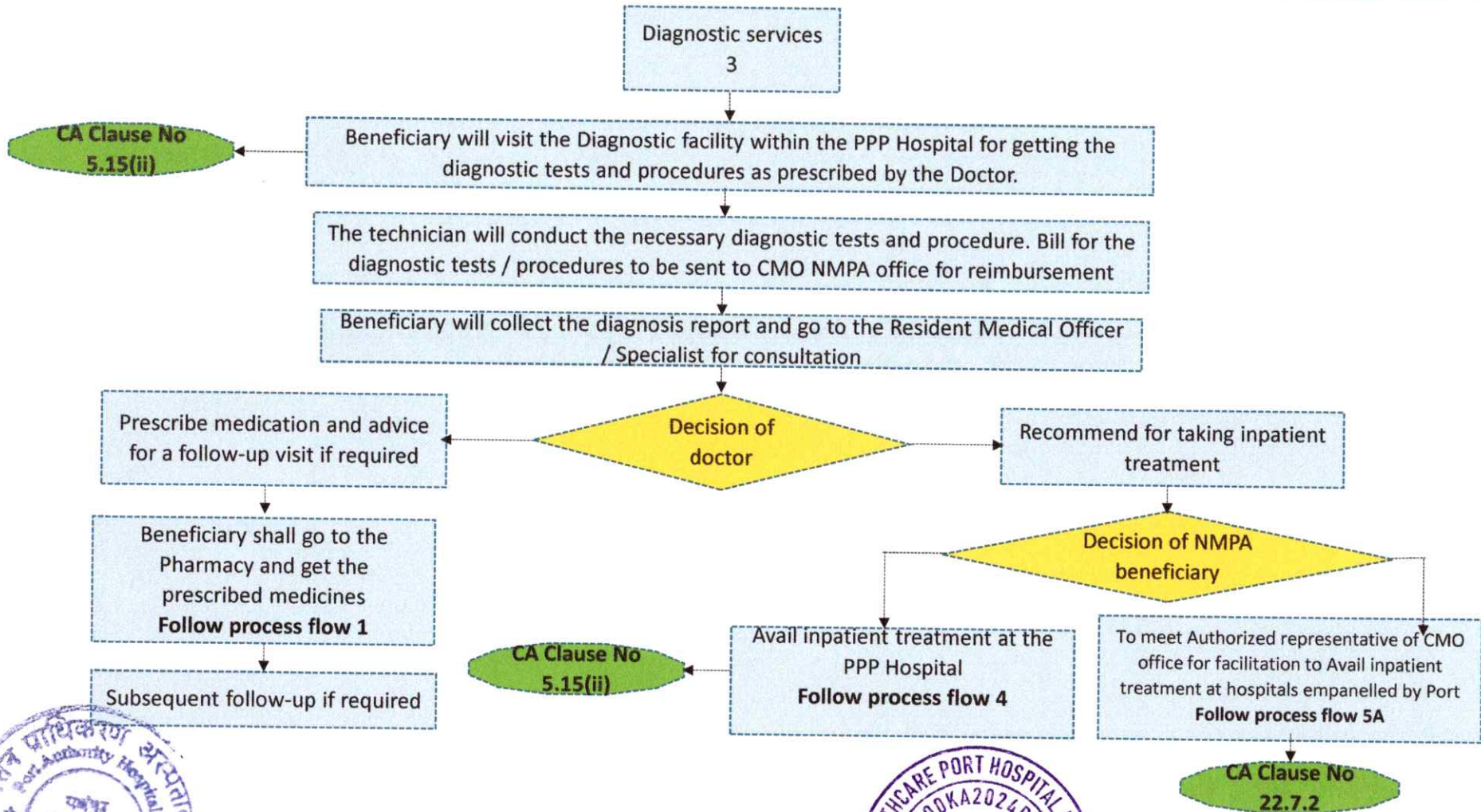


# LABORATORY SERVICES Process flow 2





# DIAGNOSTIC SERVICES Process flow 3



*Shree*





# IPD Services Process flow (4A)



NMPA Beneficiaries will go to the Resident Medical Officer / Specialist at the PPP hospital for consultation with the lab reports / Diagnostic report

Prescribe medication and advice for a follow-up visit if required

Decision of doctor

Recommend for taking inpatient treatment

Decision of NMPA Beneficiary

Avail inpatient treatment at the PPP Hospital

CA Clause No 5015(II)

To meet Authorized representative of CMO office for facilitation to Avail inpatient treatment at hospitals empanelled by Port

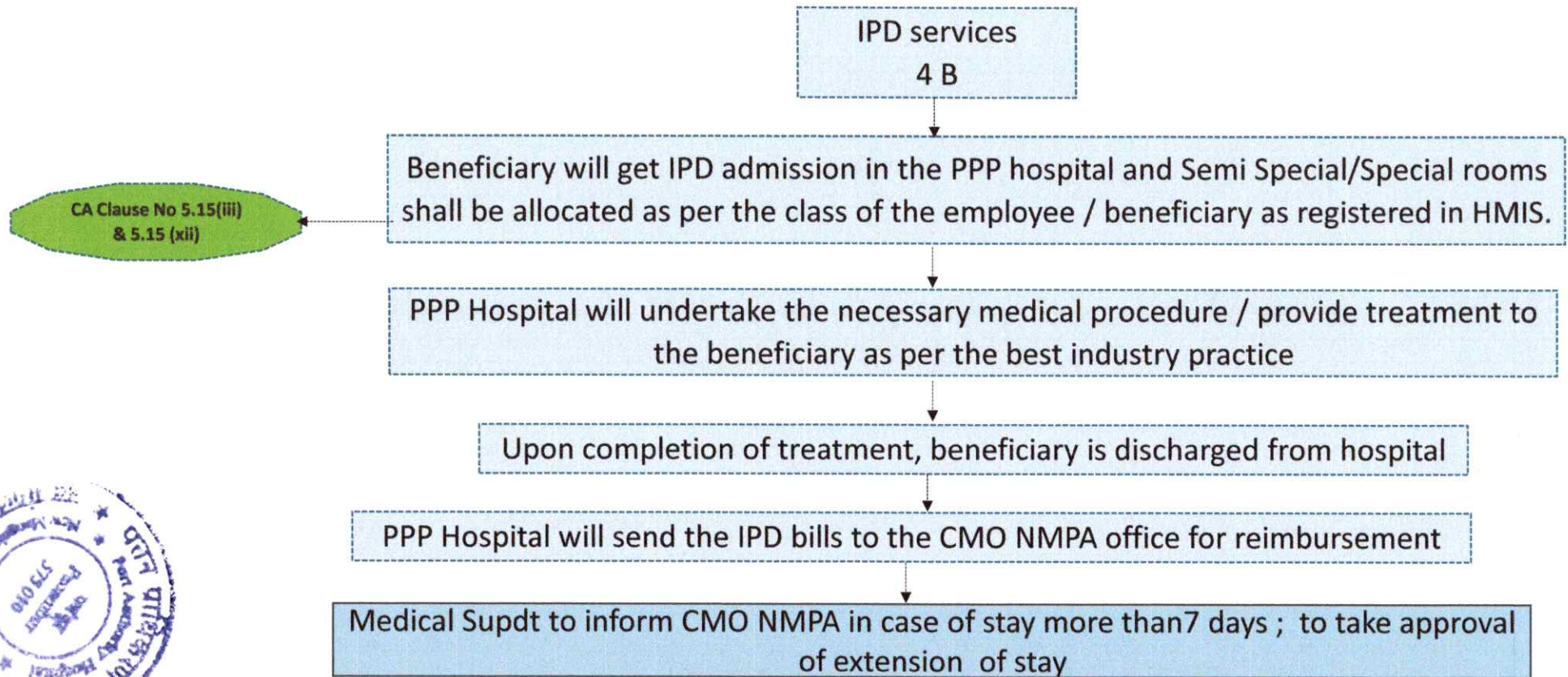
CA Clause No 22.7.2

Medical Supdt to inform CMO NMPA in case of stay more than 7 days ; to take approval of extension of stay





# IPD Services Process flow (4B )



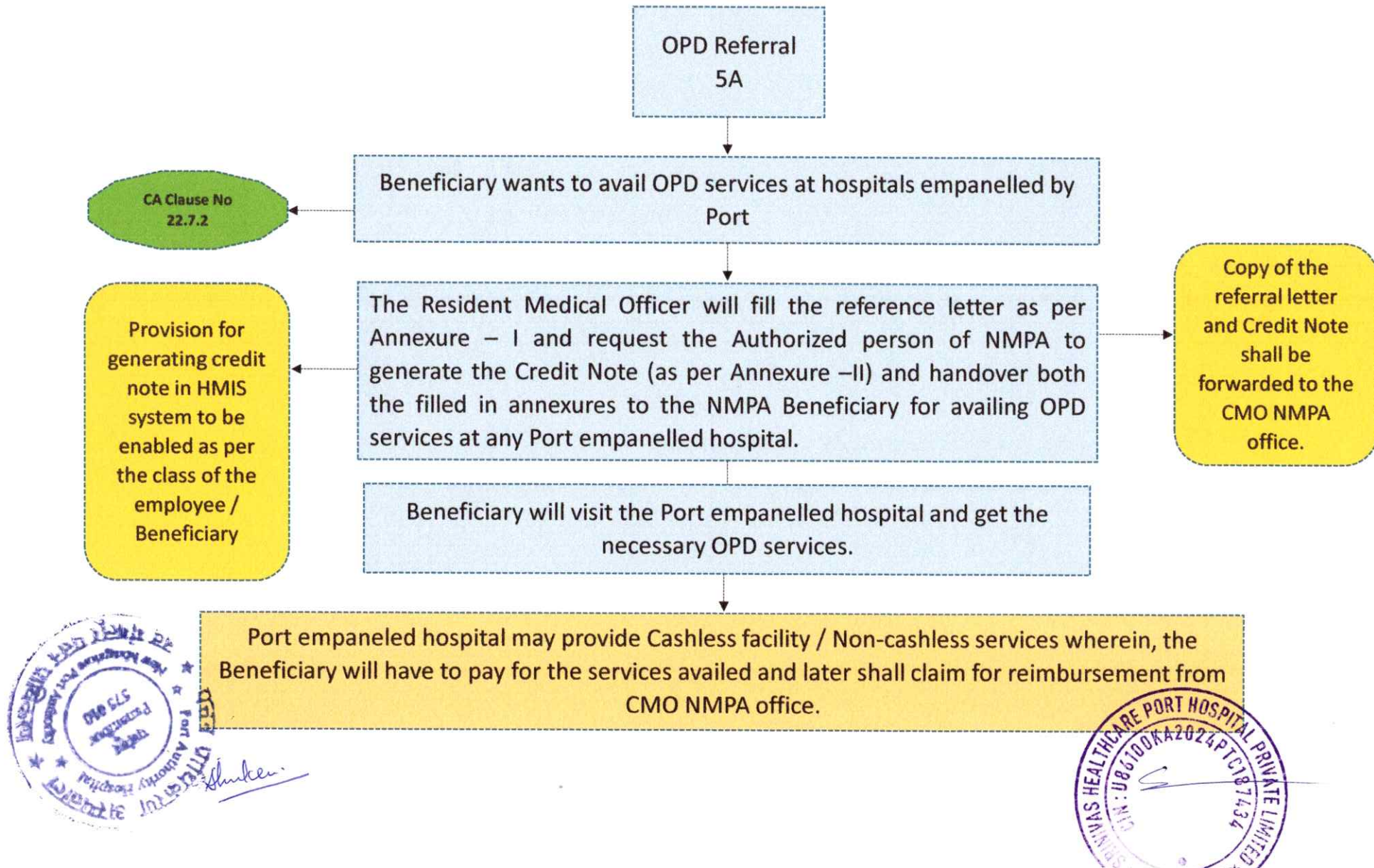
The PPP operator shall send reports on the details of patients visited /consulted/admitted on a daily basis in the format provided by NMPA.

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# REFERRAL Process flow 5A





# REFERRAL Process flow 5B



IPD Referral  
5B

CA Clause No  
22.7.2

Beneficiary wants to avail inpatient treatment at hospitals empanelled  
by Port

Provision for  
generating credit  
note in HMIS  
system to be  
enabled as per  
the class of the  
employee /  
Beneficiary

The Resident Medical Officer will fill the reference letter as per  
Annexure – I and request the Authorized Representative / Helpdesk  
Executive to generate the Credit Note (as per Annexure –II) and  
handover both the filled in annexures along with case history /  
medical reports of the patient to the NMPA Beneficiary for availing  
IPD services at any Port empanelled hospital.

Copy of the  
referral letter and  
Credit Note shall  
be forwarded to  
the CMO NMPA  
office and  
Medical  
Superintendent.

Beneficiary will visit the Port empanelled hospital and get IPD  
admission for availing further medical procedure / treatment. The  
admission validity is for seven (7) days , after which continuation  
letter will have to be obtained.

Port empaneled hospital may provide Cashless facility / Non-cashless services wherein, the  
Beneficiary will have to pay for the services availed and later shall claim for reimbursement from CMO  
NMPA office.







## **PROCESS FLOW 5C**

### **(Port empanelled hospital outside Mangalore)**

Beneficiary directly avails the IPD /OPD/Diagnostic /emergency services at any of the Port empanelled hospital out side Mangalore.

Beneficiary has to compulsorily produce the beneficiary card to the empanelled hospital at the time of admission.

The empanelled hospital will admit the patient and start the necessary medical procedure / treatment. The empanelled hospital will send an email to receptioncounter150@gmail.com (Port Hospital) email ID and intimate the Port Hospital regarding the admission of NMPA beneficiary /patient.

The email ID will be managed by the Authorized Representative of Port Hospital

The Authorized Representative / Helpdesk Executive will generate the Credit note from HMIS as per the class of the Beneficiary and forward the same to the Port empanelled hospital, also a copy of the same to be shared with CMO NMPA office and Medical Superintendent. In case of admissions, the admission validity is for seven (7) days , after which continuation letter will have to be obtained.

Port empaneled hospital may provide Cashless facility / Non-cashless services wherein, the Beneficiary will have to pay for the services availed and later shall claim for reimbursement from CMO NMPA office.





# Direct admission to Port empanelled hospital



IPD Referral

6

CA Clause No  
22.7.2

Beneficiary without coming to the PPP Hospital directly avails the IPD admission at any of the Port empanelled hospital in case of emergency.

Beneficiary has to compulsorily produce the beneficiary card to the empanelled hospital at the time of admission and inform the CMO within 24 hours of admission either in person / dependent or by E-mail.

The empanelled hospital will admit the patient and start the necessary medical procedure / treatment. The empanelled hospital will send an email to receptioncounter150@gmail.com (Port Hospital) email ID and intimate the Port Hospital regarding the admission of NMPA beneficiary /patient.

The email ID will be managed by the Receptionist / Helpdesk Executive at Port Hospital

The Authorized Representative will generate the Credit note from HMIS as per the class of the Beneficiary and forward the same to the Port empanelled hospital, also a copy of the same to be shared with CMO NMPA office and Medical Superintendent. The admission validity is for seven (7) days , after which continuation letter will have to be obtained.

Port empaneled hospital may provide Cashless facility / Non-cashless services wherein, the Beneficiary will have to pay for the services availed and later shall claim for reimbursement from CMO NMPA office.



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# Services to beneficiaries of other Major Ports availing treatment at NMPA Hospital



Beneficiaries of other Port will visit the PPP Hospital and avail OPD / IPD / Diagnostic / Laboratory / Pharmacy services

Authority shall issue Identification Certificate or card to beneficiaries

PPP Hospital will provide the requisite medical services to the beneficiaries and send the bills to the CMO NMPA office for reimbursement

NMPA will reimburse the payment to the PPP Hospital and claim the amount from the beneficiary's parent Port subject to approval.





# For services not available at PPP Hospital



CA Clause No  
5.15 (vi)

The Authority shall refer its NMPA beneficiaries to other empanelled hospital during the construction period / in case if Concessionaire is not able to achieve Commercial Operation Date (COD) / not able to provide Healthcare services in accordance with the provisions of the Agreement

Concessionaire shall bear the cost of NMPA beneficiary's treatment at the empanelled Hospital. The Concessionaire shall pay the empanelled Hospital and claim reimbursement from NMPA

CA Clause No  
28.2 (c)

NMPA will reimburse the payment through escrow account after deduction of any outstanding amount





## Disclaimer



Please note that while every effort has been made to ensure to cover the important obligations of the concessionaire and the processes to be followed by the concessionaire in the "As to be" document, there may be discrepancies or omissions. In case of any conflicts or inconsistency, the terms and provisions of the concession agreement shall prevail and considered final.







**THANK YOU**

