

Government of Punjab

No. NHM- 86911

Date:- 08.07.2022

TERMS & CONDITIONS FOR EMPANELMENT OF STAFF FOR HEALTH CLINICS/HEALTH & WELLNESS CENTERS/MOHALLA CLINICS IN URBAN & RURAL AREAS BY THE DEPARTMENT OF HEALTH & FAMILY WELFARE PUNJAB

1. The project of Health Facilities is to be managed through empanelled doctors and other para medical staff shall be under overall supervision and monitoring of In-charge Officer (SMOs level officer) who are mandated to lead the project. All decisions of the In-charge Officer are binding upon the empanelled doctors.
2. The empanelled staff is expected to manage the Health Facilities as a Family Friendly Primary Care OPD and maintain it as a high quality centre befitting the qualifications of the empanelled staff.
3. The empanelment of staff is valid only for one year or till appointment of regular staff for the clinics, whichever is earlier. Any extension shall be solely as per decision of Government of Punjab.
4. The empanelled staff will be given appropriate fee as per patient basis and shall receive the payment by the 10th day of the next month.
5. The staff will be free to opt for the area of posting in the clinic as per their residential address, subject to availability of requirement.
6. The continuation of empanelment of staff is subject to review of performance against parameters approved by the Government.
7. No emoluments are associated with the empanelment and payment to the empanelled staff computed on basis of patients attended shall accrue only after the work is found satisfactory, on monthly basis.
8. The empanelled staff shall not be entitled to any allowances, perks, bonus, medical reimbursement etc. relating to the empanelment period.
9. The Empanelled staff shall not be entitled to any leave during the project period. In case the staff is unable to attend to the clinic on a given day or days, he /she shall inform the In-charge Officer concerned well in time and at least one day in advance for making alternate arrangements.
10. If an empanelled staff is found to be absent on more than three consecutive days without any valid reason, then the empanelment may be cancelled and decision of In-charge Officer shall be final in the matter.

11. The empanelled staff is allowed to undertake private practice after the Health Facilities hours at any other location. Services at Health Facilities are free for patients and referral of patients from Health Facilities to any other location where any expense related to health care may be incurred by the patient is strictly prohibited. Any violation of the same may lead to cancellation of the empanelment and decision of In-charge Officer shall be final in this matter. However, the Doctors are free to refer patients, only if required, to any nearby Govt. Hospitals/Polyclinics.
12. The timings of the Health Facilities shall be 8:00 AM to 2:00 PM in summer and 9:00 AM to 3:00 PM from Monday to Saturday, Sunday will be weekly off. The Doctor empanelled at Health Facilities shall be responsible for opening the clinic every day, maintaining it clean and closing it securely at end of day. In case the work load in the Health Facilities is heavy, the timings can be extended after intimation to the concerned In-charge Officer.
13. The patient profile at Health Facilities shall be regularly monitored by team deputed by the In-charge Officer.
14. If the doctor examines more than 75 patients at the Health Facilities on any given day, then patient profile may be audited in detail. If the patient attendance goes over 125 at any clinic on any given day, then the In-charge Officer may undertake design changes in the management of the clinic(s) and empanelled doctor(s) shall have to abide by the new terms and conditions.
15. The empanelled doctor working at the Health Facilities shall be reporting to In-charge Officer for replenishing the pharmacy/other consumables at regular intervals or as and when required. This may be done at bimonthly interval. In-charge Officer may link each Health Facilities to a nearby Govt Hospitals for the purpose.
16. The empanelled doctor shall maintain a register for OPD registration of the patients till such time, the tab is provided to him/her.
17. The doctor shall also keep a register for the patients to report their satisfaction level or complaints, as a Public Grievance Monitoring Mechanism.
18. The empanelled doctor working at the Health Facilities is required to also do minor procedures like wound dressings etc which comes under General Practice and para medical staff of the clinic will assist the doctors.
19. The empanelled doctor working at the Health Facilities shall abide by Bio-Medical Waste (Management and Handling) Rules, 2016 and Regulations as modified from time to time. The material and support in this regard shall be provided by the In-charge Officer concerned.

20. The respective Civil Surgeons reserves the right to terminate empanelment of any person without assigning any reason after giving one week's advance notice. The empanelled staff may withdraw from empanelment only after one month notice period counted from the date of intimation of withdrawal to the respective Civil Surgeons.
21. If it is discovered at any stage that the empanelled Staff has furnished any wrong information or documents, based on which the empanelment was made, the respective Civil Surgeons reserves the right to terminate the empanelment besides taking recourse to other legal proceedings
22. The staff will not have any liability towards payment of bills for electricity and water which shall rest upon the concerned In-charge Officer.
23. The staff shall be solely responsible for any misconduct, damage, will full commission or omission of any services which are not listed in this agreement or any thing which goes against the spirit of free, fare and ethical practice of patient care.
24. The staff shall behave politely with patients and their attendants and shall not conduct himself to any type of misbehavior with patients or any other person responsible for health care services in the clinic.
25. If the staff agrees to the Terms & Conditions, a letter of Empanelment shall be given and staff shall be expected to take over the designated clinic within three days. This period may be extended by the respective Civil Surgeons and decision of respective Civil Surgeons in the matter shall be final.
26. Job Responsibilities of the Empanelled Staff:-

Medical Officer	<ul style="list-style-type: none"> ❖ The Medical Officer shall be entitled to an empanelment fee of Rs. 50/- per patient. ❖ The amount for 50 patients shall be assured for the Medical Officer irrespective of the footfall per day. ❖ For every patient being examined more than these 50 patients the Medical Officer shall be entitled to an additional fee Rs 50/- per patient. ❖ The Medical Officer shall be mandatorily well conversant for using of Tablet/IT system at the health facility in order to capture patient registration, consultation, treatment, reporting and other detailed activities related to various portals of GoI.
Pharmacist	<ul style="list-style-type: none"> ❖ The Pharmacist shall be entitled to an empanelment fee of Rs. 12/- per patient.

	<ul style="list-style-type: none"> ❖ The amount for 50 patients shall be assured for the Pharmacist irrespective of the footfall per day. ❖ For every patient being examined more than these 50 patients the Pharmacist shall be entitled to an additional fee Rs 12/- per patient. ❖ The Pharmacist shall be mandatorily well conversant for using of Tablet/IT system at the health facility in order to capture day to day patient registration, scanning of patient record, dispensing of medicines, maintaining stock/Indent records on daily basis and shall generate a daily report at the end of the day..
Clinic Assistant	<ul style="list-style-type: none"> ❖ The Clinic Assistant shall be entitled to an empanelment fee of Rs. 11/- per patient. ❖ The amount for 50 patients shall be assured for the Clinic Assistant irrespective of the footfall per day. ❖ For every patient being examined more than these 50 patients the Clinic Assistant shall be entitled to an additional fee Rs 11/- per patient. ❖ The Clinic Assistant shall be mandatorily well conversant for using of Tablet/IT system at the health facility in order to capture day to day patient registration, reporting and any other data related activities. ❖ Shall perform any other duties assigned by MO in charge/Authorities.

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**Mission Director
NHM Punjab**