

SUSTAINABLE HEALTH POLICY

The health policy of an institute includes health of faculty including their families along with students. The policy should include patient safety and quality of care, infection control, health centers, waste management, environmental/one health.

The objectives of health policy of an institute should cover the following points.

Faculty, family and students' health and nutrition

- To ensure timely access to a quality health services irrespective of grades (grade 1 to grade 21) and students
- To ensure timely free access to a quality medicines and diagnostic facilities.
- To institutionalize quality of care in health services delivery system

Preventive Health Services including Communicable and Non-Communicable Diseases

- To ensure availability and accessibility of preventive health service at all levels of health facilities and through community health workers
- To strengthen/up scale the screening, testing and treatment services for communicable and non-communicable diseases

Patient Safety and Quality of Care

- To have a safe health system that minimizes harm to patients, consumers, and reduces costs associated with preventable adverse events
- To have a health system that maximizes the potential for safe and high-quality care by supporting and encouraging patients and the community members to participate as an equal partner in healthcare
- To have a health system that supports safe clinical practice by having robust and comprehensive information system
- To provide safe and easy access to persons with disabilities at health facilities complying Accessibility Codes

Medicines and Biomedical Equipment

- To improve logistic and supply chain management system for regular, uninterrupted and adequate availability of essential medicines.
- To regularly review the Essential Medicine List (EML) for making it more responsive to changing health needs
- To ensure proper and enough storage of essential medicines.
- To improve quality of medicines by enforcement of Medicine Regulation in Punjab at all levels of manufacturing, storing, testing and sale

- To ensure registration of biomedical equipment and development of SOPs for their regulation
- To develop a facility wise standard list of equipment as per WHO guideline
- To ensure availability of updated functional equipment at all levels
- To regularize procurement activities
- To standardize specification for all biomedical equipment as per the requirement

Health Management Information System

- To enhance scope and contents of health data systems for policy and planning
- To develop a mechanism for dissemination of the information for the preventing measures against seasonal/viral diseases

Health Governance and Accountability

- To strengthen healthcare center their key roles in health policy making, programming, human resource management, monitoring and evaluation
- To reorganize/strengthen PO health for ensuring implementation of health strategy initiatives including all preventive programs in the province
- To promote a culture of community participation and empowerment to make healthcare delivery system responsive to the community needs

Human Resource for Health (HRH)

- To establish a governance and leadership structure for HRH policy, planning, production and management
- To ensure availability of healthcare providers as approved by the University
- To establish ways of improving quality and productivity of HRH
- To improve retention of health workers and revitalize the concepts of continuous professional education and training

Health Disaster Management and Emergency Medicine

- Improved capacity of relevant staff in emergency response and relief mechanism

One Health including Environmental Health

- To provide adequate and safe drinking water as well as adequate sanitation facilities to communities
- To bring measurable reduction in food-borne diseases and food poisoning cases by provision of safe food
- To bring improvement in air quality for reduction of Acute Respiratory Infection cases in the most vulnerable population (e.g. hostels, gardens and drains)

- To protect the people and environment from the harmful and adverse effects of infections from laboratories by implementation of Waste Management Rules
- Establish and maintain high-level commitment at all relevant levels of staff of health care center.
- Institutionalize One Health to achieve sustainability and legitimacy of the One Health Platform to coordinate multi-sectoral collaboration
- Strengthen prevention, preparedness and response to zoonotic diseases, AMR and biosecurity threats
- Strengthen capacities (competencies, tools, strategic thinking, leadership, coordination) of the One Health platform and other stakeholders to effectively address zoonotic disease threats
- Enhance behavior change communication and awareness of the value of One Health Approach
- To ensure provision of women friendly WASH services including gynecological hygiene management for both female students and faculty, at all levels not limited to only office spaces, departments and hostels.

Additionally, the mechanisms towards achieving desired objectives will require major interventions and accountability, human resource cadre development and capacity building, accounting for shortages in specific cadres of human resource requirements, introduction of new concepts and reforming the business of the Health center towards this direction.

APPROVED POLICY FOR MEDICAL REIMBURSEMENT

The following policy have been approved for medical reimbursement according to ordinance of University of Agriculture, Faisalabad.

- The Vice Chancellor of the university may relax the provisions of the university ordinances in cases of special hardship.
- Where the university medical officer is of the opinion that the case of a patient is of such a serious or special nature as to require medical attendance by or consultation with a specialist or other medical officer, or the patient requires antirabic treatment, the university medical officer may refer the patient.
 - a. To a specialist or other medical officer of a hospital other than the university hospital for diagnosis and treatment, or
 - b. To the anti-rabic treatment Centre, if the patient requires such a treatment.

Non-reimbursement of Medical Bills

- A university employee shall not be entitled to claim re-imbusement of the cost of denture and spectacles.
- All the persons who retired from the government and thereafter, reemployed in the university shall not get medical facility from university, as they are entitled to get such facility from the government.
- If a retired university employee is re-employed at any other institution a certificate to the effect from his employing agency that he is not being provided with free medical aid will be furnished by such university pensioners to entitle them to the free medical aid from the university. In such cases, all the dependents of the pensioners will also be provided free medical aid.
- It is observed that in some cases, the university employees included extra and irrelevant vouchers to get maximum reimbursement which is unjustified and needs to be prevented.
- No re-imbusement of instruments/Surgical types of equipment are allowed under the rules.

Processing of Medical Bills

- No request of advance for treatment of Hepatitis B&C by university employees will be entertained.
- The employees will purchase injection vials recommended by specialist, from medical stores of "Pharmiz", "Al-shifa Medico" and "Care" only on prescribed discount offered by these medical stores on cash basis, from his/her own pocket. The university will entertain cash memos issued by the medical stores/pharmacies.
- While submitting reimbursement claims the employee will have to submit empty wrapper/containers/injection vials used during treatment, for verification of Senior Medical Officer.
- The medical claims/bills should immediately be submitted to the senior medical officer after the discharge of patients from the Hospitals, the medical bills in the Government side can be submitted within 6 months from the date of discharge of the patient from the Hospital. If the bills are delayed the person might be asked to explain the reasons for late submission of bills within 7 days otherwise their claims would be rejected. It needs a special permission of the vice Chancellor to entertain said medical bills,
- The employees and their family members suffering from Cancer, Hepatitis B, C or Insulin dependent diabetes should be registered in staff dispensary. The files of each such patient must be maintained in office of SMO. An estimate to purchase medicines for this purpose should be prepared by the SMO till finalization of this

purchase, the employees may claim reimbursement of medical charges on account of Cancer, Hepatitis B, C or Insulin dependent diabetes from the university.

- There will be no charges for dressing, nursing, I/V injection, Drips etc. However, the medicine may be provided on payment basis.
- The University will entertain cash memos issued by the approved distributors/whole sale dealers/medical stores/pharmacies.
- The re-imburement of only medicine, Sera Vaccine and other therapeutic substance is allowed.
- It is observed that in some cases, the SMO referred the patients to medical specialists but the sought medical treatment simple MBBS Doctors (not specialist) which is violation of university rules.
- All medical reimbursement claims may be routed through their respective Deans/Directors/Principals/Chairmen of Teaching Departments. The medical reimbursement claims of retired University employees may be routed through office of the Registrar or the Officer In-charge of concerned Department from where the University employee retired from service.
- All the prescription slips and voucher lists shall be signed by the attending / treating doctor, Hospital Pharmacist, and countersigned by the Medical Superintendent/ additional medical superintendent concerned.
- The medicines prescribed by a specialist in cases of chronic diseases will be ascertained by the SMO/MO (UAF) and the reimbursement will be made at the lowest market rates of similar medicines carrying same salt and also equally effective.
- The medical claims of the spouse working in other Govt./semi-Govt./Autonomous Organization will be valid if the claimer submits the certificate duly issued by the head of organization, where the spouse is employed that the individual has not availed the medical services under their Umbrella.

Reimbursement of Medical Charges

The following diseases for outdoor reimbursement may also be entertained.

- Chronic Pulmonary Cardiovascular & Circulatory Disorders.
- Tumors, Malignancies, Cancer and chronic blood disorders (Thalassemia etc.)
- Chronic Hepato-Renal Disorders, Organ Failure, Dialysis and Transplants.
- Chronic Neuro-Psychiatric Diseases, Neuropathies, Epilepsy, Paralysis.
- Chronic Inflammatory-infectious Disease (Rheumatoid Arthritis, Hepatitis, TB, Tetanus etc.)
- Chronic Endocrine Disorder (Diabetes, Goiter, Pancreatitis etc.)
- Chronic Degenerative Disorders.
- Poisoning, Dog and Snake Bite,

- Drug Abuse, STD, HIV/AIDS, VHF
- Chronic Skin Disease Allergies- Chronic Connective Tissue and Autoimmune Disorders
- injuries including Orthopedics, Burns, Gunshot, Blast and Head Injuries.
- Day Surgery (Obstetric-Gynae Disorders, Deliveries, Cataract and Eye/ENT day procedures.)
- Shock, Cardiogenic Shock, Stroke and Electrolyte Disorders.
- Treatment for Eye, ENT and Disabilities/Handicaps.
- Dental treatment
- The Punjab Institute of Nuclear Medicines (PINUM), Allied Hospital Faisalabad, Civil Hospital Faisalabad and other Hospitals in Government setup, each has its own expertise and amount spent on Diagnostic tests from these hospitals will be reimbursed.
- The indoor cardiac treatment sought from Doctor's Hospital Lahore or any other hospital may be entertained according to rates of Punjab Institute of Cardiology, Lahore and Faisalabad Institute of Cardiology, Faisalabad.
- The amount spent on disposables in case of Angiography or Angioplasty or Bypass Surgery as provided and charged by PIC & FIC will also be reimbursed.
- Diagnostic tests which are not available at University Lab. And in any other Govt. Hospital are fully reimbursable.
- Medical facility will be provided by the university as per BPS scales.

Room Rent

The Vice Chancellor approved to adopt the rates for rooms/investigation/operation fee etc. offered by Allied Hospital, Faisalabad.

- a. BPS 1-14: General Ward (bed charges) not exceeding Rs. 300/- per day
- b. BPS 15-16: Room rent Rs. 600/- with AC and Rs. 300/- without AC (ordinary room)
- c. BPS 17-21: Room rent Rs. 1050/- with AC and Rs. 800/- without AC (VIP-III)
- d. BPS 22 or equivalent: Room rent Rs. 2100/- with AC and Rs. 1500/- without AC (VIP Sit) (VIP-II)

Operation Fee

- a. MBBS+Diploma+PG
 - Major Operation: Actual amount but not exceeding Rs. 10,000/-
 - Medium Operation: Actual amount but not exceeding Rs. 7,000/-
 - Minor Operation: Actual amount but not exceeding Rs. 4,000/-
- b. MBBS+FCPS/FRCS/MS
 - Major Operation: Actual amount but not exceeding Rs. 20,000/-

- Medium Operation: Actual amount but not exceeding Rs. 14,000/-
- Minor Operation: Actual amount but not exceeding Rs. 6,000/-
- c. Visiting Fee
 - MBBS+Diploma+PG: Rs. 300/- per visit
 - MBBS+FCPS/FRCS/MRCP Rs. 600/- per visit
- In case of surgery in a hospital, the surgeon should be a qualified doctor at least possessing a diploma/postgraduate in relevant field, after MBBS degree.
- The categorization of major, medium and minor operations received from Allied Hospital will be notified for information of the university employees.
- Visiting fee: for hospitalization patient of the consultant or other specialists are called as per requirement, their consultation fee will also be reimbursed after deducting 25% amount according to university rules.
- There is limit of two maximum consultant's visits per day in case of indoor medical treatment already approved by the Vice Chancellor.
- In case of outdoor medical treatment, the university will reimburse, for maximum of three consultancy visits of a Medical Specialist/Surgeon of specified category in a month subject to approval of the Senior Medical Officer.
- If the concerned consultant recommends further consultancy of any other medical specialist, the University will entertain the medical claim for reimbursement charges of consultancy visit with sound justification.
- For medical facility family means wife or husband, legitimate and daughters and step children of a University employees wholly dependent upon him. The son/daughter of University employee who is of twenty-one years of age, in he/she is not student in educational institution will not be entitled for medical facility. Disabled son/daughter of any age will however, be entitled to have medical facility.
- A sum of Rs. 2,000-00 p.m. may be reimbursed to university employees/retired employees for HCV treatment for a period of six months. A sum of Rs. 3,000/- p.m. may be reimbursed to university employees/retired employees for HCV treatment for a period of three months.
- In maternity cases, the concerned patient must have to appear before women medical officer for referring to the specialist and in general cases the patient must pay visit to Medical Officer and Senior Medical Officer for referral to the specialist.
- The consultancy fee up to Rs. 2000/- will be fully reimbursement.

Referral/outstanding treatment permission

- In case, the treatment is not locally available and the patient needs to be treated by a consultant in a hospital as outdoor or indoor facility or in other district/city of his/her station, he/she needs to get outstation treatment permission from the Vice Chancellor

- The reference to the specialist should be obtained before the consultation. In case of emergency under OPD or consultation from specialist the referral should be got within 15 days. In case of emergency admission in the hospital the referral should be got at the earliest but not later than 30 days after discharge the hospital.
- The outstation treatment permission by the retired employee is not required, if the patients get treatments from his/her resident/home town. The outstation treatment permission is required if the patient has to move to another city/town (District). The permission may be had within 02 months of the treatment/discharge.
- For retired employees living in Faisalabad, the same rules will apply as for employees
- If the indoor patients leave the hospital without leave against Medical Advice (LAMA) and submit the Medical Bills without Discharge Slip will not be entertained.
- The services of Medical/Surgical specialists are not easily available in Government Hospitals, therefore in such cases the documents signed by MBBS or PGR will be entertained.

New facilities available

The following new facilities have been added under Medical & Health Services:

- Provision of emergency room to deal with day to day emergencies.
- Well-equipped laboratory with latest equipment for diagnostic tests
- Upgradation of Dental equipment with addition of Dental X-ray
- X-ray latest machine with digital imaging
- ECG Machine
- Ultrasound Machine

New facilities required

- Hiring of new staff according to the approved budget for Medical Health Centre, University of Agriculture, Faisalabad
- Ambulatory service for emergency
- X-ray machine operator
- Computer and Computer data Operator for laboratory, male and female dispensary
- Training of paramedical staff for handling of emergency cases (like 1122 staff)
- Accidental injuries
- Facility to deal with accidental injuries/burns