मुख्यालय/HEADQUARTER

कर्मचारी राज्य बीमा निगम

(श्रम एवं रोजगार मंत्रालय भारत सरकार)

EMPLOYEES' STATE INSURANCE CORPORATION

क.रा.बी.नि.
E.S.I.C.

(Ministry of Labour & Employment, Govt. of India)

पंचदीप भवन सीआईजी मार्ग] नई दिल्ली-02

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No. U-11013/2/2024-MED-I   Dated:-10.01.2023

To,

All Medical Superintendents/Deans/Director (Medical)

ESIC Hospitals/Medical Colleges Delhi/Noida

विषय: Revised guidelines related to home delivery of drugs to the IPs and Beneficiaries as entitled.

Madam/Sir

Please refer to the guidelines for home delivery of drugs to the IPs and Beneficiaries as entitled circulated on 03.11.2023.

In this regard revised guidelines for home delivery of drugs have been approved by the Competent Authority and are enclosed here with.

You are requested to take cognizance and implement the above measures so that the IPs and beneficiaries can utilize the facility provided as per their requirements.

This issues with the approval of Director General.

Yours sincerely

Dr.Manoj Kumar

OSD (Medical Services)

Copy to:

1. PPs to DG/FC/CVO/MCs/ICs for information, please.
2. DMC(ICT)- with request to arrange updation in Dhanwantri module.
3. WCM with request to upload on the website for wider access.

SOPs for ESIC Hospitals w.r.t Home delivery of Drugs

The recommendations in this regard are as follows: -

1. **Introduction**: -

   The facility of home drug delivery is presently being provided to the ESI Beneficiaries satisfactorily on a pilot project basis by ESIC Medical colleges. This SOP provides operational guidance for the ESIC Hospitals and the beneficiaries of the Corporation.

2. **Eligibility:**

   1. **All Senior Citizens (above 60 years) with chronic illness entitled for treatment with ESIC, receiving consultations from hospital and prescribed medicines for more than 30 days and are desirous of having their drugs delivered at home.**
   2. **All ESIC beneficiaries, ESIC Employees and their dependents, pensioners seeking teleconsultation through e-Sanjeevani.**
   3. **Handicapped and bed ridden patients on medication for chronic disease will also be eligible for home delivery of drugs if desired by such patients.**

3. **Geographical Area**: The services to be delivered will be the defined districts as decided by the Dean/MS of the concerned hospital

4. **Responsibility of the Hospital**:

   a) The Hospital shall float a bid on the GeM Portal for hiring of services for doorstep delivery of drugs inclusive of packaging, collection and electronic information to the beneficiary through SMS/Whatsapp regarding dispatch of drugs and confirmation of delivery to them.
   b) I/c Medical Store will be the nodal officer to monitor the smooth functioning of the drug delivery process.
   c) Each Hospital to develop its own SOPs as per local need and process flow requirement, guidance for the Vendor, pharmacist, other stake holders and grievance redressal system in place.
   d) A copy of prescription should be enclosed in the drug packet.
   e) Proper record keeping to be done at hospital level.
   f) Bills to be processed on monthly basis on submission of proof of delivery.
   g) Medicines up-to a maximum of 90 days may be issued to the entitled patient through Home delivery option.
   h) SLA (Service Level Agreement) to be imposed on the vendor at least for
      - Loss of Packet of Medicines
      - Late delivery beyond 48 hrs excluding the day the prescription.

5. **Vendor Responsibility**: -
   a) It will be the responsibility of the Selected Vendor to send a SMS/Whatsapp to the beneficiary intimating parcel tracking Number as soon as the drug packet is collected from the "Drug Delivery Cell" along with a link of the Tracking Webpage.
   b) Vendors to ensure proper cold chain maintenance for drugs which require cold chain maintenance.
   c) Delivery of the drug packet information is also to be sent to the beneficiary through SMS/WhatsApp mandatorily
   d) Proof of delivery should be OTP based/signature of the authorized recipient in a pre-defined format.