

## INDIAN INSTITUTE OF TECHNOLOGY BOMBAY

No. HR-2/ HCM 2/Medical Unit/2020

19-04-2020

### CIRCULAR

Sub. : OPD reimbursement policy with the rollout of telemedicine services in IIT Hospital.

It is brought to the notice of all concerned that the Competent Authority has approved the OPD reimbursement policy with the rollout of telemedicine services in IIT Hospital recommended by the CMO (SAG), IIT Hospital. This policy is approved as long as the Epidemic Diseases Act continues to be in force. The details pertaining to the procedure of telemedicine services at IIT Hospital is mentioned at Annexure (A) and OPD reimbursement policy at Annexure (B).

Hindi Version will follow.

Sd/-  
REGISTRAR

Copy to:

1. The Director
2. The Dy. Director (AIA)/(FEA).
3. The Registrar.
4. The Deans/Associate Deans.
5. The CMO (SAG), IIT Hospital.
6. The Dy. Registrar (MMD).
7. The Dy. Registrar (F&A), F&A Section.
8. The Dy. Registrar HR-2 (HCM & Payroll).
9. The Dy. Registrar HR-1 (HRM).
10. The Assistant Registrar HR-2 (Payroll) Section.
11. The Assistant Registrar, Internal Audit & Grievance Redressal Section.
12. All Heads Depts/Centre/Sections/Schools.
13. Office Copy.

**Telemedicine services at IIT Hospital.**

The telemedicine service will be available for the duration of the Epidemic Diseases Act, 1897. It can be utilized for consultation with visiting specialists or medical officers associated with IITB hospital.

**A) Specialist Consultation:**

1. Consultation will be available only on working days from 10 am to 1 pm and 3 pm to 5 pm.
2. To avail the facility, the patient requesting specialist consultation, will call Helpline a number: 02245811236 or +912245811236.
3. A medical officer equipped with mobile phone with tele- medicine app having tele-conference and what's app facility will call back.
4. He/she will obtain details required for evaluation and add the specialist in conference
5. Prescription and clinical notes as per the specialist's advice will be generated by the medical officer.
6. The prescription and notes will be sent to the patient by what's app or, if the patient wants to collect medicines from IITB hospital pharmacy, it will be given to the pharmacy.
7. The patient can purchase medicines from outside and claim reimbursement (as per rules) or collect them from IITB hospital Pharmacy.
8. If the patient needs to visit a hospital, he will be advised accordingly and a reference will be sent to him through what's app.

**B) Medical Officer Consultation:**

1. Consultation will be available from 9 am to 5pm on working days only.
2. The patient can dial 7051/ 7053 or 022 25767051/ 022 25767053 from internal phone line or mobile respectively.
3. He will be connected to a medical officer or a part-time doctor on duty.
4. The patient can consult and have his prescription on what's app or delivered to IITB hospital Pharmacy, depending on his choice.

**Reimbursement of OPD prescriptions:**

Faculty and staff members having full medical facility are eligible for reimbursement of:

1. Medicines purchased through telemedicine prescription of IITB.
2. Valid prescription of a registered medical practitioner. Prescription having patient's details, diagnosis, medicines prescribed with duration, doctor's signature and stamp with registration number will be considered valid.
3. Routine medicines purchased for up to two months based on his IITB medical record.

Students:

1. Medicines purchased through telemedicine prescription of IITB.
2. Students on regular medicines may purchase medicines based on the record in his file for up to two months and claim reimbursement.
3. Claim for anti- TB medicines will be reimbursed based on current or past recommendations from any doctor.

A person having OPD facility only, at the hospital will get reimbursement of medicines that are dispensed free of cost at the IITB- Keps pharma. This includes members of Contributory Medical Scheme (CMS), temporary staff, QIP, Project staff. He/ she will be eligible for reimbursement of:

1. Medicines purchased through telemedicine prescription of IITB
2. Valid prescription of a registered medical practitioner. Prescription having patient's details, diagnosis, medicines prescribed with duration, doctor's signature and stamp with registration number will be considered valid.
3. Routine medicines purchased for up to two months based on his IITB medical record.