

## **SOP for Chief Minister's Free Diagnostic Services ( Laboratory Services)**

### **1.0 Scope of work**

- 1.1** The Service Provider (**M/s HLL Lifecare Limited, A Government of India Enterprise**) shall provide laboratory services through Hub and Spook model to the patients referred by Govt. Health Facilities under Chief Minister's Free Diagnostic Services programme.
- 1.2** Service Provider shall follow Standard Operating Procedures (SOPs) as approved by the authority.
- 1.3** Service Provide shall establish district laboratory (Hub) in all district headquarter at the provided space allotted by the district authority.
- 1.4** Medical, technical and other personnel for collection operation and managing laboratory (Hub) are responsibility of the Service Provider and will be ensured by the service provider. The state health authority reserves the right to add/delete/modify the list of tests prescribed at various levels of public health facilities and to add/reduce the total number of facilities for which contract has been signed.
- 1.5** Service provider will deploy phlebotomist at all health institution as per laboratory prescription load from the health institution so that speedy blood collection needs to be ensured.
- 1.6** The service provider shall arrange for sample collection from patients, collection of batches of all samples once daily from PHC, CHC and twice daily from DH.
- 1.7** Service Provider will put in the system (runner) for transportation of the samples from health institution to Hub. Details of runner with name and contact no and address shall be provided to the district authority (JDHS) by the Service Provider.
- 1.8** Service provider will follow the Project Process Flow Chart given at **Annexure A** and shall submit the monthly reporting accordingly in prescribed format.
- 1.9** All the operational cost related to functioning of equipment, Human Resource and consumables is responsibility of the Service Provider.
- 1.10** The Service Provider shall also provide logistic systems for sample collection, transfer and reporting of tests. The diagnostic test reports shall be reported by the Service Provider electronically within the stipulated time frame. The Service Provider shall declare all logistic capability, number of people deployed for logistics, mode of transport, Standard Operating Procedures (SOP's), for sample collection, transportation, storage and preservation of the sample from the collection point to laboratory.
- 1.11** Service Provider shall provide a signed report from qualified Medical Professionals with minimum PG qualification in related specialty.
- 1.12** The Service Provider will provide report within 24 hours or earlier from the time of sample collection at the laboratory (Hub) and within 3 hours in case of emergency.

- 1.13 All critical results shall be reported within 3 hours using IT support. Critical tests results shall be communicated to the concerned facility telephonically after completing the analytical processing of samples. Records of actions taken in case of critical results shall be maintained by the Service Provider. These include date, time, and responsible laboratory staff member and examination results. IT support systems along with connectivity for transmission of all results to corresponding health facility shall be the responsibility of the Service Provider.
- 1.14 Service Provider shall declare list of all the equipments in position and station where they are placed, all Human Resource including Laboratory Specialist and Laboratory technicians.
- 1.15 The Service Provider should keep a record of notifiable infectious disease and Communicable disease and information of the same to be sent to the JDHS of the District and NHM State Head Quarter within 12 hours of report generation and to keep a record of the same.
- 1.16 The Service Provider shall manage the following records:
- Daily patients register
  - Report register
  - Critical value reporting test register
  - Turnaround time (TAT) register
- 1.17 Payment to Service Provider will be made on monthly basis, within 30 days from the date of submission of bills subject to the correctness of the bills submitted.
- 1.18 Service Provider will establish Laboratory Centre (Hub) in the allotted space at districts.
- 1.19 Monthly rent of Rs.3000.00 will be charged from the Service Provider for the allotted space with 5% yearly escalation. Yearly escalation will be applicable from the FY 2018-19.
- 1.20 All the pre-requisites such as civil, electrical, air-conditioning, computer or any other changes in the site for installation of laboratory will be executed by the Service Provider at its own cost, with due permission of the Authority. The district hospital administration will not be responsible for any loss/ damage to the machine/property due to natural hazard and licensee will take adequate insurance cover at his own risk & liability for all damages arising out due to any unprecedented reasons. The Service Provider shall provide round the clock security services for their equipments and others at its own cost for the entire period of contract. The contract and terms thereof shall be governed by indemnification clause.
- 1.21 All expenses on account of man power, electricity, water and other maintenance of premises and the machine, security or any other expenses incurred in the day to day running of the machine shall be borne by the Service Provider.

- 1.22 Payment of electricity bill will be responsibility of the service provider. NHM will provide separate electric meter.
- 1.23 Service Provider will pay the consumed electricity bill to the District Hospital Superintendent by cheque in favour of “**District Hospital Management Society**” every month.
- 1.24 The service providers will use the centrifuge, refrigerator etc for pre analytical processing of the samples, where ever it is available and functional.
- 1.25 Details of laboratory tests which will come under purview of the Service Provider are given at **Annexure –B**.

## **2.0 General Terms & Conditions**

- 2.1 With regard to the doubtful observations, a repeat investigation will be carried out at the cost of authority.
- 2.2 Annual review of performance and observance of terms & conditions including quality of tests shall be carried out by the authority. The Service Provider shall furnish a third party report of calibration of laboratory equipment used by the provider for providing the services, yearly to the authority. Documentation of the same should be done. A third party audit by a NABL Accredited laboratory shall be conducted at the cost of Service Provider every quarter. The service provider shall also check 1% of samples per month in any NABL accredited Laboratory for external quality assurance programme. In case the result of external quality assurance is not acceptable the amount equal to three times multiply by total number of tests for that matter shall be forfeited.
- 2.3 Service Provider shall make alternative arrangements for reporting all of the cases at the approved rates in case there is breakdown which extends for more than 72 hours (3 days) of the sample collection. If the breakdown in the services extends beyond 15 days the contract may be cancelled. Between 3 days and 15 days if arrangement with alternate service provider is not in place, the authority shall deduct cost equivalent to starting from 8.00 Am on the day of commencement of shut down.
- 2.4 The Service Provider shall provide a list of all laboratory equipment in use along with serial numbers and locations.
- 2.5 Use of the allocated space by the service provider for any purpose other than medical diagnostics shall not be permitted.
- 2.6 The Service Provider will also comply with confidentiality and privacy laws relevant to patient details.
- 2.7 95% of the test shall be reported within the stipulated time frame. In the event of more than 5% of test not being reported within stipulated time frame, no cost shall be paid for all tests reported beyond the stipulated time frame every month.
- 2.8 All the operational cost within the declared scope of work including the cost of deployment of the personnel will be borne by the Service Provider.
- 2.9 The Service Provider will be penalized in cases of increased Turn around Time (TAT) and if the delay is one hour then 25% of the payment per test shall be deducted.

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Mission Director, NHM, Assam