

SOP for Chief Minister's Free Diagnostic Services (CT Scan Services)

Scope of work

- 1.1 The Service Provider (**M/s Spandan Diagnostic Centre Pvt. Ltd, Rabindranagar, P.O - Midnapur, West Bengal**) shall operate 16 slice Computed Tomography (CT) Scan facility at space provided at district, for operating CT scan services to the patients referred by Govt. Health Facilities.
- 1.2 Ownership status of all movable assets created from the investments made by the Service Provider shall remain with the Service Provider.
- 1.3 The Service Provider shall not be entitled to levy any charge on the patients. The service shall be provided completely cashless to all patients referred by Govt. Health Facility.
- 1.4 The Service Provider will furnish hard copy of the report along with image to the patient.
- 1.5 The Service Provider will submit hard copy of report to the district Authority (Jt. DHS) on monthly basis.
- 1.6 Service Provider shall provide report and images to the patient within the stipulated time mentioned below
 - I. All Head injuries, trauma cases and cases declared as urgent by the referring Hospital within 2 hours.
 - II. All routine scan from 8a.m to 6 p. m within 6 hours
 - III. All routine scan from 6 p.m. to 8 a.m. next day before 10a.m
- 1.7 Tele Radiology may be used for reporting. Report must be signed by the qualified Radiologist, clearly mentioning name and registration number.
- 1.8 The human resources including Radiologist, Anesthesiologist, Radiation Safety Officer and Staff Nurse for the CT scan facility is sole responsibility of the Service Provider. Service Provider shall provide the signed report from qualified Radiologists having a Post Graduate Degree/Post Graduate Diploma in Radiology and imaging. Service Provider shall deploy adequately trained Radiographer and Paramedical staff to run the facility round the clock (24x7x365).
- 1.9 Service of Anesthetic Doctor will be the responsibility of the service provider, which can be arranged on call basis.
- 1.10 Monthly rent of Rs. 1700.00 will be charged with 5% yearly escalation. Yearly escalation will be applicable from the FY 2018-19.
- 1.11 Service Provider will pay the monthly rent in the form of Cheque in favour of "Rogi Kalyan Samiti" of the respective District Hospital to Joint Director of Health Services concerned.

- 1.12 Payment of electricity bill will be responsibility of the Service Provider. NHM will provide separate electric meter.
- 1.13 NHM will provide 100KVA generator for each Center. Operation, maintenance etc. is responsibility of the Service Provider.
- 1.14 In case of requirement of additional power (in addition to 100KVA Diesel Generator) service provider will be responsible for procurement of required DG Set at their own cost.
- 1.15 Service Provider will provide service free of cost to all beneficiaries referred by Govt. institution. The cost will be reimbursed by NHM on monthly basis.
- 1.16 The Service Provider will submit monthly report in the prescribed format by NHM under signature of Joint Director of Health Services of the respective district to the Mission Director NHM.
- 1.17 The Service Provider will be entitled to charge private beneficiaries as per their own rate.
- 1.18 Renovation, Interior decoration & logistics are responsibility of Service Provider.
- 1.19 Maintenance of electrical accessories and infrastructure is responsibility of the Service Provider during the contract period.
- 1.20 Bio Medical waste management is responsibility of the Service Provider.

2 Other Terms & Conditions

- 2.1 The project has been awarded for a period of 10 years.
- 2.2 NHM will provide the required space for establishing the CT Scan. A lease agreement shall be enforced for the full term of the contract at value and terms mentioned above. A possession Certificate in plain paper shall be issued while handing over the above mentioned space.
- 2.3 Technology Up gradation: The machine shall be suitably upgraded by the service provider under following conditions:
 - Review by a board appointed by Authority upon assessing the need for a technology up gradation. Such reviews should not be made in less than one year.
 - Upon declaration of any national or international guideline accepted by Government prohibiting the use of earlier (current installed) technology.
 - After completion of 2 contracts period each not less than 5 years, the entire CT scan equipment shall be replaced.

- 2.4 All the pre-requisites such as civil, electrical, air-conditioning, computer or any other changes in the site for installation of machine 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 the CT scan facility at its own cost for the entire period of contract.
- 2.5 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.
- 2.6 Image retention for MLC cases or otherwise would be the responsibility of the authority and the Service Provider shall handover the softcopy of the images to the authority as per agreement with the State. Legal responsibility of correct reporting of images lies with the Service Provider.
- 2.7 The CT scan machine provided must be AERB type approved and it is the responsibility of the Service Provider to modify room layout of the installation site as per AERB guidelines and get license from AERB to run this CT scan machine. It is the responsibility of the Service Provider to employ Radiation Safety Officer (RSO) for every CT scan machine under their operation.
- 2.8 Service Provider shall ensure best quality of tests and protocols and shall submit a half yearly report of clinical audit done by a third party or as nominated by the authority.
- 2.9 Annual review of performance and observance of terms & conditions including quality of tests shall be carried out by a committee which shall include Joint Director of Health Services & Head of department of Radio diagnosis of District Hospital along with other members nominated by the authority.
- 2.10 The Service Provider would be allowed to use the machine for outside (non-referred) patients at cost decided by the Service Provider.
- 2.11 The Service Provider will have to maintain an uptime of 90% with maximum 12 days of downtime at a stretch. In case the service provider fails to do so, the provider shall pay a sum equivalent to cost per CT scan multiplied by total number of CT scans done per day during the given month, for each day of shutdown beyond 12 days. If shut down extends beyond 30 days due to technical and/or administrative reasons on the part of Service Provider, the contract may be cancelled. Service Provider shall make alternative arrangements for provision of CT scan (including free transportation of patients) in case the machine is out of order/ broken down for period greater than 24 hours. The rates at which the Authority has engaged the Service Provider shall not change in any case.

- 2.12 A no-fee receipt shall be provided by the Service Provider to every patient. A copy of all such receipts shall be submitted on a monthly basis by the service provider to the District Hospital Authority.
- 2.13 The following records shall be maintained on a daily basis by the Service Provider:
- Daily patients register including outside as well as for patients referred by Govt. Facilities to be separately maintained.
 - Log book for record of any breakdown/shut down of the machine/facility.
- 2.14 The Service Provider shall not sell or transfer any proprietary right or entrust to any other third party for running the CT. Scan facility. The service provider may however refer the test to another center in case of breakdown/shutdown ensuring all other conditions pertaining such as services, reports, records, patient transport and safety of processes and procedures in the referred center.
- 2.15 After closure of the contract agreement between the Service Provider and the authority, the Service Provider shall vacate the space occupied within a period of 60 days.
- 2.16 Electricity, water, medical gases and all other required amenities including waiting area for patient & patient attendant shall be the responsibility of the Service Provider.
- 2.17 The Service Provider shall provide a resuscitation room with crash cart for providing lifesaving support if required by patients within the CT scan facility
- 2.18 The Service Provider shall arrange for appropriate and adequate signage and IEC (information-education- communication) activities for the CT scan machines as decided by the authority.
- 2.19 The Service Provider shall abide by all the guidelines issued by the Authority and statutory bodies.
- 2.20 The Service Provider shall be responsible for storage of images and reports of all CT scan done by the service provider including image retrieval system for a period of ten years. In case of change of service provider for any reason, the stored data and images must be transferred to the new provider for continuation of storage.

Sd/

Mission Director, NHM, Assam

Monthly Reporting format for CT Scan Services under Chief minister's Free Diagnostic Services

District:

SN	Date	No of CT Scan conducted	No of CT Scan reported
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Seal and signature of JDHS

Seal and signature of Spandan Diagnostic Center Pvt. Ltd.