

SOP for Chief Minister's Free Diagnostic Services (X-Ray Services)

- 1.** Contract for Providing Tele Radiology Services (X-Ray) has been awarded to M/s **Krsnaa Diagnostic Pvt. Ltd, Plot No98,Pavannagar, Chinhwad,Pune.**
- 2.** Service Provider shall provide communication networks, IT peripherals and requisite software for seamless transmission of images.
- 3.** The Service Provider shall put in place the required infrastructure such as CR systems, CR cassettes to digitize images from existing X-rays at Govt. Health Facilities. Periodic maintenance including replacement of CR system shall be sole responsibility of the Service Provider.
- 4.** Service Provider shall provide training to radiographers deployed at public health facilities for digitization and transmission of X-ray images.
- 5.** Providing trained and qualified Radiographers for facilities where the machines are available but manpower is absent is responsibility of NHM, Assam.
- 6.** Reporting of all X-ray films/images from PHC/ CHCs/FRUs/SDHs/DHs shall be through Tele Radiology.
- 7.** All results shall be interpreted, diagnosed and reported within 6 hours of the test, if the tests were done between 8AM to 6PM. However if tests were done between 6PM to 8AM next morning, the report would be provided on or before 10AM of same day.
- 8.** Existing security arrangement in concerned health institution shall be extended to equipments installed by the Service Provider. Hospital In-charger/Radiographer of the respective health institution will be responsible for safety and security of equipments installed by the service provider.
- 9.** Service Provider will utilize the existing power back up facility (generator) where ever available.
- 10.** Required electricity connection shall be provided by the hospital authority.
- 11.** Required Internet connectivity for providing services shall be arranged by the service provider.
- 12.** Arranging stationeries required for providing reports, printer, X-Ray films etc. will be the responsibility of the service provider.
- 13.** Service provider will provide, X – Ray image (in X-Ray film) and report (in paper form) to the patient.
- 14.** District Authority shall arrange for well-functioning X-ray machines and the preventive maintenance (PM) and corrective maintenance (CM).
- 15.** Provision for the storage of Images and clinical data shall be responsibility of the Service Provider.

- 16.** Service Provider will provide a signed report from qualified Radiologists having a Post Graduate Degree/Post Graduate Diploma in Radiology and imaging clearly mentioning the name and registration number of the Radiologist.
- 17.** The uploading time of the images should not be more than 45 minutes after the completion of test. The images will also be made available by the service provider to the concerned hospital with in the 45 minutes after the completion of test. All results shall be interpreted, diagnosed and reported within 6 hours of the image transmission/ uploading, if the tests were done between 8AM to 6PM. However if tests were done between 6PM to 8AM next morning, the report would be provided on or before 10AM of that day.
- 18.** The Service Provider will submit monthly report in the prescribed format by NHM under signature of Hospital-In charge/Radiographer of the Institution of the respective health institution to the Mission Director NHM.
- 19.** The Service Provider will have to manage the following records:
 - Digital case registers.
 - Record of discontinuity of services at Service Provider's end; and Log Book of discontinuity of services at facility end.
 - The patient information and images shall be tagged to a unique id generated by the service provider.
- 20.** The Service Provider will be responsible for Bio Medical Waste Management, Bio-Safety, Occupational and environmental safety.
- 21.** Annual review of performance and observance of terms & conditions including quality of tests shall be carried out by a committee appointed by the authority.
- 22.** 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.
- 23.** All the pre-requisites such as hardware, software, computer and related peripherals, internet connection will be provided by the Service Provider.

Sd/

Mission Director, NHM, Assam

Monthly Reporting format for X-Ray Services under Chief Minister's Free Diagnostic Services

District:

Name of Block:

Name of Health Institution:

SN	Date	No of X-Ray conducted	No of X-Ray reported
1			
2			
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Seal and Signature Hospital In-Charge/Radiographer