Government of Karnataka
Directorate of Health & Family Welfare Services

No. HFWD/PS/38/2018-19   **Dated 21.6.2018**

Circular

Subject: Arogya Karnataka - Instructions for Referral reg.

Read:

       1. Government Order No. HFW 91 CGE 2017, Dated 1.3.2018

       2. Government Order No. HFW 91 CGE 2017, Dated 1.6.2018

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1.   The Government Order read at (1) above envisages for prescribing norms for providing referral to patients requiring complex secondary and tertiary healthcare treatments in case public health institutions (PHIs) in a district do not have medical capability for the required treatment.

2.   Government Order read at (2) above requires all PHIs at the district and taluka level to adopt a manual referral system, till the rollout of the IT system-based referral modalities. The same Government Order suggests that the recommendation for the referral shall be recorded by the specialist doctor in the referral form to be prescribed by the Director, Health & Family Welfare Services.

3.   The referral form to be adopted by all Public Health Institutions (PHIs) at the District and Taluk level is annexed to this circular. The form shall be used for treatment and diagnostics referrals.

4.   Suvarna Arogya Suraksha Trust (SAST) shall provide blank referral forms to the PHIs. For resupply, the PHIs should inform SAST at least 15 days in advance. If required, the forms may also be printed locally by the PHIs.

5.   For convenience, the procedure to be followed for the referral is summarized below.

    i.   The nodal officers in all PHIs at district and taluka levels should update the medical capabilities of their respective PHI for primary, normal secondary, complex secondary, tertiary, and emergency treatments in the SAST portal as listed in Annexures 1, 2A, 2B, 3 and 4 of the Government Order read at (1) above.

    ii.   The PHIs should also display the above at a prominent place in their premises.

    iii.   Referral system is available only for complex secondary and tertiary treatments as listed in Annexures 2B and 3.

    iv.   Referral is not to be provided for primary and normal secondary treatments as listed in Annexures 1 and 2A.

    v.   A referral will not be required by "Eligible Patients" for emergency treatments as listed in Annexure 4. They can avail emergency treatment in the empaneled private hospitals without a referral. For "General Patients", the facility of

emergency treatment shall be opened up in the next few months after establishing the enrollment and authentication system in private hospitals.

vi. In case of any PHI at district or taluka level, not having the medical capability for primary and normal secondary treatments, a proposal to meet the gaps in terms of human resources, medical equipment and drugs should be sent to Director, HFW or Director, Medical Education within one week.

vii. In case of any PHI not having in-house diagnostic facility for screening of complex secondary treatment or tertiary treatment but the required diagnostic facility is available in private medical establishments in the same city or town, the concerned PHI can send a proposal to Director, HFW to make tie-up arrangements for outsourcing the required diagnostics till the in-house facility is set-up.

viii. The specialists and nodal officer at each PHI should familiarize themselves about the medical capabilities in their own hospital.

ix. The specialists and nodal officer in a taluka level PHI should also familiarize themselves about the medical capabilities in the district PHI and in the adjoining taluka PHI.

x. The nodal officers are advised to provide updated lists of medical capabilities at their own hospital and at district PHI to their specialist doctors for easy reference.

xi. The "Initiating PHI" is the PHI that starts the referral process by referring a patient to another hospital for treatment or for diagnostic test.

xii. The "Referred Hospital" is the hospital to which, a patient is referred by a PHI for treatment or diagnostic test.

xiii. For referral system, the term district PHI includes major hospitals administered by HFW Department and government medical college hospitals and other hospitals administered by autonomous institutions promoted by Government of Karnataka.

Referral by Taluka PHIs:

xiv. In case of a patient requiring complex secondary treatment, as assessed by the specialist doctor at the Taluka PHI and the required treatment not being available in that PHI, the specialist doctor should confirm that the same is available in the district PHI.

a. In case the required treatment is available in the district PHI, as declared by the district PHI on SAST portal, the patient should be referred to the district PHI.

The entry in the referral form in the box related to "Referred Hospital" should be "District Hospital with <name of the district and location>".

b. In case the required treatment is not available in the district PHI, as declared by the district PHI on SAST portal, the patient should be referred to an empaneled private hospital without specifying any particular hospital.

The entry in the referral form in the box related to "Referred Hospital" should be "Empaneled Private Hospital".

Referral by District PHIs other than those in Bengaluru:

xv. In case of a patient requiring complex secondary or tertiary treatment, as assessed by the specialist doctor at a district PHI, other than Bengaluru, and the required treatment not being available in that PHI, the patient should be referred to an empaneled private hospital without specifying any particular hospital.

The entry in the referral form in the box related to "Referred Hospital" should be "Empaneled Private Hospital".

Referral by Major PHIs in Bengaluru:

xvi. In case of a patient requiring complex secondary or tertiary treatment, as assessed by the specialist doctor at any of the major PHIs in Bengaluru and the required treatment not being available in that PHI, the patient should be given the option of seeking treatment either in any higher-level PHI in Bengaluru or in an empaneled private hospital without specifying any particular hospital.

The entry in the referral form in the box related to "Referred Hospital" should be "Government Hospital or Empaneled Private Hospital".
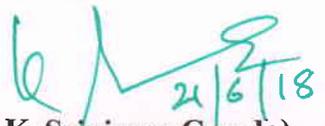
Authorization by Nodal Officer:

xvii. In all cases of referral recommended by a specialist doctor at taluka or district or major PHI, the patient should by advised to take the referral form with recommendation of the specialist doctor along with the OPD slip to the nodal officer.

xviii. The nodal officer on verification of medical capability of that PHI and of the district PHI should record the authorization in the referral form. He should give the original referral form to the patients and keep a photocopy of the referral form for subsequent data entry in the SAST portal. The IT system for providing information to SAST shall be rolled out shortly.

xix. The list of empaneled private hospitals and nearby PHIs as relevant for each district should be displayed at prominent locations in the PHI for information of the patients.

xx. The patient on being referred to an empanelled private hospital shall have the choice of selecting any of them for treatment.

6. It shall be responsibility of the hospital superintendent and the nodal officer to ensure that no inconvenience is caused to the patients during referral.

7. The Arogya Mitra posted by SAST at each PHI shall facilitate the patients in getting referral authorization from the nodal officer.

8. It should be noted that the referral should be provided only when the concerned PHI does not have the medical capability for the required treatment.

(Dr.K. Srinivasa Gowda)
Director
Health & Family Welfare Services

To:

1. All District Health and Family Welfare Officers
2. All Taluka Health Officers

3. Directors of all Government Medical College Hospitals and Autonomous Hospitals promoted by Government of Karnataka
4. Hospital Superintendents of all Hospitals administered by HFW Department
5. District Surgeons of all Hospitals administered by HFW Department and Medical Education Department
6. Chief Medical Officers of all Hospitals administered by HFW Department
7. Executive Director, SAST

Copy for information to:

1. ACS, Medical Education Department
2. ACS, HFW Department
3. Commissioner, HFW Services
4. Director, Medical Education Department
5. MD, NHM Karnataka
6. OSD to Hon'ble Minister for Health & Family Welfare

Annexure				

Arogya Karnataka - Referral Form	Referral No.		Date	
Intiating PHI		**Patient Name**		

ArK Id / PDS Id	BPL		OP / IP Id	Gender
	(Tick Relevant Box)			
	APL			Age

Aadhaar		**Mobile**	

Key Clinical Findings	

Diagnosis	**Recommended Treatment**
	Treatment Code

Referred Speciality

Referred Hospital	**Reasons for Referral**

	Name & Designation Seal		Name & Designation Seal
Referring Specialist		**Nodal Officer**	
	Sign		Sign