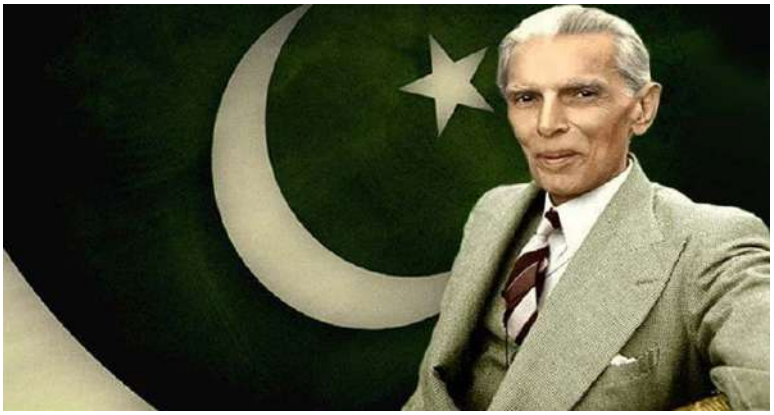

About the Program

In this book, the Pakistani federal and provincial governments' road map for implementing and running the Sehat Sahulat Program health insurance project is laid forth. As a means of alleviating poverty, the Sehat Sahulat Program strives to improve public health and reduce health care costs for the poor. Those who hold a Sehat Insaf Card and are admitted to a hospital under this programme are entitled for free medical treatment.

Imran Khan
Prime Minister of Pakistan

Usman Buzdar
Chief Minister Punjab

Dr. Yasmin Rashid
Health Minister Punjab

Dr. Ahmad Javed Qazi
Secretary Health Punjab

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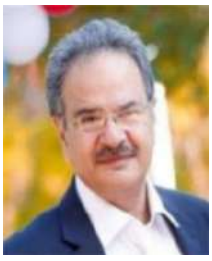
RMU Sehat Sahulat Program Team

Prof. Dr. Muhammad Umar (S.I)
Vice Chancellor
Rawalpindi Medical University
(Patron in Chief)

Prof. Arshad Sabir
RMU

Prof. Khurram
HFH

Dr. Usman Qureshi
HFH



Prof. Naeem Zia
BBH

Prof. Talat
DHQ

Dr. Shazia Zeb
MS HFH

Dr. Nawaz Khokhar
MS BBH

Dr. Farzana
MS DHQ

Logistics

Infrastructure

Counter with sitting arrangement for 03 persons	01
Computers	02
Printer	02
Photocopier	01
Internet Connection	01
Office Chair	04
Attendant Chair	08
Room for DMO / Almoner	01
Washroom	01
Cupboard	02
LED	01

Human Resource (H.R)

Coordinator (Nurse)	01
Facilitator (Madadgar) with blue jacket & Cap	02
Almoner for admission	01
Health Facility Officer (HFO) by State life	01

Infrastructure

Training & Capacity Building:

Training of hospital staff (nurses, liaison officers, faculty members, store keeper, pharmacist, purchase officer, finance officer, etc by State Life officer and Punjab Health Insurance Management Company (PHIMC).

Model Pharmacy:

To be established by hospital administration as per policy (Annexure-A).

Finance:

Separate PLA accounts for RMU Allied hospitals for Sehat Sahulat Program.

Awareness:

وزیراعظم پاکستان
وزیراعلیٰ پنجاب کی جانب سے
نیا پاکستان قومی صحت کارڈ
امراض جگر کا مفت علاج
صحت کارڈ اب سب کے لئے
Hepatitis C
نیا پاکستان قومی صحت کارڈ
راولپنڈی ڈویژن کے
تمام اضلاع کیلئے
صحت کارڈ اب سب کے لئے
نیا پاکستان قومی صحت کارڈ
زچگی کی مفت سہولیات
صحت کارڈ اب سب کے لئے
نیا پاکستان قومی صحت کارڈ
20 جنوری 2022 سے
راولپنڈی ڈویژن میں
صحت کارڈ اب سب کے لئے
نیا پاکستان قومی صحت کارڈ
کینسر کا مفت علاج
صحت کارڈ اب سب کے لئے
نیا پاکستان قومی صحت کارڈ
تھیلیسیمیا کا مفت علاج
صحت کارڈ اب سب کے لئے
نیا پاکستان قومی صحت کارڈ
امراض قلب کا مفت علاج
صحت کارڈ اب سب کے لئے
نیا پاکستان قومی صحت کارڈ
گردوں کی پیوند کاری
صحت کارڈ اب سب کے لئے
پنجاب کے
100%
خاندانوں کے لئے
نیا پاکستان قومی صحت کارڈ
20 جنوری 2022 سے آغاز
صحت کارڈ اب سب کے لئے
نیا پاکستان قومی صحت کارڈ
36 اضلاع | 11 کروڑ آبادی
3 کروڑ خاندان
صحت کارڈ اب سب کے لئے
نیا پاکستان قومی صحت کارڈ
10 لاکھ روپے تک
مفت علاج کی سہولت
صحت کارڈ اب سب کے لئے

Standard Operating Procedures (SOPs)

SOPs For Registration of Patients

The following SOPs shall be observed pertaining to Sehat Sahulat Program (SSP) for registered patients at RMU/Allied Hospitals, Rawalpindi.

1. There will be separate indent books for medicines / surgical disposables from main Pharmacy.

2. Indent books will be labeled as Sehat Sahulat Program for registered patients.

3. Staff Nurse will indent routine available medicines / surgical disposables in bulk on weekly basis on SSP indent book from concerned store. These medicines / surgical disposables will be used only for SSP patients. Indent books will be duly signed by the Focal Person (Registrar) and Staff Nurse of concerned unit.

4. Expensive medicines will be indented on daily basis on SSP patient's indent book duly signed by Focal Person (Registrar) and Staff Nurse of concerned unit.

5. All the Departments/Units / Wards will send the indent book of Sehat Sahulat Program (SSP) by 12:00 Noon.

6. Patients admitted after 02:00 p.m. will be given available medicines from Emergency Pharmacy through proper indent on loan basis

7. Non available medicines / surgical disposables will be given against demand on indent book from concerned pharmacy from 08.00 a.m. to 11:00 p.m.

8. Copy of Referral letter of State Life Insurance i.e. admission letter of all SSP registered patients will be attached against the indent.

9. All indent books will be properly signed & stamped by Head Nurse & Registrar (Focal Person).

10. Discharged oral medication for the SSP patient will be arranged by the Staff Nurse of the concerned unit with the help of ward servant through OPD Pharmacy from 08:00 a.m. to 04:00 p.m. and non-available medicines from concerned pharmacy on discharge slip for five days. The copy of discharge slip will be kept at OPD Pharmacy & concerned pharmacy. Both OPD Pharmacy & concerned pharmacy will keep updated list of available oral medicines to avoid any pilferage.

11. Registered patients of SSP admitted in Emergency Department i.e. Medical Emergency Surgical Emergency, Paeds Emergency, ECCU, Labour Room will get medicines from emergency pharmacy. However, non-available medicines will be arranged by the duty Pharmacist through pharmacy.

12. In case of patient expired, surplus medicines / surgical disposables of that particular patient of SSP will be returned back to the concerned store i.e. main pharmacy along with mentioning of all particulars of patient with referral form of State Life Insurance.

13. In case SSP patient is shifted to another department / Ward, all the medicines / surgical disposables will also be handed over to the shifting ward / department along with the written handing / taking over on indent.

14. Expense registers will be separated for Sehat Sahulat Program (SSP) labeled as Sehat Sahulat Program for registered patients

15 Total numbers of treatment days will be mentioned on indent book.

16 Costly medicines/ any histopathology/ Endoscopic procedures/ Diagnostic procedures e.g. C.T./MRI will be prescribed on proforma (copy attached) duly signed and stamped by the concerned Registrar (Focal Person).

A copy of the same will be maintained in the record / file of patient to avoid any inconvenience for Accounts Department.

17. All the routine diagnostic procedures (Radiological (X-Ray)/ Pathological (all routine labs / Echo) will be prescribed on the routine hospital slips / proforma duly signed and stamped by the Duty Doctor/ any Admin Officer clearly mentioning SSP status of the patient.

Patient Admission SOPs

The following Admission SOPs will be observed pertaining to Sehat Sahulat Program (SSP) at RMU/Allied Hospitals, Rawalpindi.

1. Patients registered via SSP program will be admitted through OPD / Emergency slip of hospital, stating admission advised, duly signed by PGR / MO and Consultant.

2. After admission patient will move to Sehat Sahulat counter respectively in OPD /Emergency.

3. The counter HFO (Health Facilitation Officer) will issue referral form / letter to be filled by the same PG / MO/ Consultant that clearly mentions presenting complaint of Patient, diagnosis and treatment on referral form / letter. The presenting complaint and diagnosis should be relevant and there must be correlation. Any mismatch between the presenting complaint and Diagnosis on the referral form / letter will not be entertained

4. Expected days of stay for treatment are mandatory to mention in the referral form / letter.

5. MLC / Suicidal / pandemic sick COVID-19 / Oncology / Derma/ Psychiatric patients will not be entertained via Sehat Sahulat Program till to date.

(Note: - Reproduced)

Documentations:

- Doctor prescription and admission slip.
- Admission form.
- Patient history file.

DISCHARGE SLIP

VISIT ID:		Hospital MR#:	
PATIENT: CNIC#: RELATION: GENDER: DOB & AGE:	/	DISCHARGE DT: FAMILY HEAD: CNIC#: CONTACT #: DISTRICT:	/

Final Diagnosis:

Discharge Type:

Additional Benefits: ()

Transport Charges		Funeral Amount		Maternity Amount	
Wage Loss Amount				Referral Amount	

Patient Feedback / Complaint (If Any)	نہیں	ہاں	مریض کی رائے / شکایت (اگر کوئی ہے)
			اسٹیٹ لائف کے نمائندہ اور ہسپتال کا رویہ اچھا تھا؟
			دوران علاج و معالجہ آپ سے کسی قسم کا معاوضہ وصول کیا گیا؟
			ہسپتال کا علاج و معالجہ اچھا تھا؟

Patient Contact Number:

Sign/Thumb of Patient

Sign & Stamp of Hospitals

Operational Management/Administration:

- Will be implemented by an officer of Additional Medical Superintendent (AMS) level and monitored by the Medical Superintendent (MS).
- Name and contact of Departments Focal Persons preferably Senior Registrar.

Patient Movement Cycle:

Patient → Registration Counter

↓

Referred Doctor / Specialist Room

↓

SSP Admission Counter

↓

NADRA Eligibility Verification & Apply Stickers (SSP)

↓

Admission to the relevant specialty

Procurement Plan as per Rules:

- TOR of procurement.
- From the vendors already awarded annual contract?
- Add LP contract?
- Monitored by the procurement committee.

Claim Procedure:

As per Reimbursement TORs of State Life Insurance.

List of documents required:

- Copy of beneficiary/patient along with head of the CNIC.
- Outpatient referral form.
- Admission form.
- Patient treatment chart.
- Copy of patient discharge slip.
- Reports of all investigations along with X-Rays, CDs etc.
- Operation theatre notes.
- Discharge feedback form signed by the attending physician and beneficiary.

Important contacts:

Mr. Hasnat Ahmed, PHIMC
0310-5325904

Mr. Shahnawaz, PHIMC

0304-2704456

Dr. Zahid Gul, State Life
0332-6568897

Dr. Munawar, RMU
0300-6820617

Dr. Junaid Khan, RMU
0300-8359907

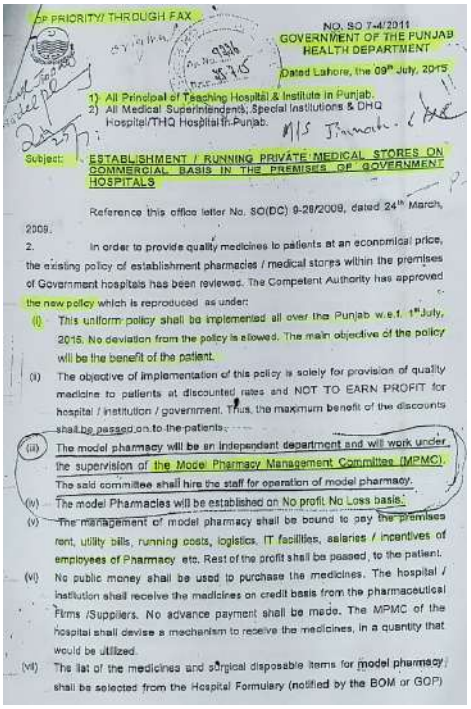
www.rmur.edu.pk

https://www.pmhealthprogram.gov.pk

https://phimc.punjab.gov.pk/

Annexure-A

Government of Punjab – Policy for Establishment of Model Pharmacy



DP PRIORITY/ THROUGH FAX

NO. SO 7-4/2011
GOVERNMENT OF THE PUNJAB
HEALTH DEPARTMENT

Dated Lahore, the 09th July, 2015

1) All Principal of Teaching Hospital & Institute in Punjab.
2) All Medical Superintendents, Special Institutions & DHQ Hospital/THQ Hospital in Punjab.

Subject: ESTABLISHMENT / RUNNING PRIVATE MEDICAL STORES ON COMMERCIAL BASIS IN THE PREMISES OF GOVERNMENT HOSPITALS

Reference this office letter No. SO(DC) 9-28/2009, dated 24th March, 2009.

2. In order to provide quality medicines to patients at an economical price, the existing policy of establishment pharmacies / medical stores within the premises of Government hospitals has been reviewed. The Competent Authority has approved the new policy which is reproduced as under:

(i) This uniform policy shall be implemented all over the Punjab w.e.f. 1st July, 2015. No deviation from the policy is allowed. The main objective of the policy will be the benefit of the patient.

(ii) The objective of implementation of this policy is solely for provision of quality medicine to patients at discounted rates and NOT TO EARN PROFIT for hospital / institution / government. Thus, the maximum benefit of the discounts shall be passed on to the patients.

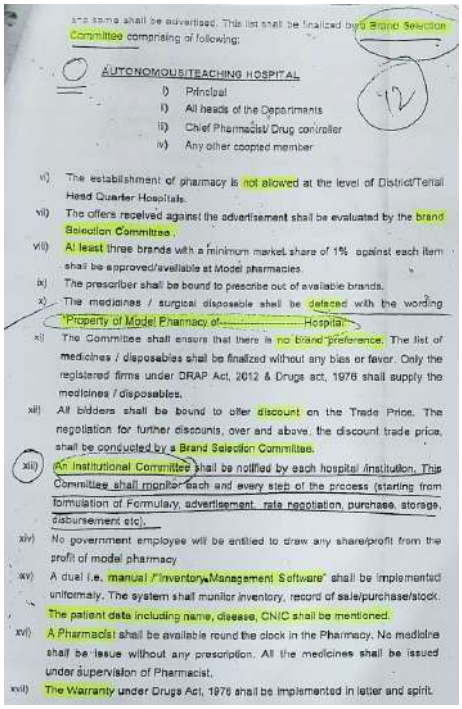
(iii) The model pharmacy will be an independent department and will work under the supervision of the Model Pharmacy Management Committee (MPMC). The said committee shall hire the staff for operation of model pharmacy.

(iv) The model Pharmacies will be established on No profit No Loss basis.

(v) The management of model pharmacy shall be bound to pay the premises rent, utility bills, running costs, logistics, IT facilities, salaries / incentives of employees of Pharmacy etc. Rest of the profit shall be passed, to the patient.

(vi) No public money shall be used to purchase the medicines. The hospital / institution shall receive the medicines on credit basis from the pharmaceutical Firms /Suppliers. No advance payment shall be made. The MPMC of the hospital shall devise a mechanism to receive the medicines, in a quantity that would be utilized.

(vii) The list of the medicines and surgical disposable items for model pharmacy shall be selected from the Hospital Formulary (notified by the BOM or GOP)



and same shall be advertised. This list shall be finalized by a Brand Selection Committee comprising of following:

AUTONOMOUS/TEACHING HOSPITAL

i) Principal
ii) All heads of the Departments
iii) Chief Pharmacist/ Drug controller
iv) Any other coopted member

vi) The establishment of pharmacy is not allowed at the level of District/Tehsil Head Quarter Hospitals.

vii) The offers received against the advertisement shall be evaluated by the brand Selection Committee.

viii) At least three brands with a minimum market share of 1% against each item shall be approved/available at Model pharmacies.

ix) The prescriber shall be bound to prescribe out of available brands.

x) The medicines / surgical disposable shall be defaced with the wording "Property of Model Pharmacy of ..... Hospital".

xi) The Committee shall ensure that there is no brand preference. The list of medicines / disposables shall be finalized without any bias or favor. Only the registered firms under DRAP Act, 2012 & Drugs act, 1976 shall supply the medicines / disposables.

xii) All bidders shall be bound to offer discount on the Trade Price. The negotiation for further discounts, over and above, the discount trade price, shall be conducted by a Brand Selection Committee.

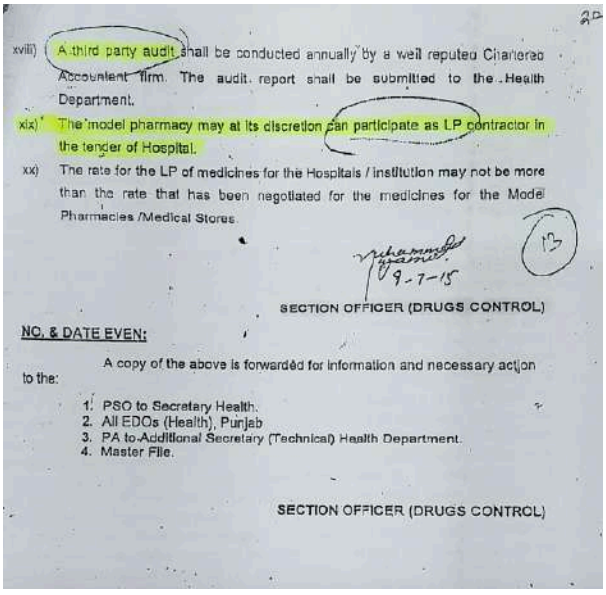
xiii) An Institutional Committee shall be notified by each hospital /institution. This Committee shall monitor each and every step of the process (starting from formulation of Formulary, advertisement, rate negotiation, purchase, storage, disbursement etc).

xiv) No government employee will be entitled to draw any share/profit from the profit of model pharmacy

xv) A dual i.e. manual /"Inventory Management Software" shall be implemented uniformaly. The system shall monitor inventory, record of sale/purchase/stock. The patient data including name, disease, CNIC shall be mentioned.

xvi) A Pharmacist shall be available round the clock in the Pharmacy. No medicine shall be issue without any prescription. All the medicines shall be issued under supervision of Pharmacist.

xvii) The Warranty under Drugs Act, 1976 shall be implemented in letter and spirit.



xviii) A third party audit shall be conducted annually by a well reputed Chartered Accountant firm. The audit report shall be submitted to the Health Department.

xix) The model pharmacy may at its discretion can participate as LP contractor in the tender of Hospital.

xx) The rate for the LP of medicines for the Hospitals / institution may not be more than the rate that has been negotiated for the medicines for the Model Pharmacies /Medical Stores.

9-7-15

SECTION OFFICER (DRUGS CONTROL)

NO. & DATE EVEN:

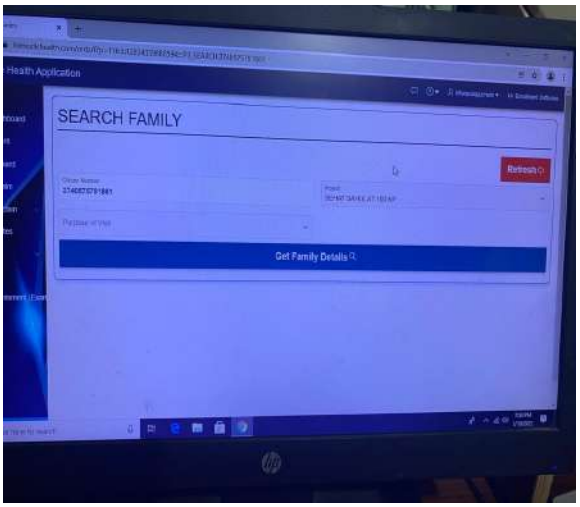
A copy of the above is forwarded for information and necessary action to the:

1. PSO to Secretary Health.
2. All EDOs (Health), Punjab
3. PA to Additional Secretary (Technical) Health Department.
4. Master File.

SECTION OFFICER (DRUGS CONTROL)

Annexure-B

Sehat Sahulat Program Registration & Admission Realtime - Stepwise



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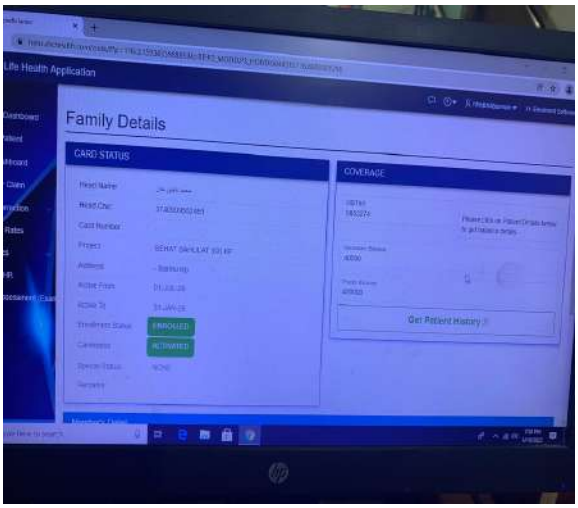

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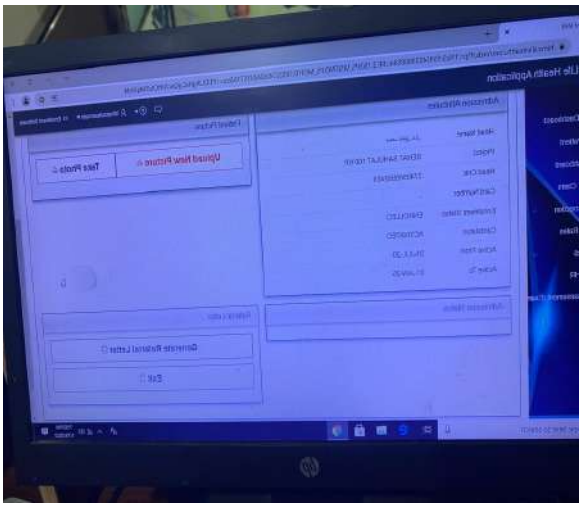

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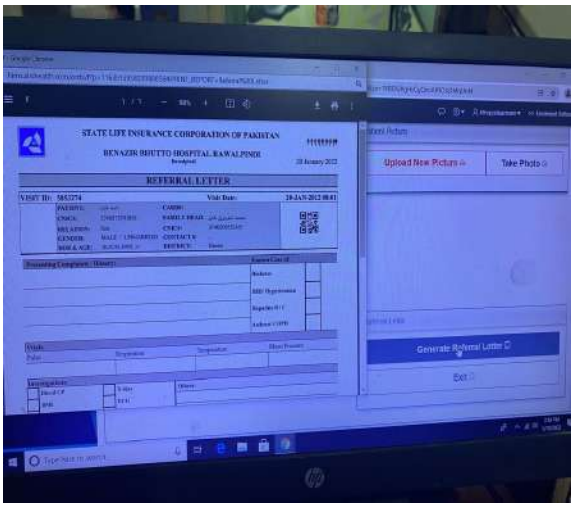

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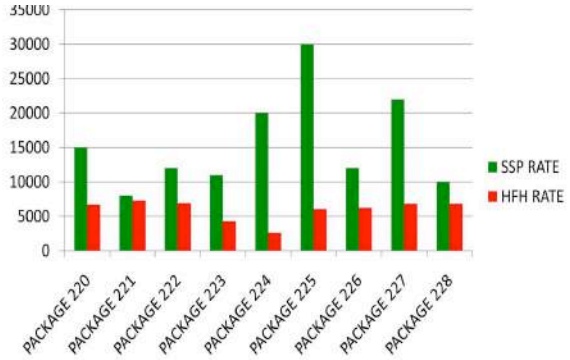
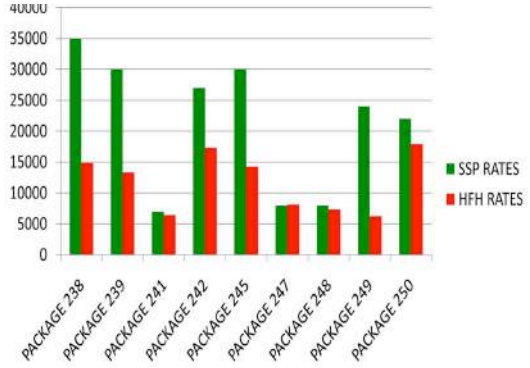
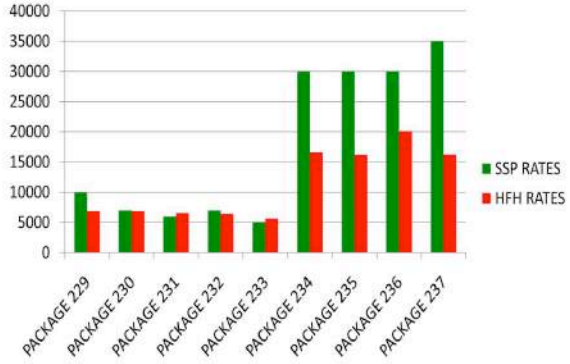
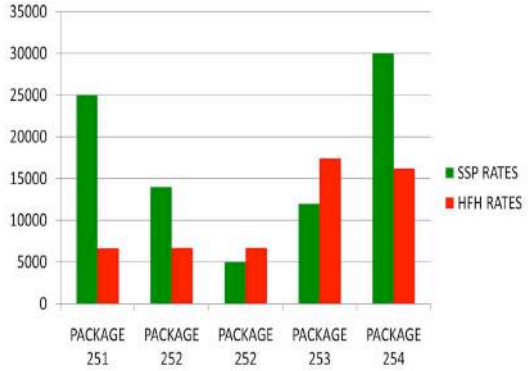
Annexure-C

SWOT – Financial Analysis of Gynaecology Packages (Pilot Project)

(Holy Family Hospital, Rawalpindi)