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(कोल इंडिया का एक अभिन्न अंग)
मुख्य चिकित्सा सेवाए
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OFFICE ORDER

In pursuance to the instruction of the Vigilance department following systematic improvement procedure needs to be incorporated in the OPD, Pharmacy, Labs and for reimbursement of medical claim of an employee or his/her dependent in hospitals & dispensaries of ECL.

1. Each prescription must be signed and stamped by the treating doctor. The stamp shall include the **name, designation, and EIS of the doctor. Without both, Stamp and signature with date, of the doctor, prescription shall be treated as invalid**, and neither the in-house pharmacy shall provide medicines against those prescriptions nor the billing department shall receive the bills for reimbursement.

2. It will be the duty of every Pharmacist/Compounder/Dresser employed in hospital/dispensaries, to properly check and provide medicine timely to the patient, to maintain the inventory of the medicine and similar composition medicine in different brand name ready on hand on daily basis.

3. For recording medicine Inventory of the pharmacy, separate numbered bound paged register as Inventory Register (Hardcopy/Softcopy) shall be maintained by the Pharmacist. The responsibility of maintaining Inventory Register shall either be upon a pharmacist or a doctor.

   The Inventory Register shall be maintained in the Following format

Sl.No.	Medicine Name	Brand Name	Composition	Alternate medicine with same composition

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4) Each legitimate prescription, as mentioned above, shall be marked to the pharmacist/compounder / authorized person for the purpose for issuance of medicines as following the procedure given below:

(a) Each non-available medicine is to be marked and stamped as **'OUT OF STOCK'** with a stamp and dated signature of the pharmacist, on the face of the prescription. **The stamp for the pharmacist shall include name, designation, and UM No. of the pharmacist**. Without such endorsement by the pharmacist on the prescription, bills shall not be considered for reimbursement.

(b) If, a particular medicine of specific composition with specific brand name is out of stock at the company's pharmacy, but the medicine with the same composition having a different brand name is available, that has to be issued (if necessary, with endorsement of the treating doctor) and 'out of stock' stamp shall not be marked against that initial brand of medicine on the face of the prescription.

5) Only 'Out of Stock' medicines can be purchased and billed from outside pharmacy, and may be submitted for reimbursement purpose by the employees. Only GST Bills shall be accepted. All such medicine bills submitted for reimbursement shall bear all the information, as required under GST Act 2017, printed on the face of the bills.

6) A person should be authorized by Administrative head of the hospital/dispensary, for the purpose of receiving bills.

All medical bills submitted for reimbursement, shall be enclosed with the photocopy of the prescription (Medical Book), and during submission of the bill shall be accompanied with the original prescription (Medical Book) for checking, by the bill receiving authority. The original prescription (Medical Book) shall be marked with 'BILLED', stamped diagonally, on the face of the prescription by the bill receiving authority, with his stamp and returned to the employee and pharmacist will keep the photocopy for the billing and record purpose. The bills shall also be marked with the serial number of the bill receipt register, for that particular bill. The stamp of the bill receiving authority shall contain name, designation, UM No. of the bill receiving authority.

7) The bill receiving authority shall maintain a numbered bound paged register as Bill Receipt Register,(Hardcopy/Softcopy)for that purpose. The register is to be maintained the following format:

(a)Serial number of the receipt of the bill	(b) Date	(c) Name of the patient/ employee with their detail	(d) Name of the treating doctor	(e) Date of the prescription	(f) Date and serial number of the bill	(g) Amount of the bill	(h) Comment on the enclosed copy of the prescription , if any	(i) Comment on the original prescription , whether marked as 'BILLED' or not

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8) The same procedure, as mentioned in points above, shall also be followed for reimbursement of bills for medical tests (Pathological, radiological etc.) in that purpose, a separate stamps **shall include name, designation, and UM No.** for pathologist , radiologist etc.

9) The bill receiving authority shall also compare the enclosed photocopy of the prescription (medical book) with the original prescription, and certify the photocopy of the prescription, and with a stamp" verified with the original" and will sign and date with his rubber stamp. The content of the register is only illustrative and not exhaustive. The competent authority may add/ amend other fields as may be felt required to make the system fool-proof.

10) A person should be authorized by Administrative head of the hospital/dispensary, for the purpose of scrutiny of received bills by Bill Scrutiny Authority.

A separate numbered bound paged register as **Bill Scrutiny Register** (Hardcopy/Softcopy) shall be maintained by the Bill Scrutiny Authority. The responsibility of bill scrutiny either be upon a pharmacist or a doctor.

(a) serial number of the receipt of the bill	(b) Date	(c) Name of the patient/ employee with their detail	(d) Name of the treating doctor	(e) Date of the prescription	(f) Date and serial number of the bill	(g) Amount of the bill	(h) Comment on the enclosed copy of the prescription , if any	(i) Comment on the original prescription , whether marked as 'BILLED' or not	(j) The bill checking authority date signature and stamp

11) The received bills shall be presented according to the serial, as per bill receipt register to the pharmacist / doctor for scrutiny / examining /auditing the bills comparing with the copy of the prescriptions from medical point, giving attention to the' OUT OF STOCK' endorsement on the face of the prescription, by the pharmacist. The concerned medical personnel shall check the medicines according to the list of reimbursable items, and certify the same with stamps 'REIMBURSABLE' OR NON-REIMBERSABLE' against each medicine for the purpose. He/ she shall also check the copy of the prescription whether marked as 'BILLED' or not. In case of doubt before passing of the bill, comparing with the original prescription may be considered. That comparing with original prescriptions shall be recorded with reason thereof, on the Bill Scrutiny Register.

12) After the bills are scrutinised from medical points, the bills shall be send to the concerned Accounts Department, which shall receive the medically scrutinised bills through a numbered bound paged **Bill Passing Register.** The Bill Passing Register shall contain the serial number and date of the bill receipt

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register,(Hardcopy/Softcopy)as well the serial number and date of the Bill Scrutiny Register, against a particular bill, along with other data as prescribed in format below

(a) serial number of the receipt of the bill	(b) Date	(c) Name of the patient/ employee with their detail	(d) Name of the treating doctor	(e) Date of the prescription	(f) Date and serial number of the bill	(g) Claimed amount of the bill	(h) Passed amount of the bill as per company rule	(i) Comment on the enclosed copy of the prescription , if any	(j) Comment on the original prescription , whether marked as 'BILLED' or not	(k) The bill checking authority date signature and stamp

13) The concerned Accounts Officer/Accountant/Accounts Clerk, will check the bills for reimbursement according to the extant rule of the company, as per CGHS Rate and passed accordingly. The finally passed bills shall be marked with a stamp' PASSED' on the face of the bill. The final passed amount and the date shall be recorded in the bill passing register.

14) Only GST bills shall be accepted for reimbursement purpose. All such GST bills shall, on the face of the bill, printed all data/ information as required under GST Act 2017. Randomly selected some of such bills may be checked and verified by the Accounts Department, for the authenticity of such pharmacy/ laboratory bills etc. with the Government provided GST Check Sites. For any misappropriation, stern dissuading measures may be adopted against those errant pharmacies/labs.

This has to be strictly followed and adhered to the above and any deviation from the above guideline found in internal audit and vigilance (if any) will lead to disciplinary action.

This issues with the approval of the competent authority.

Mukherjee 19/11/2020
CMS (I/C), ECL

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Area General Managers of ECL
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