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E.S.I.C.

मुख्यालय/HEADQUARTER  
कैम्पेचारी राज्य बीमा निगम  
(श्रम एवं रोजगार मंत्रालय भारत सरकार)  
EMPLOYEES' STATE INSURANCE  
CORPORATION  
(Ministry of Labour & Employment, Govt.  
of India)



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No. V-14/11/15/2014/Med.I (Policy)

03.11.2023

To,  
All Medical Superintendents/ Deans/Director (Medical)  
ESIC Hospitals/Medical colleges Delhi/Noida

विषय: Guidelines related to of home delivery of drugs and home sample collections to the IPs and Beneficiaries as entitled.

Madam/Sir

ESIC in recent years there has seen a sizeable increase in the beneficiary base subsequent to expansion of the scheme across the country and efforts are constantly being made to develop/strengthen ESI health infrastructure facility as per matching needs. However, ESI beneficiaries may, at times, be required to travel long distances for availing medical benefits from ESI health facility located at a far distance which causes undue hardship.

Accordingly, in order to avoid hardship to such beneficiaries, the Competent Authority has granted approval to extend the facility of home delivery of drugs and home sample collection to those entitled IPs and beneficiaries per the enclosed guidelines.

The guidelines and SOPs for home delivery of drugs and home sample collection are enclosed. You are requested to take cognizance and implement the above measures so that the IPs and beneficiaries can utilize the facility provided as per their requirements.

This issues with the approval of Director General

Yours Sincerely

Signed by  
(Dr. Manoj Kumar)  
Manoj Kumar  
OSD Medical Services  
Date: 03-11-2023 15:16:27

Copy to:

1. PPS to DG/FC/CVO/MCs/ICs for information, please.
2. DMC(ICT)- with request to arrange up-dation in Dhanwantri module.
3. WCM with the request to upload on the website for wider access.

## **Guidelines and SOPs for ESIC Hospitals- Home delivery of Drugs**

### **1. Introduction: -**

The facility of home drug delivery is presently being provided to the ESI Beneficiaries satisfactorily on a pilot project basis by ESIC Medical colleges. This SOP provides operational guidance for the ESIC Hospitals and the beneficiaries of the Corporation.

### **2. Eligibility:**

- 1. All Senior Citizens (above 60 years) with chronic illness entitled for treatment with ESIC, receiving consultations from hospital and prescribed medicines for more than 30 days and are desirous of having their drugs delivered at home.**
- 2. All ESIC beneficiaries, ESIC Employees and their dependents, pensioners seeking teleconsultation through e-Sanjeevani/Dhanwantri for chronic ailments requiring medicines for 30 days and more.**

### **3. Geographical Area: The services to be delivered will be the defined districts as decided by the Dean/MS of the concerned hospital**

### **4. Responsibility of the Hospital:**

- a) The Hospital to float a bid on the GeM Portal for hiring of services for doorstep delivery of drugs inclusive of packaging, collection and electronic information to the beneficiary through SMS/Whatsapp regarding dispatch of drugs and confirmation of delivery to them.
- b) The delivery of drugs should be maximum within 48 hrs excluding the day of prescription
- c) The Hospital to ensure that the drugs are packaged appropriately and reach the beneficiaries in time.
- d) Drugs requiring cold chain maintenance are not be home delivered.
- e) A “Home drug Delivery Cell” to be created at every hospital at Pharmacy only with the I/c Medical Store as the nodal officer to monitor the smooth functioning of the drug delivery process.
- f) The Prescription printout issued should mandatorily reflect “Home Delivery” to avoid duplication and misuse.
- g) Each Hospital to develop its own SOPs as per local need and process flow requirement, guidance for the Vendor, , pharmacist, other stake holders and grievance redressal system in place.
- h) Training of the Pharmacist for alignment with the process flow of home delivery of drugs as outlined in the SOPs developed by each hospital.
- i) Payment of bills to the selected vender will be based on the submitted documentary proof of delivery of the drug packet to the beneficiary.

- j) Before payment, recovery of costs for any misplaced packet (including penalty per lost packet) should be recovered from the selected vendor.

**5. Process Flow: -**

- a) All ESIC beneficiaries, ESIC Employees and their dependents, pensioners seeking teleconsultation through e-Sanjeevani/Dhanwantri will be eligible for home delivery of drugs.
- b) All Senior Citizens (above 60 years) with chronic illness entitled for treatment with ESIC, receiving consultations from hospital and prescribed medicines for more than 30 days and are desirous of having their drugs delivered at home.
- c) Medicines up-to a maximum of 90 days may be issued to the entitled patient through Home delivery option.
- d) After consultation, the treating doctor will generate the Online Prescription (Mode: Tele-medicine / e-Sanjeevani/Dhanwantri) for the concerned ESI beneficiaries.
- e) The online prescription will be entered into Dhanwantri module and further processing will be as per the next para.
- f) Modification are to be made in the Dhanwantri Application for the following: -**
- **If the eligible patient desires home delivery of drugs then there has to be an option on the prescription page for the prescribing doctor as a tick box to select “home delivery”**
  - **The home delivery prescription should be locked and not processable at the Hospital Pharmacy**
  - **This prescription should be visible for processing to the Pharmacist at the “Home Delivery Cell” only”.**
- g) Home delivery cell will pick up the medicines for delivery from the main Pharmacy.
- h) Each drug will be put in an individual envelope with a sticker containing the dosage and special instructions for consumption.
- i) A leaflet containing general instructions on usage of home delivered medicines will be kept along with each consignment of Drugs with the online generated prescription.
- j) The drugs will be bubble wrapped and packed in tamper proof envelopes / carton box according to the size of the consignment.
- k) A pre-printed sticker containing the address of the beneficiaries and postal bar code will be affixed on the envelope/carton box for delivery.
- l) Details of each consignment, Mobile number of the beneficiary and tracking number will be entered in a special register maintained in the Pharmacy (Home Delivery Cell)
- m) It will be the responsibility of the Selected Vendor to send a SMS/Whatsapp to the beneficiary intimating parcel tracking Number as soon as the drug packet is

collected from the “Drug Delivery Cell” along with a link of the Tracking Webpage.

- n) Delivery of the drug packet information is also to be sent to the beneficiary through SMS/Whatsapp mandatorily
- o) Proof of delivery should be OTP based/signature of the authorized recipient.

# **Guidelines and SOPs for ESIC Hospitals regarding Home Sample Collection**

## **Introduction: -**

The facility of home sample collection is already being provided to the ESI Beneficiaries satisfactorily on a pilot project basis by ESIC Medical colleges. Home Blood Sample Collection facility is to be extended to the ESIC Beneficiaries 40 yrs. and above annually, registered through AAA+ app for home sample collection. This SOP provides operational guidance for the beneficiaries and Hospitals for appropriate sample collection, transportation and reporting.

## **Eligibility:**

- All Insured Person and ESIC Employees above 40 years of age are eligible for home sample collection enrolment facility once in a year, preferably during their annual health check-up.
- All Senior Citizens and their spouse above 60 years (including ESIC employees and pensioners) are also eligible for home sample collection enrolment facility once in a year.

1. **Geographical Area:** The services to be delivered will be as per the identified districts decided by the Dean/MS of the concerned hospital. Once the districts for service are identified, the same to be communicated to the ICT Branch, Hqrs office under intimation to OSD (Medical Services) for tagging of concerned hospital to those districts.

2. **Sample Collection:** Sample will be collected by the agency on the due date after request for sample collection is registered through AAA+ app by the eligible beneficiary.

3. **Responsibility of the Hospital:**

- The Hospital to float bid on the GeM Portal for hiring of services for doorstep sample collection of identified beneficiaries and its deposition to the laboratory /designated place of the concerned Hospital /Medical College
- The Hospital to ensure that the selected vendor transports samples with appropriate care (temperature maintenance etc..).
- Samples should be handed over to the designated person at ESIC Hospitals on the same date as of collection of the sample as per prescribed time limit by concerned hospital for further processing. A designated counter should be earmarked to receive the samples at the lab.
- Sample will be processed at the laboratory of the hospital. Report will be dispatched online

- A Nodal Office for the monitoring sample collection, quality control and report dispatch in time should be designated in each of the Hospital.
- Each Hospital to develop its own SOPs as per local need and process flow requirement, guidance for the Vendor, technicians, other stake holders and grievance redressal.
- The Payment of bills should be on the basis of documentary proof of the total number of samples collected and deposited at the lab for processing.
- **The ESIC Hospital may approach the ICT Cell for seeking latest flow chart for the selected vendor to process online sample collection and for the technician to process sample reports on the Dhanwantri Portal.**

4. **Report Viewing and Download:** - The report can be viewed by the beneficiaries through AAA+ app under “e-Health records.”
5. **Frequency of Opting for service of Home Sample collection:** - As the blood sample investigation is requested by the beneficiaries on his own initiative/annual health check-up requirement, the package investigation will primarily act as screening tool to assess any disease existing or likely to develop in near future. Accordingly, the facility of sample collection should be available only once in a year basis. For further investigation, the beneficiaries should approach the nearest ESI Hospital for further counselling, treatment and follow up. This way the home sample collection facility will serve as a valuable tool for ensuring promotive, preventive care and curative care, if required to the beneficiaries of the Corporation.
6. **Investigation available:** - The following investigations will be offered as package under the home sample collection facility in the AAA+ App: -
  - Glucose, Random(R)
  - HBA1c
  - Urea Blood
  - Creatinine, Serum
  - Liver Function Test
  - Lipid Profile
  - Electrolyte Serum
  - Complete Blood Picture-Selective

**7. Flow chart of AAA+ App for Home Sample Collection: -**

