MINIMUM STANDARDS FOR CLINICAL ESTABLISHMENTS OF YOGA

YOGA STANDARDS FOR

CLINICS/ OPDs
1 TO 10 BEDS
11 TO 25 BEDS
26 TO 50 BEDS
51 TO 100 BEDS
100 AND ABOVE BEDS/TEACHING HOSPITALS

CONTENTS

Sn	TITLE	PAGE
A	Introduction	211
A.1	General	211
A.2	Scope	211
	•	
В	Functions	211
B.1	Core functions (Clinical services)	211
B.2	Auxiliary Functions (support services for ex – diagnostic)	212
С	Physical Facilities	213
C.1	Space requirement	213
C.1.1	Minimum area	213
C.1.2	Functional space	213
C.1.3	Dimensions of the sub areas	215
C.1.4	Basic signage	215
C.1.5	Others	216
C.2	Furniture & Fixtures	216
C.2.1	Furniture/Fixture Requirements	216
C.2.2	Sundry Articles	219
C.2.3	Others	220
C.3	Engineering Services Requirements	220
C.3.1	Electrical Requirements	220
C.3.2	Plumbing Requirements	220
C.3.3	Civil Requirements	221
C.3.4	HVAC / AC / Ventilation / Cross Ventilation Requirements	221
C.3.5	Others	221
C.4	Public Utilities	221
C.4.1	Potable drinking water	221
C.4.2	Sanitary Requirements	221
D	Equipment /instruments	222
D.1	Therapeutic equipment	222
D.2	Surgical equipment	N.A.
D.3	Diagnostic equipment	224
E	Manpower	225
E.1	Medical practitioners	225
E.2	Therapists	225
E.3	Non-Technical staff	226
E.5	Administrative staff	227
G	Consumables	227
G.5	Linen	227
G.6	Stationery	228

Н	Licenses	228
I	Basic Processes	229
I.1	Registration	229
I.2	Assessment	229
I.3	Infection Control	230
I.4	Safety considerations	230
I.5	Clinical Treatment Records	232
I.6	Discharge	232

A. Introduction

A.1 General

The standards thus framed are on account of the minimum requirement of this category of healthcare provider. There are no exclusions. They are dependent on the basic functions of the unit/ hospital/ provider. All sections mentioned are mandatory and include both structure and basic processes.

A.2 Scope

This includes the services being provided by the facility to which the standards will be applicable (For example common minimum standards framed for a polyclinic are applicable to a polyclinic only and not to a single specialty hospital)

Scope:

Type of Health Care Facility	Scope of Services
Clinic	Outdoor care facility managed by a single Medical Officer/ Physician or a group of Medical Officer/ Physicians/ Therapists trained in concerned system (Yoga) with or without a day care facility. No overnight stay or care is provided here.
Minimum 10 beds	Health Care facility with 10 beds for indoor care and ability to monitor and treat patients requiring an overnight stay. Care is provided by Medical Officer/ Physician trained in the concerned system (Yoga) having graduate or postgraduate qualifications.
11 to 25 Beds	Health Care facility with 11 to 25 beds for indoor care and ability to monitor and treat patients requiring an overnight stay. Care is provided by Medical Officer/ Physician trained in the concerned system (Yoga) having graduate or postgraduate qualifications.
26 to 50 Beds	Health Care facility with 26 to 50 beds for indoor care and ability to monitor and treat patients requiring an overnight stay. Care is provided by Medical Officer/ Physician trained in the concerned system (Yoga) having graduate or postgraduate qualifications.
51 to 100 Beds	Health Care facility with 51 to 100 beds for indoor care and ability to monitor and treat patients requiring an overnight stay. Care is provided by Medical Officer/ Physician trained in the concerned system (Yoga) having graduate or postgraduate qualifications.
More than 100 Beds	Health Care facility with more than 100 beds for indoor care and ability to monitor and treat patients requiring an overnight stay. Care is provided by Medical Officer/ Physician trained in the concerned system (Yoga) having graduate or post graduate qualifications.
Teaching Hospital	Health Care facility with minimum 100 beds for indoor care and ability to monitor and treat patients requiring an overnight stay. Care is provided by Medical Officer/ Physician trained in the concerned system (Yoga) having graduate or post graduate qualifications.

B. Functions

This section includes the basic services provided by facilities. It is subdivided into two parts

B.1 Core functions (Clinical services)

(Clinics & Outdoor Patients facilities of health care organizations of Minimum 10 beds, 11 to 25, 26 to 50, 51 to 100, More than 100 beds and Teaching Hospital)

S. No.	Services	Clinic	Minimum 10 beds	11 to 25 beds	26 to 50 beds	51 to 100 beds	More than 100 beds	Teaching Hospital			
	Minimum Clinical Services to be provided										
1.	Yogic Counseling										
2.	Yogic diet										
3.				Sh	atkarma						
4.				Nabhi/ N	adi Pareeksha	a					
5.				Yogic Suks	shma Vyayama	ı					
6.				Yogic Su	rya Namaskar						
7.	Yogasanas										
8.				Yog	ga Nidra						
9.				Breathi	ng Practices						

10.	Bandha
11.	Pranayamas
12.	Mudra
13.	Mantra chanting
14.	Dharana
15.	Practices leading to Dhyana
16.	Dhyana

Indoor patient's facilities:

The indoor department of the hospital shall have separate male and female wards and distribution of beds at the rate of 65 sq. ft. area per bed ward as under:

S. No.	Services	Minimum 10 beds	11 to 25 beds	26 to 50 beds	51 to 100 beds	More than 100 beds	Teaching Hospital
110.		10 Deus	beas	beas	beus	100 bcus	Hospital
			Minimum C	linical Service	s to be provid	led	
1				Yogic Counse	ing		
2				Yogic diet			
3				Shatkarma	l		
4				Nabhi/ Nadi Par	eeksha		
5			Ŋ	ogic Sukshma V	/ayama		
6				Yogic Surya Nan	ıaskar		
7				Yogasanas	1		
8				Yoga Nidra	1		
9				Breathing Prac	tices		
10				Bandha			
11				Pranayama	1		
12				Mudra			
13				Mantra chant	ing		
14				Dharana			
15			Pr	actices leading to	Dhyana		
16			_	Dhyana			

B.2 Auxiliary Functions (support services for ex – diagnostic)

(Central Laboratory for clinical diagnosis and investigations).

1. There shall be a laboratory in the hospital complex of more than 100 beds with proper infrastructure and manpower for carrying out routine, pathological, biochemical and hematological investigations on the patients referred from outdoor and indoor departments of the hospital.

Support Services:

- 1. Accounting,
- 2. Ambulance services
- 3. Billing
- 4. Dietary services/ Canteen
- 5. Essential commodities like water supply, electric supply etc.
- 6. Finance
- 7. Financial accounting and auditing
- 8. Housekeeping and Sanitation
- 9. Inventory Management
- 10. Laundry services
- 11. Medical records

- 12. Office Management (Provision should be made for computerized medical records with antivirus facilities whereas alternate records should also be maintained)
- 13. Personnel Department
- 14. Purchase
- 15. Reception
- 16. Security services
- 17. Stores
- 18. Waste management Housekeeping/sanitation,

C. Physical Facilities

C.1 Space requirement

This entails the minimum space required for carrying out the basic functions of the facility which includes:

C.1.1 Minimum area required for establishing the facility,

Type of Health	Requirements					
Care	Stand alone building	ng	Part of another building			
Organization						
Clinic	1	under rules,	Minimum area should be adequate to accommodate doctors table, consultation chair, two stools/ chairs, examination bed of the size 6 ft X 2.5 ft., privacy screen around examination area while having free mobility.			
1 to 10 bed	As permitted u	ınder	Local regulations related to building			
11 to 25	Development control	rules,	structures, occupancy, etc. will be followed.			
26 to 50	Floor Space Index,					
51 to 100	Local regulations, etc.					
101 and above						
/ Teaching						
Hospitals						

C.1.2 Functional space planning of the facility like reception area, waiting area etc.

b. Yoga hall:

- **1.** Space should be available for minimum 30 people to practice Yoga (minimum space requirement per person would be approximately 20 sq. ft.)
- **2.** The hall should be approximately 600 sq.ft area. As per the bed capacity the no. of Yoga Halls shall be increased.
- 3. Separate Yoga Halls are proposed for male & female with attached dressing room, toilet and bathroom.
- 4. Shatkarma sthal with clean water facility (hot and cold)

- 5. Dhyan kaksh
- c. **Yoga Therapy Treatment rooms:** Minimum 50 sq.ft area per Treatment room

d. Consultation & Examination room

- **1.** Minimum 10ft. x 8 ft.
- **2.** Consultation room should be adequate to accommodate:
 - ii. Table for Consultancy
 - iii. Consultation chair,
 - iv. Two stools/ chairs,
 - v. X-Ray viewing screen,
 - vi. Examination bed of the size 6 ft X 2.0 ft.,
 - vii. Privacy screen around examination area while having free mobility,
 - viii. Wash Basin for hand wash

e. Entrance hall with reception area, enquiry counter, cash counter and record area:

Preferably 100 sq. ft per 25 beds

f. **Waiting area in entire organization:** Preferably 100 sq. ft per 25 beds i.e. 10% seats of average number of patients visiting daily to hospital

g. Kitchen/ Canteen area:

- 1. Providing food is mandatory for hospitals of having indoor facility.
- 2. Kitchen area should be sufficient size to prepare food for inpatients as per diet advised by the physician.
- 3. Kitchen layout and functioning should follow the flow of materials as: Entry> washed> cutting> cooking> loading \rightarrow To Serve.
- 4. Utensil washing area is separate from the cooking area.

h. Yoga Therapist Quarters:

Minimum 1 room with attached bathroom & WC, per 2 therapist with separate rooms for male & females with separated sleeping facility with ceiling fan, drinking water facility, intercom, mattress, pillows, blankets, bed sheets. Cupboards/ wardrobes.

i. Clinical laboratory specifications:

- 1. Laboratory services can be outsourced or can be optional for hospitals upto 100 beds.
- 2. Laboratory services are mandatory for hospitals above 100 beds for quick diagnosis of blood, urine, etc., a small sample collection room facility shall be provided.
- 3. Separate Reporting Room for doctors should be there.

j. Laundry (optional)

- 1. Laundry services can be outsourced or can be optional.
- 2. If it is provided in house, it should have necessary facilities for drying, pressing and storage of soiled and cleaned linens.
- 3. If outsourced, disinfection of linen is carried out by the hospital before handing over the linen to the out-sourced organization.

k. House-Keeping:

- 1. Housekeeping services should be made available for effective cleanliness.
- 2. Housekeeping services can be outsourced.
- 3. Designated areas within functional areas for housekeeping materials has to be in hospital more than 30 beds

l. Security Services:

There is a designated location for each security staff on duty.

m. Medical record-room:

1. Medical record-room should be of adequate size as per the load of the documents of the hospital (Minimum of 50 sq feet).

- 2. Tamperproof material and locking facility Cabinets/ cupboards/ Boxes will be used.
- 3. Fire extinguishers of correct type should be made available nearby all locations.

n. Store rooms:

- 1. Store room should be lockable & of adequate size with exhaust fan.
- 2. Area should be clean, well ventilated, well lit, without any dampness or fungal growth on walls.

14. Wards:

- i. Treatment areas for male and female patients shall be segregated if managed as wards and there should be privacy for individual patients. Alternatively individual or sharing rooms can be used to segregate patients of different gender.
- j. The ward planning will address minimization of the work for the nursing staff and shall provide basic amenities to the patients located within an area or unit.
- k. Ward unit will include nursing station, preferably a treatment/ procedure room, nursing store and toilets as per the norms.
- l. At the minimum one nursing station per ward of upto 45 beds will be provided.
- m. There should be minimum 50 ft. area per bed with 7 ft. distance between the mid-points of adjoining beds and at least 3 feet distance between the beds and 8 inch distance between the bed and the wall.
- n. Width of the door to be at least 4 feet.
- o. Permanent, semi-permanent or temporary partition should be present between two beds.
- p. Ward store area with lockable wall or steel cupboard(s).

15. Duty rooms for Yoga Therapist

- a. To accommodate 1 bed of 6 feet X 3 feet and a side table.
- b. Separate beds if sharing for same gender.
- c. Separate rooms for separate genders will be provided.

16. Duty rooms for nurses:

- a. To accommodate 1 bed of 6 feet X 3 feet and a side table.
- b. Separate beds if sharing for same gender.
- c. Separate rooms for separate genders will be provided.

17. Dirty utility room:

Separate area of minimum 15 sq feet.

C.1.3 Dimensions of the sub areas of the facility, including the flow of the processes which in turn will give a layout of the department /unit.

C.1.4 Basic signage

- 1. A signage within or outside the facility should be made available containing the following information.
- 2. All signage meant for patients and visitors shall be bilingual Local language and Hindi/ English.

C.1.4.1 Name of the care provider with registration number,

- 1. Name of organization.
- 2. Display of Registration under Clinical Establishment Act

C.1.4.2 Fee structure

- 1. Display of tariff list at OPD/ IPD (wherever applicable) etc.
- 2. Display of citizen charter in OPD/ IPD (wherever applicable)

C.1.4.3 Timings of the facility

1. Display of OPD timings with names and respective specializations of consultants in OPD

C.1.4.4 Services provided

- 1. Directional signage at main entrance towards OPD/IPD
- **2.** Directional signage for patients for utilities and conveniences like toilets, drinking water, telephone booths etc.
- 3. Directional signage within the hospital building for all departments within the building
- 4. Display of department / area name on the entrance of each area / room / counter
- **5.** Display of hospital layout at various entrances in the hospital
- **6.** Display of hospital's scope of services at OPD and at Campus entrance
- 7. Floor Plan With Location Of Departments
- 8. Plan of Facility
- 9. Usages: departments, OPD & IP room & wards, waiting areas,

C.1.5 Others

- 1. Display of all radiation hazard signage in radiation areas (if applicable).
- 2. Display of Biomedical waste segregation at all location where BMW bins are kept
- 3. Display of danger signage at all electric panels and other dangerous areas
- 4. Display of General instructions like 'No Smoking', 'Keep Silence', 'Use dustbin', etc. at various patient and visitor areas in the hospital
- 5. Display of hand--washing techniques compliant with WHO guidelines at all hand wash basins
- 6. Display of how to use fire extinguisher at all point where fire extinguisher is installed
- 7. Display of important phone contact numbers of hospital authorities
- 8. Displays required by regulations like PNDT, Lifts, Fire, etc.
- 9. Display of Material Safety Data Sheet at all locations where Hazardous Materials are stored
- 10. Display of patient rights and responsibilities in OPD and wards
- 11. Display of safety instructions in areas where any kind of safety hazard may be expected. This includes areas like transformers, Cylinder storage, LPG storage etc.
- 12. Emergency exit signage (preferably in auto illumination material, like radium)
- 13. Fire Protection
- 14. Hazards- electrical, fall, pipe locations, prohibited areas
- 15. Notice board for general information to staff
- 16. Notice board in front of all OPD and Wards.
- 17. Routes for all areas
- 18. Signage for parking. (Signage for ambulance parking shall be separately mentioned)
- 19. Safety signage will be displays as per the requirements of respective Indian Standards: Ex. Fire Protection Safety Signs IS 12349:1988

C.2 Furniture & Fixtures:

This will entail the details about the furniture and sundry items commensurate to the service delivery requirements.

C.2.1 Furniture/Fixture Requirements: 1: Furniture/Fixture Requirements for Outpatient Department (OPD)::

		clinic hospital					
Sr. No.	Name of the Equipment	Clinic	1 to 10 Beds	11 to 25 Beds	26 to 50 Beds	51-100 beds	101 beds and above/ Teaching hospitals
	A chair and a table for doctor		I.	1 set per	consultation	room	1
2.	X-ray viewer		<mark>Optional</mark>		1]	per consultat	ion room
3.	Two chairs for patients & attendants			1 set per	consultation	room	
4.	An examination table of 6 ft. X 2.5 ft. With privacy screen			1 per c	onsultation r	oom	
5.	Blood pressure apparatus,			1 per c	onsultation r	oom	
6.	Stethoscope			1 per c	onsultation r	room	
7.	Torch,	1 per consultation room					
8.	Thermometer	1 per consultation room					
9.	Weighing machine.			1 per c	onsultation r	room	
10.	Essential diagnostic tools required for examination of patients as per the scope of services offered by the hospital.			As p	er requireme	nt	
11.	Light source which gives light colour and temperature similar to solar light, Light intensity of at least 500 lux at	As per requirement					
12.	Refrigerator if temperature sensitive medication are stored (if required)	1 per consultation room					
13.	Computers, (if required)	1 per consultation room					
14.	Telephone equipment	As per requirement					
15.	Air conditioning				er requireme		
16.	Lockable storage space				er requireme		
17.	Foot stools	1 per consultation room					

Rooms should be well ventilated.

	2: Furniture/Fixture Requirements for In-Patient Department (IPD):									
Sr. No	Name of the Equipment	Minimum 10 bedded hospital	11-25 bedded hospital	26 to 50 bedded hospital	51 to 100 bedded hospital	More than 100 bedded hospital	Teaching hospital			
	Adequate wall or steel Cupboards	1	2	4	6	8	10			
2.	Arm Board Adult	2	4	6	12	16	24			
3.	Back rest	2	4	6	12	16	24			
4.	Bain Marie trolley stainless steel 1 per		1 per floor							

	floor									
5.	Bed side cabinets	1 per 5 patients								
6.	Bed side Screen		1 per ward or full length curtains between the beds							
7.	Bucket Plastic			6	12	24	24			
8.	Ceiling Fans			As per	requirement		•			
9.	Clock 1 per ward				er ward					
10.	Containers for kitchen			As	needed					
11.	Consultant's chair for OP & ward,			As	needed					
12.	Consultant's or Office table	1	2	3	4	6	8			
13.	Dressing trolley-1 per floor/ ward depending on layout		<u> </u>		per need		0			
14.	Dust bins in each ward & consultation room			As p	oer need					
15.	Duty table for Yoga therapists			As p	oer need					
16.	Fire extinguisher		A	BC 1 per ward/	floor based on la	iyout				
17.	Foot stools	As per need								
18.	Fridge		1 Per Area/ Ward							
19.	Heavy duty Torchlight			1 p	er ward					
20.	Hospital Cots	10+2	30+5	50+5	100+10	150+15	200+20			
21.	Hot Water geyser		•	2 p	er ward	1				
22.	Intercom System			2 p	er ward					
23.	Kitchen utensils,			Ad	equate					
24.	Office chairs			Ad	equate					
25.	Office Table			Ad	equate					
26.	patient Beds with side rails			20% o	f total beds					
27.	Patient call Bell System			1 p	oer bed					
28.	Patient locker			1 դ	oer bed					
29.	Patients examination table– 1 per ward/ floor a per the profile of patients & layout of facility	– 1 per ward/ floor a per the profile of patients & layout of facility								
30.	Patients side table			1 դ	oer bed					
31.	Steel or Wooden cup board		Adequate							

32.	Steel rack	Adequate
33.	Stool 1Per Bed	As needed
34.	Stools revolving – 1 per ward	2 per ward
35.	Stretcher/ Patient trolley – 1 per ward	1 per ward
36.	waiting chairs / benches for patients relatives	50% of bed strengths
37.	Weighing Machine	1 per ward
38.	Wheel chair	2 per 50 beds
39.	X-ray viewer	one per ward

C.2.2 Sundry Articles Requirement

	Furniture/Fixture Requirements									
			Hospital Fi	ttings & Nec	essities	•				
Sr. No	Name of the Equipment	Clinic	Minimum 10 bedded Hospital	11- 25 bedded Hospital	26 - 50 bedded Hospital	51-100 bedded Hospital	More than 100 bedded hospital	Teaching Hospital		
1	Air conditioners Central A/C		Optio				Minimum 1			
2.	Ambulance			Optional			Mini	mum 1		
3.	Ceiling / wall Fans				As needed					
4.	Clock				1 per ward	l				
5.	Computer with modem with UPS, printer with internet connection		As needed							
6.	Coolers				As per need	d				
7.	Drinking Water purifier				As needed					
8.	Emergency lamp			2	Per Area/ W	/ard				
9.	Exhaust Fan				As needed					
10.	Fire extinguishers				As needed					
11.	Geyser				1 per ward	l				
12.	Refrigerator		1 per ward							
13.	Storage Geyser				1 per ward	l				
14.	Tables & Chairs				As needed					
15.	Telephone/ cell phone				1 per ward	l				
16.	Tube lights				As needed					

17.	Vacuum cleaner	As needed

C.2.3 Others

			Furnitur	e/Fixture R	equiremen	ts						
	Administration											
Sr. No.	Name of the Equipment	Clinic	Minimum 10 bedded Hospital	11- 25 bedded Hospital	26 to 50 bedded Hospital	51-100 bedded Hospital	More than 100 bedded hospital	Teaching Hospital				
	Computer with Modem with UPS, Printer with Internet Connection	As needed										
2.	Xerox Machine	As needed		1 per ward								
3.	Intercom (10 lines)	As needed		•								
4.	Fax Machine	-	As needed									
5.	Telephone	One per orga	nization									
6.	Public Address System	-	Covering Inde	oor and OPD A	reas							

C. 3 Engineering Services Requirements

This will include the detail information about the basic requirements including

C.3.1 Electrical Requirements

- 7. At least 3 hours backup or generator for critical areas
- **8.** Primary electrical Supply is available as provided by the local utility provider. Lighting back up for at least 1 hour covering all functional areas must be available during the functioning time.
- 9. Primary electrical Supply as supplied by utility provider. Emergency backup for at least 3 hours backup for electricity & for lighting and critical equipment must be available during the functioning time. Take over time must be less than 30 seconds. Electric supply to lighting will be backed up with UPS/ Inverter/ Battery.
- **10.** The illumination in the hospital is provided as per the prescribed standards.
- **11.** Shadow less lights should be provided in operation theatres and delivery rooms.
- **12.** Emergency portable light units should be provided in the wards and departments.

C.3.2 Plumbing Requirements

7. Number of Wash basins

- i. 1 for every 20 persons or part there
- ii. Consultant, Therapist, staff, patients and visitors have an access to wash basin(s) 1 for every 50 persons or part there.
- iii. Dirty utility & surgical / procedural hand wash basin will be separate from general use & one each.

8. Number of Water closets

- i. 1 for every 20 beds or part thereof.
- ii. Consultant, Therapist, staff, patients and visitors have an access to wash closet(s) 20 beds or part thereof.

9. For in-patient department

- a. No. of Wash basins
 - 1. 1 for every 12 beds or part thereof

- 2. Consultant, Therapist, patients and visitors have an access to wash basin(s);
- 3. Procedure hand wash basins are separate and located close to procedure area.1 for every 12 beds or part thereof

b. No. of Water closets

- iv. 1 for every 6 beds or part thereof
- v. Separate water closets are available for use for outpatient and in-patient areas.
- vi. For in-patient areas the water closets are provided in the ratio of 1 per 6 beds and are located close to patient care areas.

c. No. of bathrooms

- i. Minimum 1 bathroom per 6 beds/ one for each ward rooms
- ii. Minimum 1 bathroom per 6 beds/ one for each therapy rooms

d. WC

- i. Minimum 1 WC per 6 beds/ one for each Male & Female wards
- ii. Average size of toilet: 810 mm X 1800mm with grab bars
- iii. Minimum 1 WC per 6 beds/ one for each Male & Female wards
- **iv.** At least one wheel chair friendly toilet of dimensions 2200mm X 1800mm must be provided.

C.3.3 Civil Requirements

- 7. Space between 2 rows of beds in a ward should be minimum 5 ft.
- 8. Distance between 2 beds should be minimum 3.5 ft. if more than one bed is present
- 9. If clinic has beds then: measured between the facing borders of adjoining beds there shall be at least 3 feet of distance if the beds are mobile and provided with functional wheels and at least 4 feet if beds do not have functional wheels.
- 10. If there are no beds then this requirement is not applicable.
- 11. Size of hospital bed should be minimum 6' x 3'
- 12. Area per bed should be Minimum 50 sq. ft. / bed

C.3.4 HVAC/ AC/ Ventilation/ Cross Ventilation Requirements

- 4. Air-conditioning and Room Heating in operation theatre and neo-natal units should be provided.
- 5. The ventilation in the hospital may be achieved by either natural supply or by mechanical exhaust of
- 6. Cross ventilation/ Mechanical ventilation by fans and or exhausts to achieve comfortable environment without noxious odours.

C.3.5 Others

2. Air coolers or hot air convectors may be provided for the comfort of patients and staff depending on the local needs.

C.4 Public Utilities

C.4.1 Safe drinking water

- 3. Round the clock availability of safe drinking water for patients, staff and visitors.
- 4. Hospital should be provided with water coolers and refrigerator in wards and departments depending upon the local needs.

C.4.2 Sanitary Requirements

- 5. Arrangement should be made for round the clock piped water supply along with an overhead water storage tank with pumping and boosting arrangements.
- 6. Approximately 10000 liters of potable water per day is required for a 100 bedded hospital.
- 7. Separate provision for firefighting should be available.
- 8. Water softening plant should be considered where hardness of water is a major problem.

Drainage and Sanitation

- 3. The construction and maintenance of drainage and sanitation system for waste water, surface water, sub-soil water and sewerage shall be in accordance with the prescribed standards. Prescribed standards and local guidelines shall be followed.
- 4. **Waste Disposal System:** National guidelines on Bio-Medical Waste Management and a Notification of Environment and Forests are at Annexure I.

D. Equipments /instruments

This includes the type, number, minimum specification & functionality of equipments required in the facility under the following headings

D.1 Therapeutic equipments

1: Outpatient department (OPD)

	1: Equip	ments /I	nstruments F	Requireme	nts for Out	patient De	partment (OI	PD)::			
S. No.	Name of the Equipment	Clinic	Minimum 10 bedded Hospital	11-25 bedded Hospital	26 - 50 bedded Hospital	51-100 bedded Hospital	More than 100 bedded hospital	Teaching Hospital			
	A chair and a table for Consultant			1 г	per consultation	on room	•	•			
2.	X-ray viewer		1 per consultation room								
3.	An examination table of 6 ft. X 2.5 ft. With privacy screen		1 per consultation room								
4.	Blood pressure apparatus,		1 per consultation room								
5.	Stethoscope				oer consultatio						
6.	Torch			_	oer consultatio						
7.	Thermometer			_	oer consultatio						
8.	Weighing machine.			1 p	oer consultatio	on room					
9.	Essential diagnostic tools required for examination of patients as per the scope of services offered by the hospital.				As per require						
10	Light source which gives light colour and temperature similar to solar light, Light intensity of at least 500 lux at the point of examination			A	s per requirer	ment					

2: In-Patient Department (IPD)

	2:Equipments /ins	truments for	r In-Patient	department (IPD):					
Sr. No.	Name of the Equipment	Minimum 10 bedded Hospital	11-25 bedded Hospital	26 - 50 bedded Hospital	51-100 bedded Hospital	More than 100 bedded hospital	Teaching Hospital			
	Back rest		As per requirement							
2.	Bain marie trolley stainless steel 1 per floor		As per requirement							
3.	Biomedical waste colour coded bins			Each	per floor					
4.	Clock per ward			1 p	er ward					
5.	Containers for kitchen			Ası	required					
6.	Dust bins in each ward & consultation room			1 p	er ward					
7.	Fridge			Ası	required					
8.	Heavy duty Torch light – 1 per ward			1 p	er ward					
9.	Intercom System			Ası	required					
10.	Non mercury Thermometer clinical – 1 per ward			1 p	er ward					
11.	Patients examination table– 1 per ward/ floor a per the profile of patients & layout of facility			1 p	er ward					
12.	Sphygmomanometers-Stand Type 1& Portable (aneroid or Digital) Type X 1 – 1 per ward			1 p	er ward					
13.	Stretcher/ Patient trolley – 1 per ward		1 per ward							
14.	Weighing Machine – 1 per ward		1 per ward							
15.	X-ray viewer – one per ward			1 p	er ward					

3: Yoga Therapy Section

	3: Equi											
S.N o	Name of the Equipment	Clinic	Minimum 10 bedded Hospital	11- 25 bedded Hospital	26 - 50 bedded Hospital	51-100 bedded Hospital	More than 100 bedded hospital	Teaching Hospital				
1.	Yoga Mats	10	10	25	50	100	100	100				
2.	Jalneti Pots	10	10 10 25 50 100 100 1									
3.	Sutra Neti	Each patient	ach patient should have one									
4.	Vastra Dhauti	Each patient	should have one	2								
5.	Steel Drum with Water Heater	1	2	4	6	8	8	8				
6.	Water Jugs	5	10	20	30	60	80	80				
7.	Trataka Stands	2	5	5	10	20	30	30				
8.	Darries big	2	5	10	10	15	20	20				

Other equipments are Yoga props such as Cushions, Wooden Blocks, Planks, Ropes etc.

D.3 Diagnostic equipment

1: Laboratory Equipments

	1: Laboratory Equipments 1. Laboratory Equipment (wherever service is provided)													
Sr. No	Name of the Equipment	Clinic	Minimum 10 bedded Hospital	11- 25 bedded Hospital	26 - 50 bedded Hospital	51-100 bedded Hospital	More than 100 bedded hospital	Teaching Hospital						
	Alarm clock	Optional	1 Per Area/ Ward	1 Per Area/ Ward	1 Per Area/ Ward	1 Per Area/ Ward	1 Per Area/ Ward	1 Per Area/ Ward						
2.	Automatic cell counter	Optional	Optional	Optional	Minimum 1	Minimum 1	Optional	Minimum 1						
3.	Auto analyzer/ Semi auto analyzer	Optional	Optional	Optional	Optional	Optional	Optional	Optional						
4.	Binocular Microscope	Minimum 1	Minimum 1	Minimum 1	Minimum 1	Minimum 1	Minimum 1	Minimum 1						
5.	Chemical Balances	Minimum 1	Minimum 1	Minimum 1	Minimum 1	Minimum 1	Minimum 1	Minimum 1						
6.	Counting chamber	Minimum 1	Minimum 1	Minimum 1	Minimum 1	Minimum 1	Minimum 1	Minimum 1						
7.	Electric Colorimeter	Minimum 1	Minimum 1	Minimum 1	Minimum 1	Minimum 1	Minimum 1	Minimum 1						
8.	Electric centrifuge, table top	Minimum 1	Minimum 1	Minimum 1	Minimum 1	Minimum 1	Minimum 1	Minimum 1						
9.	ESR stand with tubes	Minimum 1	Minimum 1	Minimum 1	Minimum 1	Minimum 1	Minimum 1	Minimum 1						
10.	flame photometer	Minimum 1	Minimum 1	Minimum 1	Minimum 1	Minimum 1	Minimum 1	Minimum 1						
11.	Glucometer	1 Per Area/ Ward	1 Per Area/ Ward	1 Per Area/ Ward	1 Per Area/ Ward	1 Per Area/ Ward	1 Per Area/ Ward	1 Per Area/ Ward						
12.	Hemoglobinometer	Minimum 1	Minimum 1	Minimum 1	Minimum 1	Minimum 1	Minimum 1	Minimum 1						
13.	Hot air oven	As needed	As needed	As needed	As needed	As needed	As needed	As needed						
14.	Hot plates	As needed	As needed	As needed	As needed	As needed	As needed	As needed						
15.	Lab Incubator*				As needed									
16.	Laboratory Auto Claves				As needed									
17.	Micro pipette of different volumes				As needed									
18.	PH meter				As needed									
19.	Refrigerator				Minimum 1									
20	Rotor / Shaker				Minimum 1									
20.	Simple balances				Minimum 1									
21. 22.	Spirit lamp				Minimum 1									
23.	TCDC count apparatus				As needed									
24.	Test tube holders				As needed									
25.	Test tube rack				As needed									
26.	Test tube stands				As needed									

	1. Laboratory Equipment (wherever service is provided)												
Sr. No	Name of the Equipment	Clinic	Minimum 10 bedded Hospital	11- 25 bedded Hospital	26 - 50 bedded Hospital	51-100 bedded Hospital	More than 100 bedded hospital	Teaching Hospital					
	Timer stop watch				As needed								
2.	Water bath				As needed								

E. Manpower

This includes the Designation, minimum qualification & number of people required in the facility.

E.1 Medical practitioners

9. Category: Yoga Physician/ Medical Officer

10. Minimum Qualifications:

A graduate of Bachelor of Naturopathy & Yogic Science (BNYS) (of 5 or 5½ years regular course) from a recognized University **OR** A medico with a full time regular PG Diploma/ Diploma in Yoga (after degree) of minimum one year duration from a recognized University/ Institute of repute with experience in treating the patients through Yoga in a Hospital or Institute of repute.

11. **Registration:** (if applicable): with State Governments

12. Trained/ skilled: Trained

Strength (The minimum number of staff required as per the function.)

Sr. no.	Medical Officer/ Yoga Physicians	Hospital Superintendent / Administrator	Medical Officer/ Yoga Physicians
1.	Clinics	-	2 (1 Male/ 1 Female)
2.	Minimum 10 beds	1	4 (2 Male/ 2 Female)
3.	11 to 25 beds	1	2 (Male) + 2 (Female)
4.	26 to 50 beds	1	3 (Male) + 3 (Female)
5.	51 to 100 beds	1	4 (Male) + 4 (Female)
6.	More than 100 beds	1	6 (Male) + 6 (Female)
7.	Teaching Hospital	1	6 (Male) + 6 (Female)

E.2 Therapists:

13. Category: Yoga Therapist

14. **Minimum Qualifications:** A regular PG degree in Yoga/ Regular Degree in Yoga/ Regular degree in Yoga & Naturopathy from a recognized University with minimum 55% of marks <u>OR</u> Any degree with minimum 55% of marks from a recognized University and minimum one year regular PG Diploma/ Diploma in Yoga Therapy/ Yoga Science with minimum 55% of marks from a recognized University/Institute of National repute with minimum six years Post Qualification experience in treating patient in hospitals or in a reputed Yoga Institute.

15. Registration: (if applicable): Not applicable

16. Trained/ skilled: Trained

	Strength: Minimum 2 per treatment room; male and female separate; i.e. minimum 2 male technicians or 2 female technicians for a treatment room.										
			tecimicians	101 a ti eat		l.					
Sr. no	Yoga therapists Clinic 401 , 1 1 1 1 1 1 1 1 1										
1.	Yoga Therapists (Female)	2	2	4	5	6	8	10			
2. Yoga Therapist (Male) 2 2 4 5 6 8 10								10			
3.	Yoga Therapy Assistant	1	1	2	2	4	5	5			

225

	(Female)							
4.	Yoga Therapy Assistant	1	1	2	2	4	5	5
	(Male)							

E.3 Non-technical staff

13. Category: Non-technical staff14. Minimum Qualifications: As per rule

S. no	Non-technical	Minimum qualification	Clinic	Min. 10 bedded Hospital	11-25 bedded Hospital	26-50 bedded Hospital	51-100 bedded Hospital	More than 100 bedded Hospital	Teaching hospital
1.	Clerk for Billing	Minimum qualification- 12th Standard passed.	-	1	1	1	1	2	2
2.	Cook (if food is cooked in- house)	Experience of working in mass kitchen for at least 1 year at senior cook or at in charge level.			As	per requirei	nent		
3.	Driver (Only in case hospital has its own vehicle for patient or ambulance services)	Driver's License for the category of vehicle with State Road Transport Office. If driving an ambulance, specific training is required.	As per requirement						
4.	Electrician	If exists, Diploma in Electrical Engineering.	-	-	1	1	1	1	1
5.	Hospital worker (OP/ward +OT)	Eight standard completed	1	2	4	6	6	10	10
6.	Housekeeping Staff	Ability to read national or local language	-	-	1	2	2	4	4
7.	Kitchen Servant (if food is cooked in- house)	-			As	per requirer	nent		
8.	Laboratory Attendant (Hospital Worker) (if lab is inhouse)	Ability to read national or local language			As	per requirei	nent		
9.	Laboratory Technician (if Lab is in- house)	Qualified Laboratory Technician			As	per requirei	nent		
10.	Maintenance person	If exists, Diploma in Electrical Engineering.			As	per requirei	nent		
11.	Medical Records Officer/ Technician	Minimum qualification- 12th Standard passed.							
12.	Peon	Eight standard completed	As per requirement						
13.	Plumber	-		-	-	1	1	1	1
14.	Sanitary Worker	1	2	2	4	6	6	8	8
15.	store keeper/ Manager	Minimum qualification- 12th	-	-	-	1	1	1	1

		Standard passed.				
16.	Therapy	Eight standard	Ası	per requirer	nent	
10.	Assistant	completed and				
	Minimum 1	Certificate in Yoga				
17.	Ward Ayah		Ası	per requirer	nent	
1 .	Minimum 1 per	Eight standard				
	ward/ floor	completed				
18.	Ward boy		Ası	per requirer	nent	
10.	Minimum 1 per	Eight standard				
	ward/ floor	completed				

E.5 Administrative staff: The number would vary as per requirement and may be outsourced.

Administrative staff								
S. No	Administrative staff	Clinic	Min. 10 bedded Hospital	11- 25 bedded Hospital	26-50 bedded Hospital	51-100 bedded Hospital	More than 100 bedded Hospital	Teaching hospital
	Office Superintendent/ Hospital Administrator	-	-	1	1	1	1	1
2.	Accountant	-	-	1	1	1	1	1
3.	IT Technicians	-	-	-	-	1	1	1
4.	Security Staff*	1	3	6	6	9	9	9

G. Consumables

This includes the minimum quantity of the commonly used consumables in the facility which should be made available.

G.5 Linen

Sr.	Linen	Clinic						
no			Min. 10 bedded Hospital	11- 25 bedded Hospital	26-50 bedded Hospital	51-100 bedded Hospital	More than 100 bedded Hospital	Teaching hospital
1	Apron for cook	-		As per need				
2.	Bed sheets		•		As per need			
3.	Bedspreads				As per need			
4.	Blankets	•			one pe	r bed		
5.	Curtain cloth windows and doors	As per need						
6.	Overcoat for consultant	one per consultant						
7.	Mats (Nylon)	As per need	one per bed					
8.	Mattress (foam) adults	-	one per bed					
9.	Pediatric Mattress	-	one per bed					
10.	Patient house coat (for female)	-	- Two per bed					
11.	Patients pajama (for male) shirts	-	Two per bed					
12.	towels	10	Two per bed					
13.	Pillow covers	10	Two per bed					
14.	Pillows	4						
15.	Table cloth	adequate quantity						
16.	Uniform / Apron	As per need						

G.6 Stationery

Sr. no.	Items			
1.	Consents Forms			
2.	Continuation Sheets for IPD			
3.	Continuation sheets for OPD			
4.	Diet Cards			
5.	Diet Sheets			
6.	Discharge cards			
7.	Indoor Admission Form & Case Sheets			
8.	Intake Output Charts			
9.	Nursing Monitoring Forms			
10.	OPD Forms			
11.	Pathological Books			
12.	Registers			
13.	Registration Card			
14.	Sentinel Event Form			
15.	Supplementary Sheets			
16.	Temperature Charts			
17.	Treatment Cards			
18.	White Papers			
19.	X-ray Forms			

H. LicensesThis includes the minimum statutory compliance applicable as per the central or state government along with licensing body.

S. No.	Name of the Act	Department/Area	Licensing body
1	Registration under Shops and Establishment Act	Organization	Jurisdictional Authorities like Panchayat/ Nagarpalika/ Mahanagarpalika/ Municipality/ Municipal Corporation
2.	Registration under Clinical Establishment Act	Organization	Jurisdictional Authorities like Panchayat/ Nagarpalika/ Mahanagarpalika/ Municipality/ Municipal Corporation
3.	AERB clearances for CT/ MRI/ X ray & Radiation	Imaging	Atomic Energy Regulatory Board
4.	Agreement for Common Biomedical Waste Collection, Transportation, Treatment, Storage and Disposal Facility	Organization	Local Pollution Control Board
5.	Registration under Air (prevention and control of pollution) Act, 1981.	Organization	Local Pollution Control Board
6.	Approval of Radiation Safety Officer	Imaging	Atomic Energy Regulatory Board
7.	Boiler license under Indian Boiler Act, 1923	Boiler	Concerned regulatory Body
8.	Building Permit (From the Municipality).	To be obtained from	Jurisdictional Revenue Authorities like Panchayat/ Nagarpalika/ Mahanagarpalika/ Municipality/ Municipal Corporation
9.	Certificate for Narcotics & Psychotropic Substances	Pharmacy and / Hospital	Drug Controller
10.	Certificate of Registration under society act 1860	Organization	Registrar of societies/ Charity Commissioners office
11.	Certificate u/s 80-G of IT Act	Organization	If applicable.
12.	Class clearance certificate issued to manufacturer/ importer of mobile X ray equipment	Imaging	AERB Class Clearance issued to Manufacturer/ dealer of imaging equipment
13.	Commissioning approval of Linear Accelerator	Radiation Therapy	AERB

14.	ESIS registration in case of >20 employees	Organization	Employee State Insurance Company
15.	Excise permit to store Spirit.	Organization	Excise department
16.	Generator Exhaust air Quality Report	Generator	Authorized Air Testing Laboratory
17.	License to sale or distribute drugs Form 20, 21, 21C	Pharmacy	FDA
18.	License for lift	Lift	Mobile Electric Vehicles Department
19.	License to play music for public use	Organization	Indian
20.	No objection certificate from the Chief Fire Officer.	Organization	Fire Department
21.	Obtaining clearances for weighing equipments in all the hospital units under The Standards of Weights and Measures Act, 1976.	Weights and measures	Department of Weights and Measures
22.	Occupation Certificate	To be obtained from	Jurisdictional Revenue Authorities like Panchayat/ Nagarpalika/ Mahanagarpalika/ Municipality/ Municipal Corporation
23.	PCPNDT Act, 1996.	Sonography	Health Department of Regulatory Body assigned with the responsibility
24.	Registration of births and deaths Act, 1969.	Organization	Health Department of Regulatory Body assigned with the responsibility
25.	SMPV License for Storage of Liquid Oxygen, Form III (License to compressed gas in pressure vessel or vessels)	Medical Gases in Pressurized Vessels	Licensing Authority
26.	TAN Number	Organization	Income Tax Department
27.	PAN Number	Organization	Income Tax Department
28.	Vehicle Registration certificates for Ambulance	Ambulance and Vehicles owned by the organization	Road Traffic Authority
29.	Water Prevention and control of pollution Act	Organization	Pollution Control Board

I. Basic Processes

I.1 Registration (This will help in developing a database at State / Central level).

- 1. Name,
- 2. Age,
- 3. Gender,
- 4. Address with PIN code,
- 5. Marital Status.
- 6. Contact Number,
- 7. Type of Diet (Veg, Non-veg),
- 8. OP/ IP Number,
- 9. Date & Time of visit for OP/ admission for IP,
- 10. Name of Treating Consultant / Therapist

I.2 Assessment

- 1. Primary Complaint of the guest:
- 2. History of Primary Complaint:
- 3. History of Medication:
- 4. History of Implants/ Pacemaker/ Surgery:
- 5. Past History
- 6. History of allergies7. Diet and Lifestyle History8. Family History
- 9. Personal History

- 10. General Examination
- 11. Systemic Examination
- 12. Physical Examination
- 13. Pain Scoring
- 14. Nutritional Assessment
- 15. Diagnosis Provisional / Final
- 16. Preventive Aspects
- 17. Plan of Care
- 18. Treatment

I.3 Infection Control

- 1. Cleaning: to be done with defined solution with dilution as advised by the manufacturer. Defined schedule with full cleaning at least once a day.
- 2. Disinfectants: Defined solution with dilution as advised by the manufacturer. Defined schedule with full cleaning at least once a day.
- 3. Advisable to have designated Infection Control Officer for hospital more than 50 beds.
- 4. Advisable to have designated Infection Control Committee for hospital more than 50 beds.
- 5. Infection control activities should be monitoring by define method & schedule.

I.4 Safety considerations

(Surgical safety, infection control, biomedical waste, first aid & basic life support, disaster preparedness)

12. Following physical safety aspects shall be taken care in the hospital

- 1. AERB safety rules shall be followed in Radiology and other radiation areas.
- 2. All areas where a physical hazards may occur, like near DG set, transformer, Cylinder storage, electric panels, steep slope etc. shall be provided with safety signage and safety instructions
- 3. All balconies and opening on higher floors shall have grills
- 4. All bottles containing acids or alkalis shall be stored on cupboards at height below the shoulder level to prevent them from falling while taking out. It shall never be stored on height above the head level
- 5. All electric panels shall be enclosed in insulated and nonflammable box and shall be kept locked
- 6. All entry doors, windows and furniture shall be maintained in good maintained condition
- 7. All equipments, furniture awaiting condemnation shall be stored in separate condemnation area
- 8. All stretchers and wheelchairs shall have safety belts for fastening the patient
- 9. Anti-skid mats shall be placed on entrance of bathrooms
- 10. Boundary wall of the hospital's campus shall be of sufficient height with metal fencing on top. Entire boundary wall shall be kept in intact condition
- 11. Corridors and passages shall not be blocked by chairs, tables or equipments
- 12. Displays of 'floor is wet' or 'under repair' or similar precautions in required areas and time shall be available with the hospital
- 13. Doors height shall be at least of 8 feet
- 14. Electric rooms shall not be used as store room or for any other purpose
- 15. Emergency exit routes shall be kept clear all the times
- 16. Hospitals ground shall be properly maintained. There shall be no openings, or pits in the ground. The surfaces shall be kept even
- 17. Lab shall be provided with safety equipments like eye wash cups
- 18. Material safety data sheet shall be available for all hazardous materials
- 19. No door shall open towards public areas like crowded lobby etc. (the door shall preferably open towards the inside of room)
- 20. No inflammable materials like, diesel, LPG, acids etc. shall be stored near electrical panel
- 21. Personal protective gears shall be available everywhere and in adequate quantity. These include gears like, gloves, masks, gowns, boots, caps, goggles etc. Earplugs shall be provided to staff in areas where there is continuous noise, like AC plant.
- 22. Protection from stray dogs and other animals shall be ensured in the hospital campus
- 23. Rubber matting shall be placed on the floors below electric panels
- 24. Seepage shall not be allowed in areas where electric panels or wires are present
- 25. Terrace should have side walls of at least 4 feet height

- 26. The beds shall have provision for providing side guardrails.
- 27. There should be no losing of electrical wiring. All electrical wiring shall be concealed and kept intact

13. Infection control:

- 1. Biological safety assessment is done for all areas of patient care and risks defined for the same.
 - a. Needle Stick Injury and related Transmissions
 - b. Patient to staff, patient to patient and staff to patient risk of transmission of diseases is addressed and preventive measures are instituted.
 - c. Procedure site and surgical site infections are monitored.
- 2. Preventive measures and remedies for correction are kept available wherever such risk exists.
- 3. Hand washing practices as per WHO recommended criteria are followed and monitored regularly.
- 4. Facility and consumables for hand washing are available tat convenient locations in the healthcare facility.
- 5. Adequate equipment and disposables related to personal safety for infection transmission are available to staff and patients in the organization. E.g. equipment like fogging machine, UV sterilizers, Insect Killer Machines and consumables such as Gloves, hand washing materials/hand gels, surgical Masks, N95 Masks, industrial gloves, etc.

14. Biomedical waste:

- 1. Biomedical waste is collected, segregated, packed, transported and disposed according to the regulatory guidelines.
- 2. Biological Waste Management is monitored on regular basis.
- 3. Biomedical waste disposal is a part of infection control activities.

4. First aid & basic life support

- 1. At all times there is a staff member who is adequately qualified and is trained in giving at least Basic Life Support System.
- 2. Adequate qualifications will include qualified nurse or therapist from any specialization who has undergone training on Basic Life Support.
- 3. There will be a full resuscitation set maintained for use exclusively during such events, irrespective of existence of similar equipment anywhere else in the hospital.

Disaster preparedness: Mandatory for all hospitals of all sizes.

- 1. Healthcare organization must identify various possible disasters and prepare for the same by stocking necessary consumables, training adequate staff and conducting drills regularly.
- 2. Keeping equipment in a state of readiness for use during such events.
- 3. Separate stock is maintained as per the risk perceived for the anticipated disorder(s).
- 4. Keeping a back-up of consumables at all times in usable condition for use during disaster.
- 5. Personnel are trained for disaster management
- 6. Disaster drills are carried out at least once in six months for various disaster anticipated.
- 7. Anticipated list of disasters can include and is not restricted to any of:
 - a. Fire
 - b. Terrorist attack
 - c. Invasion of swarms of insects and pests.
 - d. Earthquake.
 - e. Civil disorders effecting the Organization.
 - f. Sudden failure of supply of electricity. (Disaster)

I.5 Clinical Records (including consents)

Sr. no	Records
1.	OPD/ IPD Records
2.	Treatment Orders
3.	Medication Records
4.	Procedure Records
5.	Nursing Monitoring Records
6.	Nursing Treatment Records
7.	Reports of investigations
8.	Consents: General Consent at admission, Procedure consents

I.6 Discharge

- 3. Discharge Summary should have following details:
 - a. Primary data of Name, Gender, Age, Address with PIN code, Marital Status, Contact Number, Type of Diet (Veg, Non-veg), OP/ IP Number, Date of visit for OP/ admission for IP, Treating Consultant/ Therapist
 - b. Primary Complaint of the guest
 - c. History of Primary Complaint:
 - d. History of allergies
 - e. Salient Examination Findings
 - f. Pain Relief Advice
 - g. Nutritional Advice
 - h. Diagnosis Final
 - i. Preventive Aspects
 - j. Treatment Given
 - k. Details of procedures performed
 - l. Treatment advised
 - m. Contact number in case of emergency