

Charter of Duties of Medical & Paramedical personnel

FOREWORD

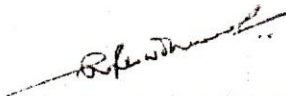
It is a privilege to present the consolidated charter of duties of Medical and Paramedical personnel working in Ordnance and Ordnance Equipment Factories. Efforts were going on to publish this charter for quite some time and I am glad that, at last, it has seen the light of the day.

This manual shall come into force with immediate effect and is intended for uniform adoption in all Ordnance and Ordnance Equipment Factories. It must, however, be noted that the provisions of this charter do not supersede the existing rules and orders and in case of conflict the later should prevail. The individual factories can issue only such directives of a local nature as are unavoidable and are not inconsistent with the provisions contained in this charter.

Genuine efforts have been made to keep this charter free from errors and discrepancies. However, such perfection is impossible to achieve because of sheer enormity of the task, pressure for time to avoid further delay in publication, various practical constraints and finally the intrinsic fallibility of human nature.

I solicit sincere co-operation from the readers in bringing omissions or errors to our notice for corrective action. I hope, this charter will be helpful for all.

To avoid discrimination I will not credit any individual, still, I take this opportunity to express my sincere appreciation for all those who have contributed in making this effort successful.


DR. S. P. ROYCHOWDHURY
Addl. Director Health Services
Ordnance Factory Board,
10A, S. K. Bose Road,
Calcutta - 700 001.

No. 2226/SI/A/M dated 23-11-2001

Charter of Duties of Medical & Paramedical personnel

PREFACE

1. These orders are intended to ensure that:
 - a) That the hospital staff are aware of their duties and responsibilities.
 - b) The hospital administration is carried on smoothly.
 - c) That order and discipline prevail in the hospital.
2. These orders are to be read in conjunction with Ordnance Factories Medical instructions, Factory standing orders and such instructions as are issued by OFB, Calcutta from time to time regarding hospital administration.
3. It is not possible to cover every contingency that might arise in the course of day-to-day administration, in these standing orders. It is also not possible to cover the different local requirements and conditions of all ordnance factory hospitals. These orders should be interpreted and implemented reasonably and intelligently with due regard to the interest of state and community and bearing in mind the expressed & implied need of patients and other health care beneficiaries and with appropriate judgement as regards the local circumstances and needs.

Charter of Duties of Medical & Paramedical personnel

GENERAL INSTRUCTIONS FOR MEDICAL OFFICERS AND STAFF

DOs

1. Be fully acquainted with these orders.
2. Maintain absolute integrity at all times.
3. Maintain absolute devotion to duty at all times.
4. Constantly strive to improve professional knowledge and skills and bring about improvements in health care delivery.
5. Maintain responsible and decent standard of conduct in private life.
6. Ensure teamwork in patient care and other hospital work.
7. Attend to patients and public promptly without delay.
8. Provide health care of desired standards determined by the best practices in the profession.
9. Ensure comforts such as ventilation, toilet facilities, drinking water, recreation facilities, communication facilities, diet etc are provided to patients.
10. Be courteous towards patients, colleagues and public and respectful to superiors. When a conflict has arisen or likely to arise with them, DO NOT get involved or aggravate the situation further. Report the matter to higher authorities for resolution of the same
11. Apply for leave well in advance of the intended date, except in emergencies. No one is permitted to avail leave or leave the station until the competent authority duly sanctions the leave applied for.
12. Exercise economy in the use of lights, fans, fuel, stationary, drugs, dressings, transport and other items.
13. When signing medical documents, diet requisitions, leave applications or any other documents connected with their duties, go through the document carefully and sign it legibly.
14. A hospital medical library having standard medical textbooks, medical journals and important Govt. orders will be maintained. All the MOs and staff will make use of it for reference purposes.
15. All personnel issued with free uniforms or in receipt of uniform allowance in lieu there of, will wear the neat and clean authorised uniform while on duty. Other staff will wear clean, neat and sober dress.
16. Observe proper decorum during lunch break and also ensure that hospital visiting hours are strictly followed by all concerned.

Charter of Duties of Medical & Paramedical personnel

DON'Ts

17. DO NOT divulge the diagnosis or discuss the condition of the patients with unauthorised person.
18. DO NOT divulge matters of confidential nature to the patients or their relatives.
19. DO NOT gamble, borrow or lend of money inside the hospital.
20. DO NOT permit dogs or other animals in hospital building and compound.
21. DO NOT whistle, sing or make loud conversation or other unnecessary noises within the hospital premises.
22. DO NOT misuse Govt. stores, transport etc. for private purpose.
23. DO NOT allow unauthorised persons to enter the departments or handle hospital equipments or documents.
24. DO NOT consume intoxicating drinks or drugs while on duty.
25. DO NOT appear in public place in a state of intoxication.
26. DO NOT pluck flowers from hospital garden. Flowers required for wards will be obtained from the hospital Mali. Short cuts across the lawns are strictly prohibited.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF CMO/PMO I/C

- Reports to** : Sr. General Manager / General Manager of the Factory directly in case of CMO & through SAG level officer as nominated by him, in case of PMO I/C.
- Controls** : Medical establishments, Factory Health Organization, Factory Hospital and Family Welfare Centre of the factories covered by the Ordnance Factory Hospital.
- Responsibilities** :
1. General Administration of Medical Establishments, Factory Health Organisation and Family Welfare Centre.
 2. Planning, organising and monitoring health services.
 3. Supervision of Public Health.
 4. Human resource management
 5. Management of inventory
 6. Housekeeping, maintenance and security
 7. Finance management
 8. Infection control and proper waste disposal
 9. Documentation
 10. Professional work

Brief description of Responsibilities and Duties

1. GENERAL

The person will

- a. Advise General Manager on medical, health, hygiene and occupational health matters
- b. Carry out Administration of Medical establishments, Factory Health Organisation and Family Welfare Centre.
- c. Plan, organize and monitor the work of the medical establishments under the person. The person will make yearly, monthly and weekly plans, implement them and review progress.
- d. Make all efforts to remove the constraints, if any, faced by the medical officers working under him.
- e. Organise hospital services in accordance with the orders, instructions and regulations issued from time to time by higher authorities.
- f. Ascertain the expressed and implied needs and expectations, grievances and suggestions of the patients, factory management, statutory authorities and community and organise the health services to meet them wherever possible.
- g. Ensure that all the resources allotted to the medical establishments are fully and optimally utilised and economy is observed in the functioning.
- h. Liaison with other sections of the factory, sister factories, civil and military hospitals and health authorities, other recognised local hospitals, and external agencies concerned with hospital work.
- i. Keep informed on matters affecting the state of health of employees and their families under his care.

Charter of Duties of Medical & Paramedical personnel

- j. Publish hospital orders as necessary for carrying out hospital duties and for maintenance of discipline.
- k. Inform General Manager all accidents, deaths and cases placed on SI and DI list and unusual occurrences.
- l. Ensure that standing instructions pertaining to the various departments are implemented, and that they are periodically reviewed and updated.

2. PLANNING

The person is responsible for

- a. Periodic review of present and future health care needs.
- b. Planning improvements and modernisation of health care delivery, implementing them or submitting such proposals to the General Manager for further action.
- c. Keeping abreast of the developments in health care and introducing changes for better functioning of the hospital.

3. PUBLIC HEALTH

The person is responsible for

- a. Supervision of general sanitation of factories and factory estates. For this purpose the person will visit these areas or nominate medical officers to visit these areas at least once a month and submit a report to the General Manager concerned for necessary action.
- b. Supervision of safety of drinking water.
- c. Supervision of sanitation of public eating places, slaughtering houses, shops selling food materials, markets, bazaars, barber's shop, dhobi ghats, casual food vendors, pan shops, meat and fish shops etc.
- d. Anti-mosquito and anti-fly measures.
- e. Maintenance of health statistics.
- f. Administration of preventive vaccinations whenever required.
- g. Surveillance of preventable diseases in the station and institute remedial measures when required
- h. Notification of outbreak of any infectious disease or notifiable disease under Factories Act to authorities concerned, investigation of the same and prevention action.
- i. Maintenance of records for issuing fitness certification for attending courses, international health certificates and records of vaccination and inoculations carried out in above connection.
- j. Inspection of Factory School for hygiene certification.

Charter of Duties of Medical & Paramedical personnel

4. ORGANISING HEALTH SERVICES

The person is responsible for planning, organising and monitoring

- a. Preventive health care measures through
 - Under five clinic
 - Antenatal clinic
 - Post natal clinic
 - Health education
 - Screening for specific diseases
 - Family planning services
- b. Reception and prompt outdoor and indoor treatment for all entitled patients. The person will ensure that only entitled persons are treated except under the circumstances mentioned below. Provision of first aid treatment to non-entitled persons in emergencies. In-patient treatment as non-entitled persons on payment of specified hospital stoppages as per existing provisions.
- c. Prompt and adequate treatment of all emergencies. The person will ensure that equipment, drugs and stores for emergency care are always available, and medical officers and staff are adequately trained in dealing with them.
- d. Services of visiting specialists.
- e. Occupational health services to meet the requirements of Factories Act and organisation:
 - i) Treatment of medical emergencies arising during work.
 - ii) First aid treatment to all employees for sickness during work.
 - iii) Prompt and adequate treatment, follow-up and documentation of factory accident cases and occupational diseases.
 - iv) Occupational hazard medical examination.
 - v) Pre-appointment medical examination and periodic/annual general medical examination.
 - vi) Medical opinion and second medical opinion regarding fitness and unfitness for duty.
 - vii) Invalidation and other medical boards.
 - viii) Replenishment of first aid box materials.
 - ix) Examination food prepared in canteen.
 - x) Surveillance of sickness absenteeism.
 - xi) Training of factory personnel in first aid.
 - xii) Occupational health education.
- f. Ambulance services of factory and hospital for prompt transport of sick and injured.
- g. Transfer to other recognised hospitals of patients, the facilities for whose treatment are not available in Factory hospital and follow-up of these patients.
- h. Information of sick leave recommended to employees to factory authorities.
- i. Comforts such as ventilation, toilet facilities, drinking water, recreation facilities etc for patients.
- j. Assessment of patient grievances and suggestions, errors in professional and other hospital work, and take necessary preventive and corrective action.
- k. Discharge parade of inpatients.
- l. Will plan for recognition of services provided to obtain ISO/NABL/other contemporary certifications.

Charter of Duties of Medical & Paramedical personnel

5. HUMAN RESOURCE MANAGEMENT

The person will

- a) Allot duties to MOs and monitor their work.
- b) Ensure availability of manpower as per the authorization, proper utilisation of medical officers and staff under him, their discipline and their in-house and external training to develop human resources.
- c) Conduct periodic meetings of MOs and various categories of staff to pass on instructions, assess their grievances and suggestions.
- d) Ensure that hospital library has required reference books of latest editions and journals.
- e) Ensure that MOs and medical staff have the required skills and confidence to manage cases of serious injury/accident and emergencies and same are perfected by repeated training and practice.
- f) Ensure discipline among staff.

6. INVENTORY MANAGEMENT

The person is responsible for

- a) Procurement, inspection, storage, distribution, maintenance and accounting of non-expendable and expendable stores of various types – medical, quartermaster, furniture, inventory, capital, ration, uniform, gift – and ensure timely and economical availability of needed stores in the required quantity and quality.
- b) Periodic calibration of equipment.
- c) Timely condemnation and replacement of stores, and their periodic stock verification.
- d) Timely, economical and proper utilisation of stores.
- e) Surprise and periodical verification of stores.

7. HOUSEKEEPING, MAINTENANCE, AND SECURITY

The person will

- a) Ensure good housekeeping, cleanliness and tidiness of all the departments.
- b) Ensure that effective arrangements for safety of the buildings and materials are present and are followed.
- c) Arrange for maintenance and repairs of buildings, electrical, sanitary and water supply system, ambulances and equipment through liaison with the maintenance sections of the factory or through external agencies.
8. The person will implement infection control methods and ensure safe disposal of infected hospital wastes.

Charter of Duties of Medical & Paramedical personnel

9. DOCUMENTATION

The person is responsible for

- a) Timely submission of reports and returns to factory managements, OFB and other agencies.
- b) Proper maintenance, accounting and periodic disposal of hospital records.
- c) Compilation of hospital and health statistics.
- d) Checking fatal documents, condemnation board proceedings, indents board of survey of medical stores procedures, case sheets etc.

10. FINANCE MANAGEMENT

The person is responsible for

- a) Budgeting and proper utilisation of govt. funds allotted to hospital
- b) Ensure economy is observed in providing hospital services.
- c) Proper expenditure, safe custody and accounting of any public and private funds maintained by hospital.

11. PROFESSIONAL WORK

The person will

- a) Utilise part of daily working hours in professional work.
- b) Attend to all patients on SI/DI list at least once a day and record his findings in case sheet.

Charter of Duties of Medical & Paramedical personnel

GENERAL DUTIES OF MEDICAL OFFICERS OTHER THAN CMO/PMO I/Cs

- Reports to** : CMO /PMO IC of the hospital.
- Controls** : MOs and staff working directly under the person.
- Co-ordinates with:** Other MOs
- Responsibilities :** Medical attendance of inpatients and outpatients.
Administrative and disciplinary control of department under the person.

Brief description of duties:

1. The MOs will
 - a. Be punctual in attendance, and sober in dress and conduct.
 - b. Carry themselves in a dignified manner in the public.
 - c. Be fully conversant with the functioning, and existing standing instructions, rules and regulations of the hospital as well as all the departments under them.
 - d. Maintain highest standards of professional competence and medical ethics.
 - e. Constantly strive for improvement in the quality of medical services and upliftment of department under them.

2. The MOs will provide care to out patients and in-patients, as follows.
 - a. Attend to patients without delay
 - b. Provide medical care of desired standards determined by the best practices in the profession.
 - c. Write the clinical notes, prescriptions in explicit, tidy and legible manner.
 - d. Be familiar with the drugs and facilities available in the hospital and make best use of them
 - e. Utilise the services of pathology, radiology departments and the specialist medical officers of the hospital, visiting specialists and specialist OPDs of referral hospitals to arrive at correct diagnosis, and institute prompt and effective treatment.
 - f. Prescribe proven and economical treatment and avoid prescribing experimental treatment or treatment not belonging to the system of allopathy.
 - g. Provide patient care with minimal visits to / stay in hospital.
 - h. Ensure that nursing care is provided without delay and is of the desired standards determined by the best practices in the profession
 - i. Ensure that comforts such as ventilation, toilet facilities, drinking water, recreation facilities, communication facilities, diet etc are available to the patients.
 - j. Give the patients adequate information about their disease, prognosis, seriousness of the disease, investigation results, treatment, drugs, need for referral, proposed plan of action.
 - k. Explain various choices of treatment available to the patients, obtain their choices and take them into consideration while making treatment decisions.
 - l. Consider the individual preferences of the patients and accommodate them to the possible extent.
 - m. Provide health education, preventive health advice and family welfare advice.
 - n. Clear any stated or unstated doubts of the patient.

Charter of Duties of Medical & Paramedical personnel

- o. Provide general information about hospital services through notice boards, circulars etc.
 - p. Provide written information wherever required.
 - q. Obtain informed consent before performing operations or invasive procedures.
 - r. Not divulge the diagnosis of the patient to unauthorized persons.
3. The MOs will
- a) Carry out the duties of the MO I/C department as described under standing instruction 'Duties of MO I/C Department', while holding charge of department.
 - b) Immediately bring to the notice of CMO/PMO IC the following: --
 - a) Seriously ill or dangerously ill cases.
 - b) Death or brought dead
 - c) Unusual occurrences
 - d) Breaches of discipline and neglect/derelection of duty
 - e) Medico legal cases of importance
 - f) Emergency cases transferred to other hospitals
 - c) Train the MOs and staff under the person in furtherance of their professional knowledge.
 - d) Approach the CMO/PMO IC for guidance in case of the any difficulties, administrative or professional.
 - e) GDMO with specialist qualification will render specialist services in the respective speciality in addition to his/her duties as GDMO and specialists Mos will carry out the work of GDMOs, in addition to their own work, whenever called for by the contingencies of service.
4. The person will carry out such other duties as ordered by the person's superiors from time to time.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF DUTY MEDICAL OFFICER

Reports to	:	CMO /PMO IC
Controls	:	Staff on duty during the tenure of the person's duty.
Responsibilities	:	Medical attendance of inpatients and outpatients Administrative and disciplinary control of hospital during non-working hours

Brief description of duties:

1. During his tenure of duty, DMO act on behalf of MO I/C of hospital and exercise administrative and disciplinary control in the hospital and will be responsible for discipline, treatment, cleanliness of hospital, welfare, and diet during the tenure of duty of the person.
2. Tenure of DMO duty will generally be for 24 hours.
3. DMO of the day will be available in the Hospital throughout the tenure of duty of the person.
4. Ordinarily all emergencies will be brought to the hospital and DMO will not leave the hospital to attend any outside call. If it is required to attend to a very serious emergency away from hospital, the person will send call duty MO or any other available MO to attend to the emergency. On rare occasion when DMO may be required to attend such emergency away from hospital, DMO will ensure before leaving the hospital that MO on call duty or any other available MO will take over DMO duty during the person's absence.
5. If DMO is unable to perform duty, this should be brought to the notice of CMO/PMO I/c and next on call or any other doctor with whom the arrangement has been made. If DMO has to leave the hospital during the tenure of the DMO duty for due to personal reasons of urgent nature, the person will hand over the duty to call duty MO under intimation to CMO/PMO I/C/Seniormost available MO before leaving.
6. DMO will
 - a) Attend to all out patients reporting to Hospital during his tenure and prescribe necessary treatment. DMO will thoroughly examine the patients admitted by him, complete case notes, prescribe treatment and diet, and order necessary investigations.
 - b) Give prompt attention to all emergencies. Even non-entitled emergency cases will be attended to tide over emergency and suitably disposed off. However, non-entitled patients will not be admitted to hospital without permission from the CMO/PMO I/C.
 - c) Call in specialist MOs for advice whenever he considers necessary. The person may also consult PMO or any other MO for second opinion, if necessity arises for the same.
 - d) Give prompt attention to all inpatients requiring attention.
 - e) Call any staff for work connected with patients at any time of day/night in an emergency.
 - f) Go around all parts of the Hospital and attend to patients and inspect facilities:

Charter of Duties of Medical & Paramedical personnel

- i. All patients - See each case on taking over duty and at least once at night, and as required during the person's tenure of duty.
 - ii. DMO will write his remarks/instruction in the case sheet when the person prescribes any treatment or orders any investigations.
 - iii. SIL/DIL patients – as and when required. Findings will be recorded when ever the patient is seen.
 - iv. General sanitation of unit
 - v. Condition of ambulances
- g) Make reports of MLC, brought dead and factory accident cases on the forms for the same and as per existing instructions.
- h) During night, take rounds of the hospital to ensure that all patients are comfortable and in their beds, unnecessary lights are put off, the durwans and night duty staff are alert. DMO will make occasional surprise check of the staff after midnight.
- i) Ensure that emergency cupboard is properly stocked, oxygen cylinder, first aid/emergency equipment are available and ready for use.
- j) Check the attendance of staff and ensure that they are present in their respective duty stations and do not leave the hospital without permission.
- k) Taste the sample diet during his tenure and check whether patients have been issued diet as prescribed by MO and in proper quantity, quality and time.
- l) Check two items each from the Medical and Quarter Master Stores and record their correctness in quantity, quality and life in his report.
- m) Ensure that the security arrangements of the hospital are satisfactory.
- n) Ensure that all the stores and departments have been properly locked and sealed after working hours and keys have been deposited in the key box.
- o) Intimate CMO/PMO I/C
- i. Transfer cases.
 - ii. Deaths (Also intimate Duty Officer, Next of kin)
 - iii. Brought dead (Also intimate Duty Officer, Next of kin, Security)
 - iv. SI/DI listing of patients (Also intimate Duty Officer, Next of kin)
 - v. Patients missing from ward (Also intimate Duty Officer, Next of kin, Security)
 - vi. Any other serious/unusual incident (Also intimate Duty Officer, Security)
- p) Leave the Hospital on completion of duty, only after another MO relieves DMO.
- q) On completion of his tenure of duty, render report in DMO register.
- a) Report any complaint/suggestion from patients, staff and others in DMO report.
7. DMO carry out such other duties as ordered by the person's superiors from time to time.

Charter of Duties of Medical & Paramedical personnel

8. MO ON CALL DUTY

- a) A MO other than DMO will be designated as MO on call duty.
- b) MO on call duty will be available in the person's residence for call to Hospital and will take over the duties of/assist DMO in the event of
 - i. Requirement of additional MO to attend emergency as and when required.
 - ii. To accompany seriously ill/dangerously ill patients to other Hospital.
 - iii. DMO becoming ineffective due to sudden sickness or any other sudden and unforeseen reason. (CMO/PMOIC will be informed of such eventuality)
 - iv. Attend to serious emergencies outside the hospital, when called to do so.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF SPECIALIST MEDICAL OFFICER

Reports to	:	CMO/PMO IC
Controls	:	Staff working directly under the person.
Co-ordinates with	:	Other MOs
Responsibilities	:	Specialist Medical attendance of inpatients and outpatients and disciplinary control of staff posted under the person.

Brief description of duties:

1. The specialist MOs are responsible for
 - a) Provision of specialist services in the field of person's respective speciality for outpatients, inpatients and emergencies.
 - b) Training of general duty medical officers and staff in furtherance of their professional knowledge in the person's speciality.
 - c) Planning, implementing and monitoring specialist services in the person's speciality and the work of departments under him as described under 'Duties of MO I/C Department' and duties of Medical Officers.
2. The specialist MOs will also carry out the duties, as described elsewhere, under 'General duties of Medical Officers' and 'Duties of MO I/C department'.
3. The specialist MO will intimate the his/her whereabouts during the off duty hours to the D. M. O. to facilitate easy communication and availability of the person's services in emergencies.
4. The specialist MOs in all disciplines, below the rank of Specialist M.O. Gr.I, will perform DMO duties in addition to their other duties.
5. The specialist MOs will carry out the duties of GDMOs, including DMO duties, in addition to their own duties, when called for by the exigencies of service.
6. The person will carry out such other duties as ordered by the person's superiors from time to time.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF MO I/C DEPARTMENT IN GENERAL

Reports to : CMO /PMO IC.

Controls : MOs and staff working directly under the person.

Responsibilities :

1. General administration of the department
2. Planning
3. Human resource management
4. Stores management
5. Housekeeping, maintenance and security
6. Infection control and proper waste disposal
7. Documentation and statistics
8. Handing over and taking over
9. General duties of MO including medical attendance

Brief description of duties:

1. GENERAL

The person will

- a) Plan, organize and monitor the work of the department. The person will make yearly, monthly and weekly plans in consultation with the controlling staff and staff I/C of the department, implement them and review progress. This review will be done on weekly basis.
- b) Ensure that all the resources allotted to the department are fully and optimally utilised and economy is observed in the functioning of the department.
- c) Ascertain the expressed and implied needs and expectations of the patients, factory management, statutory authorities and community and organise the services of the department to meet them to the possible extent.
- d) Ascertain grievances and suggestions of the above users of the hospital services and take preventive and corrective action.
- e) Liaison with other sections of the factory, other departments of the hospital, civil and military hospitals and health authorities, other recognised local hospitals and external agencies in connection with the work of the departments under the person.
- f) Implement quality systems
- g) Ensure that standing instructions pertaining to the department are implemented, and that they are periodically reviewed and updated.
- h) Be well conversant with the standing instructions, rules and regulations pertaining to the department published from time to time.

2. PLANNING

The person will

- a) Assess the present and future needs of the department, and plan improvements and modernisation. The MO will implement them / submit proposals to the higher authorities.
- b) Keeping abreast of the developments in the field of work of the department and introduce changes for better functioning of the department.

Charter of Duties of Medical & Paramedical personnel

3. HUMAN RESOURCE MANAGEMENT

The person will

- a) Ensure that all the staff are gainfully employed and are provided required materials and resources.
- b) Ensure punctual attendance of staff and that they report in proper uniform.
- c) Sanction leave to the staff within the limit permitted and recommend leave to be sanctioned by higher authorities in other cases. Before doing so the person will ensure that suitable alternate arrangements are made during the absence of staff concerned.
- d) Ensure that the staff are courteous in behaviour towards the patients, staff of other departments, colleagues and superiors and solve any conflicts.
- e) Look after the welfare of the staff.
- f) Train the staff in their work, arrange for their in-house training and recommend suitable staff for external training.
- g) Train the MOs working under him in professional and administrative duties.
- h) Train the next senior most MO to take over charge of the department during the absence of the person.

4. STORES MANAGEMENT

The person will

- a) Ensure that non-expendable/Inventory stores of Medical stores, Quartermaster Stores, Furniture, Non-furniture inventory items, Capital items and Gift items are
 - Present as per inventory distribution issued by the various stores
 - Available as per the scales / requirement
 - In good working conditionAnd that
 - Inventory copies are maintained up to date
 - Periodical stock verification is carried outAnd ensure their
 - Proper maintenance
 - Timely repairs
 - Periodical condemnation and replacement when unserviceable.
- b) Ensure that expendable medical, quartermaster and other stores are indented, stored, expended and accounted for properly.

5. HANDING OVER AND TAKING OVER

Whenever handing over and taking over departments the MO will

- a) Check department copies all inventories with the originals held by the storeholders to ensure that they are correct and up to date.
- b) Ascertain that stores are present as per the department copies of the inventories and are in good working condition.
- c) Ascertain that expendable stores are available as per the stock registers

Charter of Duties of Medical & Paramedical personnel

- d) Obtain the list of files, registers and records of the department and ensure that they are le as per the list.
- e) Obtain list of pending audit observations pertaining to the department and their present position

6. MEDICAL ATTENDANCE

The person will ensure that medical attendance is provided, as described elsewhere, under 'General duties of MOs'.

7. HOUSEKEEPING, MAINTENANCE AND SECURITY

The person will

- a) Ensure good housekeeping, cleanliness and tidiness of the department.
- b) Ensure that effective arrangements for safety of the buildings and materials are present and are followed.
- c) Arrange for maintenance and repairs of buildings, electrical, sanitary and water supply system, medical equipment and ambulances through liaison with the maintenance sections of the factory or through suitable external agencies.

8. INFECTION CONTROL

The person will

- a) Implement infection control methods.
- b) Ensure safe disposal of infected wastes from the department.

9. DOCUMENTATION

The person will

- a) Ensure proper maintenance of various records, registers and files.
- b) Ensure that reference files pertaining to the department are available for ready reference, esp.
 - Standing Instructions
 - Technical instructions
 - List of registers, files and records
 - Govt./OFB/Fy. Orders
- c) Ensure that the department submits periodical reports required by various authorities in time.
- d) Ensure that statistics pertaining to the work of the department are compiled and forwarded to hospital office for perusal of CMO / PMO IC and record.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF MEDICAL OFFICER I/C OPD/EHC (ESTATE HEALTH CLINIC)

Reports to : CMO/PMO I/C
Controls : MOs and staff working at EHC.

Responsibilities : 1. Medical attendance of outpatients
10. Duties of MO I/C department

Brief Description of duties:

1. The person will ensure that
 - a) Sufficient number of Medical Officers and staff out of available strength are available in OPD/EHC.
 - b) OPD/EHC starts functioning at the specified time on all working days and all departments are kept open and ready to receive the patients. Registering of the outpatients will cease at the specified time and all registered OPD cases, will be attended to.
 - c) Medical officers and staff attend all outpatients and provide necessary care promptly and correctly with the due priority for serious cases.
 - d) Emergency room with the required equipment and drugs is kept the ready at all times for providing the immediate treatment to emergencies and used drugs are replaced with new stock.
 - e) Patients who require admission in the hospital are advised the same.
 - f) A note is made in the OPD register when anyone refuses medical advice such as admission, transfer, treatment.
 - g) Prompt and courteous attention is given to the patients by the staff of the OPD/EHC.
 - h) Non-entitled cases are not attended to except in cases of emergency.
 - i) EHC sanitary annexes and the surroundings are clean and hygienic.
2. The person will also be responsible for organising visiting specialist OPDs in consultation with CMO/PMO I/c of the hospital.
3. The person will carry out the 'General duties of Medical Officers' and 'Duties of MO I/C department', as described elsewhere.
4. The person will carry out such other duties as ordered by the person's superiors from time to time.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF MEDICAL OFFICER I/C FHC (FACTORY HEALTH CLINIC)

Reports to : CMO/PMO I/C

Controls : MOs and staff posted under the person.

Responsibilities :

1. Medical attendance
2. Occupational health service.
3. General duties of MO.
4. Duties of MO I/C department

Brief description of duties :

1. The person will carry out the 'General duties of Medical Officers' and 'Duties of MO I/C Department', as described elsewhere, in respect of FHC.

2. GENERAL MEDICAL ATTENDENCE

The person will

- a) Not leave the Dispensary at any time during the working hours.
- b) Attend the outpatients and emergency cases reporting to FHC, determine their fitness for duty and provide patient care.
- c) Admit patients requiring admission to the hospital and inform MO I/C ward
- d) Ensure that at least one Ambulance equipped properly is always available in FHC. If none is available then arrange standby vehicle from Motor Transport section.
- e) See that emergency arrangements are maintained properly, and used drugs are replaced with new stock.
- f) Ensure that necessary arrangements for treatment of emergencies during night shift are available in the FHC.

3. OCCUPATIONAL HEALTH SERVICE

The person will

- a) Organise periodic medical examination of the employees working in the occupationally hazardous sections or processes as under Factories Act. Such employees will be identified by the safety section and referred to FHC for necessary medical examination. The person will also organise periodic general medical check up of all employees of the factory. The person will also conduct medical examination of the food handlers twice a year.
- b) Ensure that factory accidents are promptly attended to and when required sent to the hospital for further management. Ensure that the documentation connected with the factory accidents is completed without delay. Ensure that the Factory Accident register and other records in respect of factory accidents are maintained properly and are readily available for reference.

Charter of Duties of Medical & Paramedical personnel

- c) Organise detection, treatment and follow up of occupational diseases.
 - d) Arrange for refill of first aid materials of the First Aid box.
 - e) Arrange for first aid training of the employees.
 - f) Maintain surveillance of sickness absenteeism.
 - g) Co-ordinate with safety section to arrange for occupational health education and investigation of occupation related complaints and surveillance of occupational safety.
 - h) Periodically inspect the sanitary conditions of the factory and canteen and make a written report with recommendations to the CMO/PMO I/C.
 - i) Carry out immunisation of employees.
4. The person will carry out such other duties as ordered by the person's superiors from time to time.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF MEDICAL OFFICER I/C WARD

Reports to : CMO/PMO I/C

Controls : Staff posted to ward.

Responsibilities :
1. Medical attendance of inpatients
2. Duties of MO I/C department

Brief Description of duties:

1. The person will carry out the 'General duties of Medical Officers' and 'Duties of MO I/C Department', as described elsewhere, in respect of Ward.
2. The person will
 - a) Take ward rounds in the morning and give directions to the nursing staff on treatment/disposal of the cases.
 - b) Ensure that medical case sheets are made out and maintained properly for all cases.
 - c) See newly admitted cases as soon as possible.
 - d) Ensure that patients who are seriously or dangerously ill are placed on such list with least possible delay and CMO/PMO IC, next of kin and Factory management are informed immediately.
 - e) Place special emphasis on care of SIL/DIL and bed cases.
 - f) Give written instructions regarding SI and DI cases for DMO's guidance.
 - g) Obtain the opinion of the specialists concerned as and when necessary.
 - h) Be available for the ward round during the Specialist Medical Officer visit to the ward to see patients.
 - i) Be responsible for the comfort and proper treatment of the patients.
 - j) Bring to the notice of CMO/PMO I/C the complaints/suggestions from the patients in his ward.
 - k) Indent for diets and extras for the following day, as per authorisation and particular medical needs of the patient. Patients' personal preferences, if any, will be considered and accommodated to the extent possible.
 - l) Ensure that all inpatients are aware of and follow the instructions for inpatients.
 - m) Ensure that forms accompanying the specimens sent to the Lab are filled correctly and the correct labels are put on the specimens.
 - n) Periodically check the professional capabilities of the staff under the person and train them.
 - o) Maintain an up to date and legible clinical notes, and connected documents of all patients in his ward.
 - p) Maintain account for controlled drugs
 - q) Bring to the notice of the CMO/PMO I/C any breach of discipline, irregularity or neglect of duty on the part of any of the hospital personnel or patients in his ward.
3. The person will carry out such other duties as ordered by the person's superiors from time to time.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF MO I/C CENTRAL MEDICAL STORES

Reports to : CMO/PMO I/C

Controls : Pharmacists and other staff posted under the person.

Responsibilities :

1. Proper provisioning, storage, issue, accounting, safety, calibration, repair, condemnation replacement, stock verification of expendable and non-expendable medical store items of the hospital.
2. Duties of MO I/C department
3. General duties of MO.

Brief description of duties

1. The person will carry out the duties of 'MO I/C department', as described elsewhere, in respect of CMS.
2. The person will
 - a) Be responsible for proper provisioning, storage, issue, accounting, safety, calibration, condemnation, repair and replacement of expendable and non-expendable medical stores of the hospital.
 - b) Plan the work of the CMS in consultation with CMO/PMO IC hospital and ensure proper execution of the same.
 - c) Ensure pharmacist/s of CMS carry out the work as described under duties of pharmacist CMS and that work is carried out according to standing instructions, orders and work schedules pertaining to CMS.
 - d) Spare necessary amount of time on all working days to plan, supervise and review CMS work.
 - e) Carry out surprise check of Medical Store (at least 10%) before signing monthly expense ledgers.
 - f) Ensure that the pharmacist I/c of medical store is rotated every year.
3. The person will ensure that
 - a) All authorized and essential items as indented by central dispensary or for which local purchase requisition has been received are made available in correct quantity, quality and time.
 - b) All stores and equipment including L.P medicines are opened/checked on arrival by MOs authorized for the purpose for their correctness in quantity, quality, serviceability and life period.
 - c) Economy is observed in provisioning medical stores.
 - d) Proper housekeeping of stores is maintained.
 - e) The stores are issued and used will within their expiry period and when this is not possible due to unanticipated reasons, they are disposed of as per standing orders.
 - f) Unserviceable non-expendable items are condemned and replaced in time.

Charter of Duties of Medical & Paramedical personnel

- g) Drugs declared toxic are withdrawn from other departments and patients and disposed off as per instructions.
 - h) Quarterly stock verification by board of officers is carried out as per instructions.
 - i) Departments check their medical stores inventory holding and submit check certificates once a quarter regarding correctness of quantity and serviceability of the items.
 - j) Surprise check of CMS is carried out by DMOs.
 - k) References like PVMS books, ME scales, OFB orders are readily available.
 - l) All ledgers and records are maintained up to date.
 - m) There is no pilferage or misuse of medical stores.
 - n) Effective liaison with AFMSDS and other O.F hospitals is maintained.
4. The person will carry out such other duties as ordered by the person's superiors from time to time.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF MEDICAL OFFICER I/C QUARTER MASTER STORES

Reports to : CMO/PMO I/C

Controls : Staff posted under the person.

Responsibility :

1. Proper provisioning, storage, issue, accounting and safety, calibration repair, condemnation, replacement, stock verification of expendable and non-expendable quartermaster stores – ordnance items, clothing items, factory supply items, inventory items, furniture items, capital items, rations of the hospital.
2. The duties of MO I/C department.

Brief description of duties :

1. The person will

- a) Hold charge of Kitchen, Rations stores and Dhobi ghat, in addition to quartermaster stores.
- b) Carry out the duties of 'MO I/C department', as described elsewhere, in respect of quartermaster stores and above departments.
- c) Allot necessary amount of time for quartermaster store work on all working days.
- d) Ensure that prescribed diets are issued to the inpatients and that they are of authorised quantity, desired quality, and variety, and as per the diet prescribed by MOs.
- e) Organise monthly mess meeting of inpatients to ascertain their opinion, grievances and suggestions regarding diet in particular and hospital services in general for necessary corrective and preventive action.
- f) Ensure that hospital linen is disinfected, washed, pressed and returned to departments in time.

2. The person will ensure that

- a) All authorised /required and the essential items are made available to patients and departments in correct quantity, quality and time.
- b) Economy is observed in provisioning.
- c) Check the stores received for their correctness in quantity, quality, life period, serviceability.
- d) Arrange for Local/Cash purchase of stores.
- e) There is no pilferage or misuse of quartermaster stores.
- f) The stores are stored properly and used well within the expiry period.
- g) Perishable ration stores are stored properly.
- h) The stocks of all expendable stores are physically verified on the last day of every month.
- i) Quarterly stock verification is carried out by the departments as per schedule.
- j) Report any loss of CMO/PMO I/C immediately and initiate action to regularise the same as per instructions received.
- k) Ensure that broken items are recorded in the breakage register and regularised through loss statement.

Charter of Duties of Medical & Paramedical personnel

- l) Unserviceable non-expendable items are condemned and replaced in time.
 - m) References like authorised scales OFB orders are readily available.
 - n) All ledgers and records are maintained up to date.
 - o) Liaison with ordnance stores, ASC supply depot.
 - p) Authorised stores are held as per scales.
3. The person will carry out such other duties as ordered by the person's superiors from time to time.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF CONTROLLING STAFF

- Reports to** : CMO / PMO IC HOSPITAL/ MO IC DEPARTMENT
- Controls** : Staff working under the person.
- Responsibility** :
1. Plan, Organize and supervise the work of the departments under the person.
 2. Control, discipline, training and welfare of the staff under the person.
 3. Quality assurance
 4. House keeping
 5. Maintenance of records and statistics.
 6. Security arrangements.
 7. Stores management.

Brief description of duties:

1. The staff who control several departments/several categories of staff like Matron I/C, Staff I/C FHO, Pharmacist I/C, Head clerk, Lab. Technician I/C of specialist centres will perform the following duties in addition to their other duties.
2. The person will
 - a) Plan, Organise and Supervise the work of various departments under the person.
 - b) Supervise and ensure that staff I/C departments under the person carry out their work as described elsewhere.
 - c) Ensure that staff strength is according to the scales. The person will inform MO I/C regarding future vacancies due to retirement for necessary action for recruitment
 - d) Be responsible for the proper discipline, efficiency, good conduct and co-operation among the staff and bring to the notice of MO IC department/ PMO IC/ CMO any case of negligence of duty, insubordination or impropriety of conduct on the part of staff.
 - e) Detail staff under the person to various duties in writing or verbally and ensure that all the duty stations are manned.
 - f) Check time keeping and attendance of staff. Check attendance register daily for all shifts. Late arrivals and absence will be reported to hospital office.
 - g) Recommend leave for the staff working under the person or sanction leave to the limit permitted. Before doing so the person will make satisfactory alternate arrangements. In case of absence from duty, the person will make suitable arrangement under intimations to CMO /PMO IC /MO IC department.
 - h) Ensure that staff are fully conversant with their duties.
 - i) Ensure that staff wear authorised uniform while on duty. The persons without proper uniform will not be taken on duty.
 - j) Conduct meetings of staff categorywise at least once a month to assess the grievances, obtain their suggestions and give advice and instructions. These meetings will also be utilised to improve the quality of work of the department.

Charter of Duties of Medical & Paramedical personnel

- k) Arrange for in-house training for the staff working under the person and recommend suitable staff for external training.
 - l) Look after the welfare of the staff working under the person.
 - m) Ensure that comforts such as ventilation, toilet facilities, drinking water, recreation facilities etc are available to patients.
 - n) Ensure that arrangements and housekeeping of the departments under the person are well maintained.
 - o) Be responsible for liaison with other sections of the factory, other departments of the hospital, sister factory hospitals, other local hospitals and external agencies in connection with the work of the departments under the person.
 - p) Implementing the quality systems as applicable to the departments under the person.
 - q) Ensure that records and documents are maintained properly.
 - r) Ensure that necessary statistics are compiled and submitted to higher authorities.
 - s) Ensure that various expendable and non-expendable stores are indented, stored, maintained, issued and accounted for properly.
 - t) Ensure security arrangements.
3. The person will carry out such other duties as ordered by the person's superiors from time to time.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF STAFF I/C DEPARTMENT

- Reports to** : MO IC DEPARTMENT
- Controls** : Staff allotted to the Department
- Responsibility** :
1. Plan, Organize and supervise the work of the department
 2. Control, discipline, training and welfare of the staff under the person.
 3. Charge of various stores held in the department.
 4. Security of the department.
 5. Quality assurance.
 6. House keeping, maintenance, infection control.
 7. Maintenance of records and statistics.
 8. Comfort and control of patients and visitors.
 9. Liaison
 10. Handing over and taking over

Brief description of duties:

1. PLANNING, ORGANIZING AND SUPERVISING THE WORK OF THE DEPARTMENT.

The person will

- a) Plan, organize and supervise the work of the department. Make yearly, monthly and weekly plans in consultation with the MO I/C and controlling staff and review progress. Review will be done on weekly basis.
- b) Allot work to the staff. Ensure that all the staff are gainfully employed. Provide required materials and resources, and supervise their work. Ensure that all duty stations are manned.
- c) Keep abreast of the developments in the field of work of the department and try to introduce changes as applicable to the department for better functioning.

2. CONTROL, DISCIPLINE AND TRAINING OF THE STAFF UNDER THE PERSON.

The person will

- a. Be responsible for the proper discipline, efficiency, good conduct and co-operation among the staff and bring to the notice of higher staff / MO IC department / PMO IC /CMO any case of negligence of duty, insubordination or impropriety of conduct on the part of staff.
- b. Check time keeping and attendance of staff. Late arrivals and absence will be reported to hospital office.
- c. Recommend leave for the staff working under the person. Before doing so the person will make satisfactory alternate arrangements. In case of absence from duty, the person will make suitable arrangement under intimation to MO IC department/PMO IC/CMO
- d. Ensure that staff are fully conversant with their duties.
- e. Ensure staff wear authorised uniform while on duty. The person without appropriate uniform will not be taken on duty.

Charter of Duties of Medical & Paramedical personnel

- f. Train the staff in their work.
 - g. Train the next senior most staff/suitable person to take over charge of the department during the absence of the person.
 - h. Look after the welfare of the staff working under the person.
3. CHARGE OF VARIOUS STORES HELD IN THE DEPARTMENT.

The person will

- a. Hold charge of non-expendable/Inventory stores of Medical stores, Quartermaster Stores, Furniture, Non-furniture inventory items, Capital items and Gift items, as per inventory distribution issued by the various stores. The person will ensure that the inventory/non expendable stores are available as per the scales / requirement. The person is also responsible for proper maintenance of these stores.
 - b. Physically check inventory items at least once a month for correctness and serviceability. Any discrepancy, repair or un-serviceable condition will be brought to the notice of the controlling staff/MO I/C for necessary action. Items that are un-serviceable will be returned to the stores for condemnation and replacement. Immediate replacement will be obtained from stores if required. The person will submit monthly verification certificates to CMO/PMO I/C through CMS & QMS.
 - c. Hold charge of expendable stores of various kinds - medical stores, quarter master stores, gift items, stationery items etc., The person is responsible for timely indenting, storing, issuing, accounting and safety of these stores.
 - d. Ensure that expendable items of medical store are available in adequate quantity in the department, have sufficient life and no life expired items are kept in the department.
 - e. Ensure that equipments especially emergency and critical equipment are maintained in good working condition and are always available for use. And report any breakdown, repair, deficiency in performance to MO I/C for necessary action and get them repaired/arrange for standby equipment/get replacement immediately.
 - f. Sign / initial documents and register entries after checking their correctness before obtaining the initial / signature of MO I/C department.
4. SECURITY OF THE DEPARTMENT.

The person will

- a. Ensure safety and security of the building and various materials in the department.
 - b. Ensure that the department is properly locked and wherever required sealed when not in use and keys are deposited in key box after entry in key register.
 - c. Ensure that valuable equipment and instruments are kept under lock and key when not in use.
 - d. Report to MO I/C department any loss, misappropriation or damage to stores/Govt. property under his custody.
5. QUALITY ASSURANCE

The person will be responsible for implementing quality systems as applicable to the department.

Charter of Duties of Medical & Paramedical personnel

6. HOUSE KEEPING, MAINTENANCE, INFECTION CONTROL

The person will

- a. Ensure that the department under the person is clean and tidy and housekeeping is well maintained.
- b. Ensure that the equipment, stores, records, furniture, furnishings are clean and neatly arranged.
- c. Report to the staff responsible for liaison of maintenance work and MO I/C department, repairs of buildings, electrical, sanitary and water supply systems medical equipments, ambulance as under the charge of the person. And arrange for early repairs. Arrange for periodic maintenance of the above items.
- d. Ensure proper disposal of biochemical wastes as per existing instructions.

7. MAINTENANCE OF RECORDS AND STATISTICS

The person is responsible for

- a. Maintenance of various records, registers and files. The person will maintain reference files pertaining to the department for ready reference like
 - Standing Instructions
 - Technical instructions
 - List of registers, files and records
 - Govt./OFB/Fy. Orders
- b. Compiling statistics pertaining to the work of the department and submit the same to higher authorities/the hospital office on monthly basis or whenever required.
- c. Submission of periodical reports by the department.
- d. Submission of auditable documents for periodical audit and settling audit observations pertaining to the department.

8. COMFORT AND CONTROL OF PATIENTS AND VISITORS

The person will

- a. Ensure that comforts such as ventilation, toilet facilities, drinking water, recreation facilities etc are available to patients.
- b. Ensure that the staff are courteous in behavior towards the patients, staff of other departments, colleagues and superiors and solve any conflicts.
- c. Report any complaint regarding conduct of visitors to higher authorities.
- d. Not allow unauthorised persons to enter the department, handle equipment or records.

9. LIAISON

Be responsible for liaison with other sections of the factory, other departments of the hospital, sister factory hospitals, other local hospitals and external agencies in connection with the work of the department under the person.

Charter of Duties of Medical & Paramedical personnel

10. HANDING OVER AND TAKING OVER

Whenever handing over and taking over departments the person will

- f) Check department copies all inventories with the originals held by the store holders to ensure that they are correct and up to date.
- g) Ascertain that stores are present as per the department copies of the inventories and are in good working condition.
- h) Ascertain that expendable stores are available as per the stock registers
- i) Obtain the list of files registers and records of the department and ensure that they are available as per the list.
- j) Obtain list of pending audit observations pertaining to the department and their present position

Charter of Duties of Medical & Paramedical personnel

DUTIES OF MATRON I/C

- Reports to** : CMO/PMO I/C
- Controls** : Paramedical staff and other staff posted under the person.
- Responsibility** : 1. General nursing arrangements in the hospital.
2. Management, discipline, training, turn-out of the nursing, paramedical and other hospital staff under her.
3. Welfare of patients.
4. Diet arrangements for in-patients.
5. House keeping.
6. Implementation of infection control and waste disposal.
7. Quality system

Brief description of duties:

1. The person will carry out the duties of the controlling staff as described elsewhere, in respect of paramedical and other staff posted under her.

2. GENERAL NURSING ARRANGEMENTS IN THE HOSPITAL.

The person will

- a. Plan, implement and supervise nursing arrangement of high quality.
 - b. Ensure that nursing and treatment facilities including arrangements for emergency and standby arrangements are always available and functional.
 - c. Visit all Wards/EHC daily to supervise nursing, diet, treatment and emergency care arrangements, housekeeping, infection control and waste disposal arrangements.
 - d. Visit SI/DI cases daily ensure that proper nursing care is given.
 - e. Ensure that instructions given by medical officers are properly understood and carried out by nursing and paramedical staff
 - f. See the nurse report book daily and take necessary action
3. MANAGEMENT, DISCIPLINE, TURN-OUT, TRAINING, WELFARE OF THE NURSING, PARAMEDICAL AND OTHER HOSPITAL STAFF UNDER THE PERSON.

The person will

- a. Carry out duties of the above subject as described under duties of controlling staff.
- b. Maintain nurses duty roster book, and put up CMO/PMO I/C for perusal along with her comments.
- c. Make frequent rounds of the ward and EHC to ensure that the staff detailed are in their place of duty.
- d. Arrange for annual medical examination of paramedical staff and their required immunisation like Hepatitis B and maintain the record for the same.

Charter of Duties of Medical & Paramedical personnel

4. WELFARE OF PATIENTS

The person will

- a. Talk to the patients and attend to/bring to the notice of MO I/C ward their problems, complaints and suggestions.
- b. Assess suggestions and grievances of the patients and others, and arrange to settle the grievances and implement useful suggestions.
- c. Ensure that comforts such as ventilation, lighting, toilet facilities, drinking water, phone, laundry, worship, and recreational facilities are available to patients.
- d. Arrange for follow up of patients admitted to other hospitals.
- e. Ensure that clean linen is given to in-patients.

5. DIET ARRANGEMENTS FOR INPATIENTS.

The person will

- a. Ensure that the cook collects rations correctly from the store and that the fresh vegetables, milk, butter and such perishables are stored in the refrigerator/ deep freezer.
- b. Ensure that diet is hygienically prepared, acceptable quality and taste, is according the diet prescribed for individual patients and is distributed in time.
- c. Supervise the distribution of diets and extras /ensure that other matron, Sr. Nurse or Ward Master supervises them.
- d. Periodically visit the kitchen and check the cleanliness of kitchen, utensils and personal hygiene of the cooks.
- e. Ensure that cookhouse is kept clean.
- f. Ensure that diet sheets are correctly prepared by the Sr. Nurses I/C Wards.
- g. Arrange for periodic medical check up of cooks and masalchis once a month,
- h. Arrange monthly in-patient meeting to assess patient satisfaction with hospital diet and other services, and maintain minutes.

6. HOUSE KEEPING OF THE HOSPITAL.

The person will ensure general cleanliness of the entire hospital including toilets, kitchen and its surroundings, Factory health clinics, Estate health clinics.

7. IMPLEMENTATION OF INFECTION CONTROL AND WASTE DISPOSAL.

The person will ensure that infection control and infected waste disposal methods are strictly followed.

Charter of Duties of Medical & Paramedical personnel

8. DOCUMENTATION

The person will

- a. Make periodic/Surprise checks to ensure that files, registers, patient documentation, are maintained properly.
- b. Ensure that necessary statistics are compiled and submitted to higher authorities.
- c. Ensure that case sheets and other patient records are prepared and maintained properly.
- d. Ensure that birth/death reports are sent to hospital office without delay in forwarding to civil authorities.

9. OTHERS

The person will

- a. Report to CMO /PMO I/C in forenoon at the time specified locally and give report of problems that should be brought to the notice of CMO /PMO I/C.
- b. Ensure that dressing materials are properly sterilised as per schedule.
- c. Report to the staff designated for co-ordinating maintenance work of hospital any damage, repair, loss of fitting /fixture in the building, electrical /civil /telephone and other complaints.
- d. Be responsible for liaison with other sections of the factory, other departments of the hospital, sister factory hospitals, other local hospitals and external agencies in connection with the work of the departments under the person.
- e. Implementing the quality systems as applicable to the departments under the person.
- f. Report any complaint regarding conduct of visitors to higher authorities.
- g. Assist in the ward work when necessity arises.

10. The person will carry out such other duties as ordered by the person's superiors from time to time.

Charter of Duties of Medical & Paramedical personnel

GENERAL DUTIES OF MATRON / SENIOR NURSES

- Report to** : MO I/C, Matron I/C, DMO
- Control** : Paramedical staff posted under the persons.
- Responsibilities** : 1. Assisting MO in patient care
2. Nursing care
3. Supervision, discipline and training of staff
4. Diet, Welfare and Discipline of patients
5. House keeping
6. Infection control and Waste disposal
7. Security of the department

Brief description of duties:

1. The persons will ensure that the treatment for patients as ordered by the Medical Officers is carried out and nursing care of desired standards determined by best practices in the profession is provided. In this respect they will supervise the work of other medical personnel working under them.
2. When any serious patient – illness, accident or otherwise – is received in their ward/OPD, the persons will call the MO I/C /DMO /Lady MO /available MO at once and take such steps and provide necessary treatment as the persons deem essential, to meet the requirements of the case, till such time a Medical Officer arrives.
3. The persons will not divulge the diagnosis, ailment or present condition of the patients to any unauthorised person.
4. Will perform all shift duties.
5. The persons will
 - a. Be responsible for proper administration of drugs and treatment to patients.
 - b. Maintain the emergency medical equipment ready for use at all times.
 - c. Maintain various nursing / emergency / examination trays in ready for use condition
 - d. Ensure that emergency drugs in sufficient quantity are always available.
 - e. Maintain an ambulance car call register and ensure that all calls are registered. The person will detail ambulance at once or arrange for the same.
 - f. Ensure that all containers of expendable medical stores are properly labeled and that containers have proper lids or covers.
 - g. Keep poisons and addiction drugs separate from other drugs under lock and key. Medications for external use will also be kept separately.
 - h. Ensure that various stores are optimally used and there is no misuse or pilferage.
 - i. Report MLC cases to security and duty officer.
 - j. Train their subordinate staff in their duties and in their professional work.
 - k. Ensure cleanliness of the departments and toilets.
 - l. Ensure proper housekeeping of the department.
 - m. Ensure infection control and waste disposal as per standing instructions.
 - n. Ensure that security instructions for the department are followed.
 - o. Report to matron, MO I/C or DMO at once any doubt or difficulty in any matter.
6. The persons will carry out such other duties as ordered by the persons' superiors from time to time.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF SENIOR NURSE IN WARD / SHIFT DUTY

- Reports to** : MO I/C, DMO, Matron.
- Controls** : Paramedical staff posted under the person.
- Responsibilities** :
1. Duties of Sr. Nurses
2. Nursing care of in-patients.
3. Responsibilities of Staff I/C Ward

Brief description of duties:

1. The Sr. Nurse I/C ward will carry out the duties of Staff I/C department and duties of Sr. Nurses as described elsewhere in respect of the ward concerned, in addition to the duties mentioned below.

2. NURSING

The person will

- a. Take daily detailed rounds of the Ward.
- b. See all the patients, enquire them about their condition, comfort and diet, whether the persons have taken medicines, whether the persons have any complaints.
- c. Accompany MO I/C for ward rounds and note instructions.
- d. Going round with the Specialists / DMO when the persons visit the ward to see the patients, note and carry out their instructions.
- e. Going around the wards periodically to ensure that staff are present in their duty spot and alert and that patients are comfortable.
- f. Carry out the orders and instructions of MO's and Matron, relating to the treatment of patients and management of ward.
- g. Check all the case sheets, attach extra case sheets and prepare lab forms for investigation.
- h. Collect investigation results and attach them to case sheets.
- i. Fill up all forms in case sheets with necessary details, enter investigation reports date wise, enter clinical information in temperature charts.
- j. Completing case sheets of discharge/transfer/death/LAMA patients.
- k. Completing daily treatment book, report book, diet sheet and other records.
- l. Draw blood for investigations, check specimens, enter in specimen book and send to Lab and ensure that specimens have been received in Lab in good condition.
- m. Carry out bedside investigations like ECG, Blood sugar etc.
- n. Supervise recording of TPR and BP, and completion of the related records by paramedical staff.
- o. Personally record TPR and B.P of SIL and DIL cases, post-operative cases and acutely symptomatic patients or where ordered by MO.
- p. Maintain I/O chart, other patient charts and checklists.
- q. Record vital signs, Ht & Wt of new cases on admission.
- r. Give injections and record them

Charter of Duties of Medical & Paramedical personnel

- s. Keep the referral case sheets ready to send to referral hospitals next day.
- t. Pay special and frequent attention to emergencies, SIL, DIL, Post operative and acutely symptomatic patients.
- u. Be responsible for management of delivery cases. The person will supervise the working of midwives and labour room. The person will conduct deliveries, if necessity arrives.
- v. Report immediately any deterioration in the condition to the patients to the MO I/C Ward or DMO.
- w. Ensure patients requiring spittoons, bedpans and Urinals are provided the same
- x. Accompany patients to other hospital if ordered by the MO I/C ward, DMO or Matron.

3. DIET

The person will

- a. Be conversant with the various diets and extras authorised.
- b. Ensure that regular diets, extra and special diets are distributed to patients as prescribed by MO.
- c. Prepare Ward diet sheets and submit them to I/C ration stores in time.
- d. Ensure that extras are not demanded without prior permission of the Medical Officer In-Charge Ward.
- e. Maintain account of hospital diets and extras in the prescribed form,

4. OTHER PATIENT CARE

The person will

- a. Issue patient kit, linen and hospital clothing in fresh, clean and good condition to patients on admission
- b. Arrange for change of patient's linen, clothing twice a week.
- c. Ensure disinfection / disinfection of patient clothing / linen.
- d. Ensure the cleanliness of the patients.
- e. Ensure that patients in the ward are fully conversant with the rules/instructions for the patients and that they are followed. Defaulters will be reported to MO I/C ward or DMO.

5. SUPERVISORY DUTIES

The person will

- a. Arrange local purchase of drugs for patients in time.
- b. Visit sanitary annexe and ensure its cleanliness, hygienic condition and availability of
- c. Maintain daily checklist of work and obtain the signature of MO.
- d. Check essential equipment like Emergency trolley, Oxygen, Emergency light, Telephones, Geysers, Suction apparatus etc. and record their condition in duty report. If any equipment is not working Sr. Nurse I/C ward will be informed / appropriate action taken for immediate repair/ replacement.

Charter of Duties of Medical & Paramedical personnel

- e. Bringing to the notice of the Medical Officer any case of breach of discipline or absence of in-patients without permission for necessary action.
 - f. Ensure that no unauthorised telephone calls are made from ward telephone. If any such calls are made in spite of her advice, she will report the matter to MO I/C ward / DMO.
 - g. Ensuring that unauthorised persons do not enter the ward and visitors are not allowed during the non-visiting hours.
 - h. Keep required items (i.e., medicines, phenyl, patient kits etc.) ready for II shift and Night shift use.
 - i. Answering enquiries on phone or in person.
6. HANDING OVER DUTY
- a. The person will not leave duty without handing over charge to next person on duty.
 - b. Before going off duty, the person will
 - i) Complete their work.
 - ii) Hand over and take over SIL/DIL patients, post operative cases, symptomatic patients, new cases, delivery cases and such other cases requiring attention of Sr. Nurse taking over charge, at bedside.
 - iii) Complete the report book. Apart from notes on the condition of the patients, other important matters which may necessary for the information of the MO or for the guidance of DMO and relieving nurse will also be noted in the report book
 - c. Sr. Nurses, on shift duty, after taking over as above will also check treatment book and duty report book of wards to acquaint themselves regarding orders for treatment and other instructions in respect of particular patient and ensure that the same are carried out correctly.
7. The person will carry out such other duties as ordered by the person's superiors from time to time.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF SENIOR NURSE EVENING OR NIGHT SHIFT

Brief description of duties:

1. The person will perform the general duties of Sr. Nurses and duties of Sr. Nurse ward, as described elsewhere, and as applicable.
2. The person will
 - a) Give ordered injections, drugs and other treatment to in-patients, out patients & emergencies
 - b) Go round the ward, see all the patients, enquire them about their condition, comfort and diet, whether the persons have taken medicines, whether the persons have any complaints.
 - c) Collect blood samples & ensure collection of other samples as ordered.
 - d) Supervise pre-operative preparation
 - e) Supervise issue of diet during the shift.
 - f) Go around all the wards periodically (at least once in 2 hour and ensure that staff are present in their duty spot and alert, patients are comfortable, no unauthorized persons/attendants are in the ward.
 - g) Keep the patients and their records ready to send to referral hospitals next day.
3. The person will carry out such other duties as ordered by the person's superiors from to time.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF SR NURSE – OPD /ESTATE HEALTH CLINIC (EHC)

Reports to	:	MO I/C OPD /EHC Matron
Controls	:	Paramedical staff posted to OPD /EHC
Co-ordinates with	:	Staff of Family Welfare Centre Staff of Registration Counter
Responsibilities	:	1. Responsibilities of Staff I/C OPD /EHC 2. Nursing care of outpatients and emergencies. 3. Proper arrangement of MO rooms including specialist OPD rooms, Emergency room, Dressing room and Injection room. 4. Ensuring availability of amenities for patients.

Brief description of duties:

- 1) These duties are in addition to the duties of Staff I/C department and general duties of Sr. Nurses, described elsewhere in respect of OPD /EHC.
- 2) The person will
 - a) Ensure that OPD/EHC block is kept open and ready at the scheduled time to receive patients.
 - b) Check Emergency trolley and Oxygen cylinder and record their condition.
 - c) Ensure that the lotion for thermometer and Cheatle's forceps is changed daily and instruments in dressing room are sterilized properly.
 - d) Ensure proper implementation of infection control and infected waste disposal as per instructions.
 - e) Give injections to outpatients.
 - f) Arrange for sterilisation /disinfection of various instruments /dressing materials used in OPD /EHC.
 - g) Keep required things in Injection Room, Dressing Room and MO rooms ready for Evening OPD use.
 - h) Work at Injection Room but will make frequent rounds of OPD/EHC to ensure that:
 - i) All the duty stations are manned
 - ii) There is no delay in treatment of the patients
 - iii) All amenities for patients such as seating, ventilation, fan, drinking water, toilet facilities, phone, etc. are available.
- 3) The person will be responsible for keeping all the things ready for specialist OPDs and supervising the specialist OPDs when they are held. The person will maintain specialist OPD registers.
- 4) The person will carry out such other duties as ordered by the person's superiors from time to time.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF PUBLIC HEALTH NURSE

Reports to: M.O in charge FWC

Coordinates with: Staff of FWC

Responsibility:

1. Organising TB OPD
2. Organise under 5 clinics & immunisation
3. Health Education
4. School health programme
5. House visits

Brief description of duties:

1. ORGANISING TB OPD

The person will

- a) Assist MO in conducting TB clinic, treatment and early detection of TB cases especially pulmonary TB and screening of family members of sputum positive cases.
 - b) Maintain individual records/cards for TB patients.
 - c) Detect defaulters and take necessary action to motivate them to continue treatment.
 - d) Advice TB patients regarding their disease, treatment, drugs, diet, precaution etc.
2. The person will be responsible for organising under 5 clinic, immunisation and completing child health records.

3. HEALTH EDUCATION

The person will

- a) Render Health education and family planning advice to patients and public and organise public health programmes.
 - b) Display of health education posters in Family Welfare centre, EHC, FHC & wards.
 - c) Give health talks on child & mother care, importance of immunisation, environmental sanitary condition at house, other health subjects.
4. The person will organise school health programme- medical examination of school children, follow up of children found to have diseases/disability.
5. The person will carry out the duties of Family Welfare Extension Educator/Lady health Visitor where no Family Welfare centre is authorised or above staff are not in position/absent.

Charter of Duties of Medical & Paramedical personnel

6. OTHER WORK

The person will be responsible for

- a) Carrying out Defence Civilian Welfare Fund related work.
 - b) Maintaining of Eligible Couple register & other records and statistics and for timely submission of reports and returns pertaining to person's area of work.
 - c) Build up good relationship with community, promote understanding and implementation of basic health practices.
 - d) Detect early nutritional deficiency states and impart education in diet and nutrition.
 - e) Carry out investigations in connection with prevention and control of infectious diseases like leprosy, venereal diseases, chicken pox and diseases for which immunisation is carried out normally – tuberculosis, poliomyelitis, diphtheria, tetanus, pertusis, measles, hepatitis B - and make a report to CMO/PMO I/C through her MO I/C.
 - f) Advise parents regarding rehabilitation of physically, visually and hearing handicapped children and mentally retarded children in the estate.
 - g) Assist in carrying out family welfare programmes.
 - h) Keep liaison with health & social agencies in the area.
7. The person will carry out such other duties as ordered by the person's superiors from time to time.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF STAFF NURSE

- Reports to** : MO IC OT / Matron.
- Controls** : ORT, ORAs, Safaiwala and other staff, if any, posted to OT
- Co-ordinates with** : Sr. Nurse I/C wards
- Responsibility** : 1. Responsibilities of Staff I/C O.T
2. Assisting in operation
3. Maintenance of OT, equipments, instruments and stores ready for use

Brief description of duties:

1. RESPONSIBILITIES OF STAFF I/C OT.

The person will carry out the duties of Staff I/C department, as described elsewhere, in respect of Operation Theatre

2. ASSISTING IN PERFORMANCE OF SURGERIES

The person will

- a. Ensure proper setting of operation trolleys by ORAs.
- b. Ensure that patients to be operated have been properly prepared in the ward and informed consent for surgery has been obtained.
- c. Assist the MOs during the operations.
- d. Keep track of instruments and swabs and their final count during surgery. Any discrepancy should be notified to the surgeon immediately.

3. MAINTENANCE OF OT, EQUIPMENTS, INSTRUMENTS AND STORES READY FOR USE

The person will

- a. Ensure that OT, equipment, instruments, linen etc are always kept ready for any emergency operation.
- b. Ensure that sterilisers are always in working condition and when any repair is required, bring it to the notice of MO I/C OT at once.
- c. Ensure that linen, instruments and dressing materials are sterilised effectively and timely and that they are kept under aseptic condition.
- d. Ensure sterility of the Operation Theatre and the equipment.
- e. Ensure that anaesthetic gases, oxygen, intravenous infusion fluids, IV Sets and life saving drugs are available in sufficient quantity.

4. OTHERS

Charter of Duties of Medical & Paramedical personnel

The person will

- a. Ensure that specimens advised to be sent for histopathological examination are well preserved, properly labeled and reaches the laboratory in time without deterioration, accompanied by necessary form.
 - b. Arrange to send specimens for sterility test.
 - c. Maintain a register where details of all operations carried out are entered.
 - d. Ensure and follow the infection control & waste management programme of the hospital.
5. The person will carry out such other duties as ordered by the person's superiors from time to time.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF MIDWIFE

- Reports to** : Sister I/C Family Ward
Matron
- Coordinates with** : Staff working in the ward.
- Responsibilities** : 1. Antenatal, intra-partum and postnatal care of obstetric patients
2. Labour Room Management.
3. Family Ward work.

Brief description of duties:

1. The person will usually be employed in Labour Room and in Family Ward.
2. ANTENATAL, INTRA-PARTUM AND POSTNATAL CARE OF OBSTETRIC PATIENTS.

The person will

- a) Conduct deliveries under the supervision of Spl. MO (Gynaecology)/Lady Medical Officer, Sr. Nurse F.W or Sr. Nurse on duty.
 - b) Intimate Sr. Nurse, MO I/C, Spl. MO (Gynaecology) or DMO immediately, whenever any abnormality is noticed.
 - c) Complete delivery record.
 - d) Observe strict asepsis while conducting labour.
 - e) Not throw away the placenta until it is examined by M.O or Sr. Nurse Family Ward or Sr. Nurse on duty and found complete.
 - f) Assist in the care of newborn baby.
 - g) Assist antenatal and postnatal care of maternity patients in ward and OPD.
 - h) Accompany Gynaecology & Maternity cases transferred to other hospitals in the ambulance and other patients when ordered by Sr. Nurse IC ward/Sr. Nurse on duty.
3. LABOUR ROOM MANAGEMENT.

The person will

- a) Hold responsibility for equipment, stores and other govt. property in Labour Room.
- b) Ensure that equipment in labour room are in serviceable condition and bring to the notice of Sr. Nurse, MO I/C ward, any repair/defect.
- c) Clean the furniture and equipment of the Labour Room and keep them tidy and clean.
- d) Arrange and maintain drug and equipment trays in Labour Room such as Resuscitation tray for newborn baby, Cord ligature and dressing tray, Emergency tray for expectant mother.
- e) Prepare dressing materials, diapers, O.T towel etc., pack and send them for autoclaving every week.

Charter of Duties of Medical & Paramedical personnel

4. FAMILY WARD WORK

The person will

- a) Accompany the operation cases to OT.
 - b) Carry out local and other preparations (enema, changing clothes etc.) of pre-operative cases.
 - c) Assist the MOs, Sr. Nurse I/C ward/Duty Sr. Nurse in the persons work.
 - d) Carry out the duties of Sr. Nurse or Medical Assistant, in addition to her own duties, when required due to exigencies of service. ,
 - e) Give injections and start plain I.V drips without added medicine in emergencies. They will be trained for the same.
5. The person will carry out such other duties as ordered by the person's superiors from time to time.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF OPERATION ROOM TECHNICIAN

Reports to	:	Staff Nurse, MO I/C OT.
Controls	:	ORAs, ORT.
Coordinates with	:	Ward I/Cs.
Responsibilities	:	Assisting MOs and Staff Nurse in operations and OT work. Supervising/carrying out ORA work Training ORAs Medical Assistants in their work & general public in first aid.

Brief description of duties:

1. The person will
 - a) Assist the Medical Officers as first assistant in all major surgeries/procedures.
 - b) Impart training to junior ORAs and Medical Assistants and also render lectures and practical demonstrations on first aid.
 - c) Supervise the trolley setting and work of other ORAs and bring to the notice of Surgeon/OT Nurse any deficiency or deviation in following Standard Operating Procedures (SOP) of OT.
 - d) Work in the uniform provided and at all times be clean in the person's habits and dress.
 - e) Carry out the duties of ORA allotted to the person.
2. The person will carry out such other duties as ordered by the person's superiors from time to time.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF OPERATION ROOM ASSISTANTS

- Reports to** : Staff Nurse, MO I/C Operation Theatre.
- Controls** : None
- Coordinates with** : O.R.T and other ORAs.
- Responsibilities** :
1. Assisting MOs and Staff Nurse in operations and other work.
2. Carrying out minor surgical work, other OT work.
3. House keeping & sterilisation.

Brief description of duties:

1. ASSISTING MOS AND STAFF NURSE IN OPERATIONS AND OTHER WORK

The person is responsible for

- a. Preparation of operation trolleys and anaesthetic trolleys. ,
- b. Assisting Surgeon and Anaesthetist during the operations in major and minor OTs.
- c. Proper accounting and disposal of swabs and haemostatic materials.
- d. Collection, storage and disposal of pathological specimens following surgery.
- e. Looking after the patients and meeting their medical needs in pre-operation and post-operation room of OT complex.
- f. Assisting the MOs in carrying out special procedures like endoscopy and the upkeep of equipment.
- g. Assisting surgeon and other MOs inside or outside OT in carrying out their duties to examine and treat patients including pre or post –operative care and resuscitation of the patients
- h. Assisting Staff Nurse in OT.

2. CARRYING OUT MINOR SURGICAL WORK, OTHER OT WORK

The person will

- a. Prepare and apply POP bandages to patients as ordered by Surgeon/MOs
- b. Wash and clean used instruments, rubber gloves and other items thoroughly before they are autoclaved/sterilized.
- c. Pack linen, gloves and prepare surgical dressings/gauze.
- d. Carry out dressing of patients and other minor surgical work as ordered in or outside OT.

Charter of Duties of Medical & Paramedical personnel

3. HOUSE KEEPING & STERILISATION.

The person is responsible for

- a. Sterilization of surgical instruments, dressings, linen and other necessary stores.
- b. Fumigation and carbolization and other procedures to maintain sterility of the operation theatre, arrange sterility tests of autoclaved bins, collection of swab, sending swab to pathology department for culture on regular basis.
- c. Maintenance of general cleanliness of OT and OT stores.

4. OTHER WORK

The person will

- a. Ensure safe custody, storage and maintenance of Government property entrusted to them.
 - b. Maintain OT documents like minor and major operation register, POP register, minor procedures register and other medical documents.
 - c. Ensure that unauthorised persons do not gain entry to OT at any time.
 - d. Training medical assistants in techniques of sterilisation of dressing materials and instruments.
 - e. Notify nurse I/C OT of any expired drugs or drugs nearing expiry
5. The person will carry out such other duties as ordered by the person's superiors from time to time.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF PHYSIOTHERAPIST

Reports to : MO I/C (Surgery)

Responsibility : Physiotherapy of patients

Brief description of duties:

1. The person will
 - a) Carry out various physiotherapy treatments for the patients as ordered by MOs.
 - b) Observe strictly the duration of therapy in accordance with the orders of MO and avoid leaving the department while the patient is 'ON' therapy to avoid untoward incidents.
 - c) Desist from advising or discussing with the patients, medical treatment/appliances not recommended by MOs.
 - d) Consult the MO concerned or MO I/C of the department, in case of doubt regarding physiotherapy advised.
 - e) Maintain a daily record of treatments which will be put up to Surgical specialist /MO-in-charge physiotherapy department once a week
 - f) Treat female patients only in the presence of a female hospital attendant or an adult relative when physiotherapist is male.
 - g) Bring to the notice of the Medical Officer in-charge of the case, the patients who are not responding to treatment, non-cooperative or irregular in attendance.
 - h) Will ensure proper utilization of equipment and see that the equipment are kept clean, properly maintained and are not mishandled.
2. The person will carry out the duties of the Staff I/C department, as described elsewhere, in respect of Physiotherapy department.
3. The person will carry out such other duties as ordered by the person's superiors from time to time.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF RADIOGRAPHERS

Report to : MO I/C Radiology dept.

Responsibility : 1. Carrying out Radiological procedures
2. Radiological safety of self, others & environment
3. Duties of Staff I/C department

Brief description of duties:

1. The person will carryout the duties of Staff I/C department, as described elsewhere, in respect of radiology department. (In specialist centres with more than one radiographer, the senior most radiographer will carry out the duties of staff- IC department.

2. CARRYING OUT RADIOLOGICAL PROCEDURES

The person will

- a. Carry out radiological investigations as ordered.
- b. Take X-rays of any patient only after specific requisition for the same. In case of urgency, the person may do so on verbal orders of a Medical Officer but will obtain the requisition at the earliest opportunity.
- c. Attend to female patients only in the presence of a female attendant/ or an adult relative.
- d. Ensure that the X-rays are issued within 24 hrs after taking them. Wet films will not be issued unless specifically asked for by the Medical Officer-in-charge of the patient.
- e. Assist Radiologist/MOs in carrying out special procedures like Ultrasonography.
- f. Personally prepare and use the chemicals correctly and in time. The person will not use time expired/colored solutions or fogged films. Such instances will be brought to the notice of the Radiologist/MO in-charge department.

3. SAFETY

The person will

- a. Take such steps and precautions necessary for preventing undue exposure of self, patients/staff, with radiation during exposure of X-rays.
- b. Ensure that correct voltage is available for x-ray machine.
- c. Ensure that leak of radiation to surrounding areas is prevented by necessary building and other arrangements.
- d. Use x-ray radiation badges whenever he is on duty and arrange for return of badges for reporting and collection of fresh badges.

Charter of Duties of Medical & Paramedical personnel

4. EQUIPMENT MAINTENANCE

The person will

- a) Maintain x-ray, ultrasound and other equipment and their accessories in good working condition & report any breakdown, repair or deficiency in functioning to MO IC for immediate necessary action.
- b) Maintain logbooks of the equipment and get the service /repair work endorsed in the same by ATEO or service personnel concerned.

5. OTHERS

The person will

- c) Maintain x-ray register with all required particulars of patients, and no and size of x-ray films used, nature of x-ray carried out and other details.
- d) Ensure proper storage and disposal of hypo developer waste solution.

6. The persons will carry out such other duties as ordered by the person's superiors from time to time.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF PHARMACIST - CENTRAL MEDICAL STORES

- Report to** : MO I/C CMS.
- Control** : Staff posted at CMS.
- Coordinate with** : Clerk - M.S.
- Responsibility** : Procurement, storage, maintenance, supply, accounting and security of medical stores .

Brief description of duties:

1. The person will carry out the duties of Staff I/C Department, in respect of CMS. Where more than one Pharmacist is posted to CMS, the senior most pharmacist among them will carry out the duties of staff IC department.
2. GENERAL
 - a) The pharmacists including pharmacist I/C CMS will be posted on rotation.
 - b) The individual responsibilities of the pharmacists, where more than one are posted to CMS, will be published through Hospital order.
 - c) The person will hold charge of all expendable & non expendable medical stores of CMS

3. PROCUREMENT

The person will

- a. Ensure that medical stores are indented, stocked and supplied to meet the requirement of dependant units in time and in full in terms of quantity and quality. At the same time overstocking should be avoided and economy should be observed. This will be achieved by calculation of realistic MMF, and keeping a close watch on variations in demand, life of expendable stores and stock position
- b. Submit demands for the stores correctly and in time according to the existing instructions.
- c. Arrange for cash purchase/local purchase in respect of individual patients or for hospital use promptly.
- d. Ensure that locally purchased medical stores are marked with the hospital mark on receipt.

4. STORAGE

The person will

- a. Arrange the stores properly in a neat and tidy manner as per category, PVMS No and expiry date in the racks provided so that items with earlier date of expiry are issued first.

Charter of Duties of Medical & Paramedical personnel

- b. Label poisons, dangerous drugs and costly medicines and store them separately under lock and key.
- c. Store cold storage drugs and rubber goods correctly.
- d. Store acids and inflammable material like oxygen cylinders separately.
- e. Ensure that all rubber articles are properly preserved and rearranged after powdering once a month
- f. Ensure that all bottles and containers are properly labelled.
- g. Ensure that all bottles are properly capped / corked

5. ISSUE

The person will

- a. Make issues in time to Central Dispensary as per schedule and ensure that no alteration or erasure is made in the indent, which will be serially numbered.
- b. Make all issues on proper issue vouchers against proper indents based on MMF and signed by MO concerned. The person will not issue any medical store without proper authorisation and documentation as mentioned above. No loan will be issued. If any loan is issued under exceptional circumstance, it will be with the permission of CMO/PMO in-charge/MO IC CMS and the transaction will be regularised within a day.
- c. Bring any abnormal indent/indent above MMF to the notice of MO I/C CMS.
- d. Not issue any drug whose life has expired or which cannot be reasonably consumed by patients or administered to them before last month of expiry.

6. ACCOUNTING

The person will

- a. Maintain ledgers, bin cards and other such records correct and up-to-date and submit them for the perusal of MO I/C CMS as per schedule.
- b. Ensure that inventories held by various departments/wards are correct and that non-attested amendments are not made in any inventory.
- c. Prepare the expense vouchers of the month and complete all the connected actions as per schedule.
- d. Transfer life expired, toxic and suspended use items to toxic store register till their disposal.

7. MAINTENANCE OF STORES

The person will

- a. Ensure that the store is according to authorised scale.
- b. Identify and submit a monthly statement of medical stores, which cannot be reasonably consumed within the life period, as per MMF and current rate of expenditure to MO IC CMS/ PMO IC/ CMO. Offer them to other OF hospitals as per instructions. Arrange to write off any store, which could not be consumed within the life period, through loss statement and dispose of the stores as per orders. Any such stores left with the other units will also be recalled through CD and disposed off.

Charter of Duties of Medical & Paramedical personnel

- c. Identify and submit a monthly statement of fast moving medical stores whose expenditure was more than the MMF during the previous month to MO I/C CMS for necessary action.
- d. Identify and submit periodical statements on slow moving and non-moving expendable and non-expendable items to MO I/C CMS for necessary action.
- e. Identify and submit a monthly statement of stores whose stock is nil or low to MO I/C CMS for necessary action to expedite supply, raise emergency indents or arrange for local purchase.
- f. Maintain breakage register up-to-date and take action on quarterly basis to regularise the breakage through loss statement.
- g. Take action to regularise discrepancies due to theft, loss in transit or found on stock verification are as per the instructions in force.
- h. Arrange for condemnation of non-expendable items periodically, at least once in six months and obtain replacements, wherever required, in time.
- i. Replace in case of unserviceability/loss/breakage, essential equipment required by the wards/departments immediately, subject to availability.
- j. Arrange for repairs of instruments returned from departments.
- k. Carry out or arrange for regular calibration of instruments like BP apparatus.
- l. Recall, segregate and dispose of the drugs declared toxic/defective as per orders in force.
- m. When any store is reported to be defective by user unit, inform CMO/PMO IC through MO IC CMS and if found so, take necessary action to recall the defective stores from departments through CD, segregate, arrange for testing under intimation to authorities concerned and dispose of the stores as per orders in force.
- n. Arrange for periodic stock verification through quarterly board of survey according to the existing instructions.

8. OTHERS

The person will

- a. Inform availability of new items, change in formulations, fast moving/slow moving/non moving items to all concerned.
 - b. Maintain the relevant ME scale, PVMS books, regulations, policy letters on Medical stores up-to date.
 - c. Ensure that all correspondence of CMS is properly maintained and action is taken promptly where necessary.
 - d. Not permit unauthorised persons to enter the store and keep the store locked, when he is away from the place.
 - e. He will hand over the charge of all the inventories and other medical store items whenever he is on leave or another pharmacist is posted.
9. The persons will carry out such other duties as ordered by the person's superiors from time to time.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF PHARMACIST IN CENTRAL DISPENSARY

- Reports to** : MO I/C Central Dispensary
- Controls** : Staff posted to CD, if any
- Co-ordinates with** : Pharmacist IC CMS/dispensaries, staff IC departments
- Responsibility** :
1. Proper demanding, stocking, issue, accounting and security of medical stores.
2. Proper house keeping of the central dispensary
3. Medical stores are utilised within their lifetime.
4. MOs are kept adequately informed about the status of various stores in the stock of Dispensary.

Brief description of duties:

1. The person will carry out the duties of Staff I/C department, as described elsewhere, in respect of CD.

2. INDENT

The person will

- a) Ensure that medical stores are indented, stocked and supplied to meet the requirement of dependant units in time and in full in terms of quantity and quality. At the same time overstocking should be avoided and economy should be observed. This will be achieved by calculation of realistic MMF, and keeping a close watch on variations in demand, life of expendable stores and stock position
- b) Submit monthly indent to CMS based on MMF, receive stores from CMS and distribute them to units as per schedule.
- c) Submit supplementary indent where medical stores are not available, the necessity could not have been foreseen or where monthly indent was not fully met.
- d) Submit emergency demands when required.
- e) Collect LP medicines from CMS.

3. STORAGE

The person will

- a. On receipt, check the medical stores received are correct in respect of quantity, quality and life period.
- b. Arrange the stores properly in a neat and tidy manner as per category, PVMS No expiry date in the room.
- c. Label poisons, dangerous drugs and costly medicines and store them separately under lock and key.
- d. Store cold storage drugs and rubber goods correctly.
- e. Store acids and inflammable material like oxygen cylinders separately.

Charter of Duties of Medical & Paramedical personnel

- f. Ensure that all rubber articles are properly preserved and rearranged after powdering once a month
- g. Ensure that all bottles and containers are properly labelled.
- h. Ensure that all bottles are properly capped / corked
- i. Not store any item, which is life expired, cannot be reasonably consumed within life period as mentioned below or declared/found toxic or defective. Return such items to CMS for disposal as per orders.

4. ISSUE

The person will

- a) Make issues in time to FHC/OPD/EHC dispensaries as per schedule and ensure that no alteration or erasure is made in the indent, which will be serially numbered.
- b) Make all issues on proper issue vouchers against proper indents based on MMF and signed by MO concerned. The person will not issue any medical store without proper authorisation and documentation as mentioned above. No loan will be issued. If any loan is issued under exceptional circumstance, it will be with the permission of CMO/PMO in-charge/MO IC CD and the transaction will be regularised within a day.
- c) Bring any abnormal indent/indent above MMF to the notice of MO I/C CD.
- d) Not issue any drug whose life has expired or which cannot be reasonably consumed by patients or administered to them before last month of expiry.
- e) Issue LP to individual patients after obtaining their signature.
- f) Prepare list of LP items not collected for 15 days or more and issue to other patients.
- g) Issue costly, controlled or other items specified locally directly to patients. Follow the instructions as under 'ISSUE' in 'Duties of Pharmacist Dispensaries' in respect of these issues.

5. ACCOUNTING

The person will

- a) Complete monthly expense registers, physically check stock of all items against book balance and submit expense registers for MO's perusal as per schedule.
 - b) Maintain expense and other registers, and other records are maintained correct and up-to-date.
 - c) Follow the instructions as under 'ACCOUNTING' in 'Duties of Pharmacist Dispensaries' in respect of the issues to individual patients.
 - d) Maintain registers in respect of issue of high value medical stores, narcotic drugs or other specified drugs/medical stores to individual patients.
 - e) Recall from peripheral units any drug declared toxic, defective or expired and return to CMS, on proper issue voucher and under intimation to CMO /PMO IC.
6. The person will inform availability of new items, change in formulations, fast moving/slow moving/non moving items to all concerned.
7. The person will carry out such other duties as ordered by the person's superiors from time to time.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF PHARMACIST IN DISPENSARIES

Reports to : MO I/C OPD/EHC/FHC

Responsibility :

1. Proper demanding, stocking, issue, accounting and security of medical stores.
2. Proper house keeping of pharmacies.
3. Providing adequate information to MOs about the store status of Dispensary.
4. Additional duties of pharmacist in FHC as given below.

Brief description of duties:

1. INDENT

The person will

- a) Ensure that medical stores are indented, stocked and supplied to meet the requirement of patients in time and in full in terms of quantity and quality. At the same time overstocking should be avoided and economy should be observed. This will be achieved by calculation of realistic MMF, and keeping a close watch on variations in demand, life of expendable stores and stock position.
- b) Not receive any item which cannot be issued so that the patients/users can use it well within its life period (at least one month before the date of expiry)
- c) Submit regular indents signed by the person and countersigned by MO I/C and collect medical stores from central dispensary as per schedule. The regular indents will be based on MMF and percentage of MMF prescribed locally as reserve.
- d) Submit supplementary indent where medical stores are not available, the necessity could not have been foreseen or where monthly indent was not fully met.
- e) Submit emergency demands when required.

2. STORAGE

The person will

- a. On receipt, check the medical stores received are correct in respect of quantity, quality and life period.
- b. Keep pharmacy clean and tidy.
- c. Arrange the stores in a neat and tidy manner as per category, PVMS No, expiry date in the room.
- d. Label poisons, dangerous drugs and costly medicines and store them separately under lock and key.
- e. Store cold storage drugs and rubber goods correctly.
- f. Store acids and inflammable material like oxygen cylinders separately. Ensure that all rubber articles are properly preserved and rearranged after powdering once a month
- g. Ensure that all bottles and containers are properly labelled.

Charter of Duties of Medical & Paramedical personnel

- h. Ensure that all bottles are properly capped / corked
- i. Not store any item, which is life expired, cannot be reasonably consumed within life period as mentioned below or declared/found toxic/defective. Return such items to CMS through CD for disposal after getting the approval of MO IC department and PMO IC / CMO.
- j. Not allow PVMS items to become non-available unless acceptable alternative is available.
- k. Dispose off packing boxes/containers promptly.
- l. In case of strips, issue torn strips before new ones are taken.

3. ISSUE

The person will

- a. Issue medicines according to prescriptions, after checking their correctness.
- b. Issue no medicine to any person without proper prescription by a M.O or authorisation by CMO/PMO I/C.
- c. Explain dosage and mode administration of drugs while issuing prescribed medicines.
- d. Issue all medicines in proper packets/ containers.
- e. Issue ointments and sugar coated tablets in polythene covers/suitable containers.
- f. Write dosage instruction legibly on packets/containers.
- g. If prescription appears to be incompatible / over dosage/ unusual in any way- personally take the prescription to MO concerned or in his absence, MO IC OPD for clarification before issue.
- h. If prescribed medicines are not available- inform MO personally for prescription of alternate medicine or raising requisition for local purchase.
- i. In case of any problem, not send patients back to MOs. Approach MOs personally.
- j. Not send patients from FHC/EHC to hospital for collection of PVMS/ regular issue drugs.
- k. Serve patients promptly and minimise their waiting time. Not leave dispensary during peak periods.
- l. Keep acquainted with details of medicines such as, strength etc, so that the person will be able to detect any discrepancy in dosage etc in prescription and inform to MO concerned.

4. ACCOUNTING

The person will

- a. Maintain a daybook to note patient wise expenditure of drugs as per prescriptions of MOs.
- b. Post daily expenses in daily expense register on the same day.
- c. Post consolidated expenses weekly in expense register.
- d. Verify physical stock of all medical stores against book balance weekly and check balance against required quantity till next indent collection.
- e. Initial all entries and obtain initials of MO I/C department in expense registers.
- f. Avoid over writing and corrections
- g. Maintain expense registers and other records correct and up-to-date.

Charter of Duties of Medical & Paramedical personnel

5. The person will prepare medications like lotion, ointment, mixture etc. whenever required.
6. The person will issue first aid medicines to first aid boxes in various sections of Factory.

7. DRUG INFORMATION

The person will

- a) Put up following details of low stock medicines, fast moving/slow moving items and discrepancy, if any, in stock and book balance weekly to MO I/C dispensary for information and necessary action. A 'Drug information Register' is to be maintained for this purpose.
 - b) Inform availability of new items, change in formulations, fast moving/slow moving/non moving items to all concerned.
8. The person will carry out such other duties as ordered by the person's superiors from time to time.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF LAB TECHNICIAN I/C

- Reports to** : MO I/C Pathology department or Clinical Side Room (CSR)
- Controls** : Other Lab Technicians, (where there are more than one)
Blood Transfusion Assistant (where authorised)
Other staff if any posted to lab.
- Responsibility** : 1. Planning, implementing and supervising Pathology dept./CSR work
2. Responsibilities of Controlling Staff and Staff I/C department

Brief description of duties:

1. The person will carry out the duties of Controlling Staff and Staff I/C department.
2. The person will: -
 - a) Ensure that all the investigations ordered by various Medical Officers are carried out and are properly documented. Results where attention of Pathologist/MO I/C department is required will be brought to the person's notice.
 - b) Ensure that results of lab investigations are ready in time and in case where the results are not collected, the person will bring it to the notice of Pathologist/MO-in-charge for necessary action.
 - c) Be responsible for overall quality control of the department.
 - d) Ensure good working order and thorough cleanliness of delicate and valuable lab equipment and that they are kept in safe custody under lock and key when not in use. The person will ensure regular calibration and maintenance of all equipment.
 - e) Ensure availability of laboratory kits and chemicals in sufficient quantity and avoid wastage.
 - f) Ensure efficient sterilisation of glassware, media and other items/equipment as may be required.
 - g) Ensure safe disposal of lab wastes and implement infection control methods in Lab as per standing instructions.
 - h) Ensure proper collection, packing, labelling of specimens that are to be despatched to higher institutions.
 - i) Ensure that registers for entering the details of patients, tests carried out and results are properly maintained.
 - j) Ensure timely preparation of sufficient amounts of chemical, stains, reagents, medias etc used in Pathology dept/CSR
3. The person will carry out such other duties as ordered by the person's superiors from time to time.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF LABORATORY TECHNICIAN

Reports to : Laboratory technician I/C here more than one lab tech is authorised)
Pathologist or MO IC Pathology Department /Clinical Side Room

Co-ordinates with : Blood Transfusion Assistants (Where authorised)
Other staff, if any posted to Lab.

Responsibility : Carry out the investigations of Pathology Department/Clinical Side Room.

Brief description of duties:

1. The person will
 - a) Be responsible for carrying out the investigations allotted and proper documentation of the same.
 - b) Conduct any lab investigation only with the written requisition from the Medical Officer in-charge of the patient.
 - c) Receive/collect specimens from wards, departments, outpatients in time and ensure that they are properly labelled with particulars of patients to avoid any mix up of specimens.
 - d) Collect specimens from ward as and when ordered by MO I/C Pathology department/CSR.
 - e) Ensure that samples and reagents are collected and stored properly to avoid any deterioration that will render them unsuitable for the tests or affect results of the tests.
 - f) Give priority to perform urgent investigations required by ward and communicate the report immediately to ward.
 - g) Bring to the notice of Lab technician IC / Pathologist IC / MO IC department positive/negative results where special attention is required
 - h) Prepare investigation reports correctly and in time.
 - i) Ensure proper despatch of reports to wards and referring departments in time.
 - j) Enter all reports in registers meant for the purpose and ensure proper maintenance of the same.
 - k) Be responsible for the care, custody, proper maintenance and storage of all the equipment and stores under the person's custody.
 - l) Ensure good working order and thorough cleanliness of the delicate and valuable lab equipment under the person's charge and see that they are kept in safe custody under lock and key when not in use.
 - m) Report to the Lab technician I/C any breakage/loss/discrepancy of equipment or store.
 - n) Maintain cleanliness of the work place
 - o) Sterilise instruments used.
 - p) Prepare media stains, distilled water and standard solutions. These will be correctly labelled, dated and stored for use.
 - q) Bring to the notice of Laboratory technician I/C the stock position of various chemicals reagents, glassware, stains and other consumables.
 - r) Observe infection control and personal protection measures as per standing instructions.
 - s) Assist Lab Technician I/C in carrying out his duties.
 - t) Prepare patient for any special examination required to be carried out.
 - u) Assist MO I/C pathology department in carrying out specialised investigations.

Charter of Duties of Medical & Paramedical personnel

- v) Perform call duty to carry out urgently required investigations.
1. In hospitals where only one lab technician is posted the person will, in addition, carry out the duties described under duties of lab tech I/C.
 2. The person will carry out such other duties as ordered by the person's superiors from time to time.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF BLOOD TRANSFUSION ASSISTANT

- Reports to** : Lab technician I/C
- Controls** : None
- Co-ordinates with** : Lab Technicians / other staff working in the Pathology department.
- Responsibility** : 1. Routine phlebotomy in the laboratory
2. Carrying out other investigations of Pathology Department for which the person is trained.

Brief description of duties

1. The person will
 - a) Carry out the tests required for transfusion on both donors and recipients and maintain the related records.
 - b) Carry out routine phlebotomy in the Laboratory and wards when ordered by Lab tech IC / MO IC Pathology department.
 - c) Carry out all investigations allotted to the person by the person's superiors and for which the person is trained, and for proper documentation of results. In this regard, the person will carry out duties as described elsewhere under Laboratory Technician.
 - d) Ensure that samples and reagents are collected and stored properly to avoid any deterioration that will render them unsuitable for the tests or affect results of the tests.
 - e) Bring to the notice of Lab technician IC / Pathologist IC / MO IC department positive/negative results where special attention is required
 - f) Enter all reports in registers meant for the purpose and ensure proper maintenance of the same.
 - g) Be responsible for the care, custody, proper maintenance and storage of all the equipment and stores under the person's custody.
 - h) Ensure good working order and thorough cleanliness of the delicate and valuable lab equipment under the person's charge and see that they are kept in safe custody under lock and key when not in use.
 - i) Report to the Lab technician I/C any breakage/loss/discrepancy of equipment or store.
 - j) Maintain cleanliness of the work place
 - k) Sterilise instruments used.
 - l) Prepare media stains, distilled water and standard solutions. These will be correctly labelled, dated and stored for use.
 - m) Observe infection control and personal protection measures as per standing instructions.
 - n) Assist Lab Technician I/C in carrying out his duties.
 - o) Prepare patient for any special examination required to be carried out.
 - p) Perform call duty as ordered.
2. The person will carry out such other duties as ordered by the person's superiors from time to time.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF AMBULANCE DRIVERS

Reports to : MO I/C Ambulance services /DMO
Matron/Staff I/C

Responsibility : 1. Driving ambulance
2. Cleanliness and maintenance of ambulance and its equipment.
3. Assisting in patient care during transport by ambulance.

Brief description of duties:

1. AMBULANCE DUTY IN GENERAL

The persons will

- a) Perform duty as per the duty roster published weekly in the hospital orders.
- b) During the person's tenure of duty, report to Duty medical officer/Sr. Nurse on duty or locally designated staff.
- c) Be responsible for the ambulance, its fitments and spares during the person's tenure of duty.
- d) On assuming duty, check the vehicle and get satisfied about the condition of the vehicle, fitments and spares before the relieved driver goes off duty. In cases of discrepancy immediately intimate the same to Duty Medical Officer before relieving the handing over driver. On completion the duty, hand over to the above to the AMD next on duty.
- e) When on continuous shift duty, NOT go off duty till relieved another AMD or alternate arrangement is made.
- f) Inform to DMO, when duty hours are exceeded, due to exigencies of duty.

2. DURING AMBULANCE TRIP

The person will

- a) Not leave the ambulance unattended anytime.
- b) During duty, not leave the place of duty.
- c) Respond to calls for ambulance IMMEDIATELY (Ambulance should leave hospital within 02 min. of receiving a call).
- d) Not normally proceed on duty without the duty being entered in the car diary by duty Medical Officer or by Staff I/C/Sr. Nurse on duty. The person will inform Staff I/C/Sr. Nurse on duty before proceeding on duty and immediately on returning from duty. However, when ambulance is required to move immediately to bring an emergency case, AMD will proceed on oral order from any MO/Sr. Nurse/OS/Ward master. The person will intimate Staff I/C/Sr. Nurse on duty orally or request the person ordering movement to intimate the person. The diary & trip sheet will be completed on return.
- e) Be responsible for proper maintenance of car diary and will ensure that all the required particulars of trips are entered in it.

Charter of Duties of Medical & Paramedical personnel

- f) The person will obtain signature / thumb impression of the patient or the person who uses the ambulance and get noted the particulars of the person against thumb impression in case of non-entitled cases on payment basis.
- g) The person will be in possession of the following documents while on duty.
 - 1. Official identity card.
 - 2. Driving license
 - 3. Car diary/Trip sheet
 - 4. Other documents as specified locally.
- h) The person will not proceed to unknown destinations alone and the person will ask for a guide / attendant / staff to accompany him. In case of breakdown, the person will ring up the Motor Transport section of the factory, Staff I/C ambulance services, Duty Medical Officer or Duty Nurse from the nearest telephone for assistance.
- i) He will record the milometre reading immediately before commencing the trip and after completing each trip.
- j) The person will drive the ambulance at proper speed dictated by the traffic, road condition, emergency nature of the case, and the need to reach the destination quickly, keeping in mind comfort and safety of the patient. The person will not drive the ambulance in a rash or negligent manner.

3. ASSISTING PATIENTS AND IN PATIENT CARE

The person will

- a) Be polite to patients and their attendants and ensure that they have a comfortable journey. When necessity arises the person will help the patients to the best of his ability.
- b) Be conversant with first-aid procedures and will render first aid to patients in cases of emergency.
- c) Carry the stretchers, load and unload equipment from ambulance whenever necessity arises.
- d) Follow the procedure laid down by the factory management in respect of accidents/breakdown.

4. CLEANLINESS AND MAINTENANCE OF AMBULANCE

The person will

- a) Be responsible for filling diesel in the ambulance regularly.
- b) Ensure that inside and outside of the ambulance is maintained clean and equipments like Oxygen cylinder, First Aid box, Patient conveniences are maintained properly and in working condition.
- c) Be responsible for day-to-day personal maintenance of the ambulance and for preventive and breakdown maintenance through Motor Transport section as per schedule.
- d) Report any defect to MO I/C, ambulance service / DMO immediately and take the ambulance to MT / Transport section for repairs.
- e) Ensure that fire fighting equipment, if any, on the vehicle is in working order.

- 5. The person will carry out such other duties as ordered by the person's superiors from time to time.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF STORE KEEPER / QUARTER MASTER STORES

- Reports to** : MO I/C QMS.
- Controls** : Labourer posted to QMS
- Responsibility** : 1. Procurement, storage, maintenance, supply, security and accounting of Ordnance, Ration, Clothing, Expendable items supplied by Factory, Furniture/Non-furniture Inventory items, Capital items and Gift items.
2. Duties of Staff I/C department

Brief description of duties:

1. The person will perform the duties of 'Staff I/C department', as described elsewhere, in respect of Quarter Master Stores.
2. The person will be responsible for the correct and timely demand, storage, maintenance, security, distribution, accounting, condemnation and replacement of all stores held in his charge as per authorisation and orders, namely
 - a) Ordnance items
 - b) Clothing items
 - c) Furniture Inventory items
 - d) Non-furniture Inventory items
 - e) Gift items
 - f) Capital items
 - g) Expendable stores
 - h) Uniforms

3. INDENTING

The person will

- a) Place demands for the stores in time according to the existing instructions.
- b) Arrange for local purchase and cash purchase of stores whenever required.
- c) Liaison with purchase section and other sections of the factory for early procurement of stores required by the hospital.

4. STORING

The person will

- a) Keep the store always clean and tidy.
- b) Arrange the stores properly in the room.

5. MAINTENANCE

The person will

- a) Ensure that the stores are according to authorised scale/requirement and serviceable.

Charter of Duties of Medical & Paramedical personnel

- b) Arrange condemnation of unserviceable items by condemnation board or return such items to Factory stores after sentenced by MI. The person will arrange for replacement of condemned items.
- c) Arrange for repairs and calibration of instruments and equipment belonging to QMS.
- d) Bring to the notice of MO I/C QMS non-moving, slow-moving, surplus, low/nil stock items at least once a quarter and initiate necessary action as per the orders of MO I/C QMS.

6. STOCK VERIFICATION

The person will

- a) Initiate quarterly stock taking of the non-expendable/Inventory items by the departments.
- b) Check the Ward/Department inventories once in a year with the originals held by him for their correctness.
- c) Bring to the notice of the MO I/C QMS immediately any discrepancy found.
- d) Carry out stock verification of ration and expendable stores on the last day of every month in the presence of MO I/C. The person will prepare a report on the adequacy of stores projecting stores whose stocks are less than one month and two months requirement and submit the same to MO I/C QMS for necessary action.

7. ACCOUNTING & DOCUMENTATION

The person will

- a) Prepare the expense vouchers and complete all the connected actions as per schedule.
- b) Maintain relevant scales, regulations, and policy letters of QMS, standing instructions and other references up to date. The person will be well versed with them.
- c) Maintain ledgers/bin cards/vouchers/ration returns and other records properly and up to date.

8. RATION STORES

The person will be responsible for

- a) Indenting and collecting various Dry rations and comforts from ASC supply depot.
- b) Correct drawing of rations and extras from ASC supply point and issue of the same to kitchen/patients as per scales and diet demands from wards. ,
- c) Striking and verifying daily balances every day after issue of rations and extras. Any irregularities will be brought to the notice of the MO I/C QMS.
- d) Inspecting quality of dry and wet rations, and comforts on receipt and at least once a month and inform MO I/C regarding any deficiency in quality or discrepancy in quantity.

9. The person will not permit unauthorised persons to enter the store.

10. The person will carry out such other duties as ordered by the person's superiors from time to time.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF WARD MASTER

- Reports to** : Matron
- Controls** : As assigned by the CMO/PMO I/C
- Co-ordinates with** : Sr. Nurse I/C Wards, Office Staff, Ambulance Drivers, Dhobi, Barber and other paramedical staff.
- Responsibility** :
1. Checking of Admission, Discharge, Transfer, MLC records and discharge parade
2. Co-ordination of use of ambulance
3. Maintenance and issue of kits to patient
4. Charge of patients' library, recreation facilities
5. Assisting in patient care
6. Assisting in handling MLC, Factory accident, brought in dead, death, emergency cases and such other cases
7. Duties of Staff I/C

Brief description of duties:

1. CHECKING OF ADMISSION, DISCHARGE, TRANSFER, MLC RECORDS AND DISCHARGE PARADE

The person will

- a) Ensure that all documents in respect of discharged cases are complete and correct. The person will put up the same for scrutiny of CMO /PMO IC and obtain his signature in the case sheets and A & D book, on the day of discharge.
- b) Parade the discharge cases before CMO /PMO IC if ordered so from time to time.
- c) Collect discharge/transfer/death case sheets from wards and complete the entries in A&D book.

2. CO-ORDINATION OF USE OF AMBULANCE

The person will

- a) Co-ordinate use of ambulance for
 - i. Referral of in-patients to referral hospitals for outpatient consultation/non-emergency admission in the morning.
 - ii. Transfer of emergencies during his tenure of duty.
- b) Be responsible during his tenure of duty, for ensuring availability of at least one ambulance with driver in hospital or for contacting the source of ambulance and keeping it ready.
- c) Co-ordinate with Sr. Nurse in regulating ambulance movement.
- d) Liaison with OS - Hospital, Motor Transport section, sister factories, FHC, etc. regarding availability of ambulance.

Charter of Duties of Medical & Paramedical personnel

3. MAINTENANCE & ISSUE OF KITS TO PATIENT

The person will

- a) Issue kits to Wards to replace the kits issued to newly admitted patients on production of admission cards. Also issue soap along with kit. Soap will again be issued to in-patients once a week.
- b) Exchange dirty linen from wards with fresh linen.
- c) Give the dirty linen to Dhobi and receive back washed linen on specified days.
- d) Collect the kits from patients on discharge/transfer/death directly or through ward staff.
- e) Get the tumblers, plates, jugs etc. disinfected.
- f) Ensure that linen and other kit items issued to patients are clean and in good condition.

4. ASSISTING IN PATIENT CARE, CHARGE OF PATIENTS' LIBRARY, RECREATION FACILITIES

The person will

- a) Ensure that one stretcher trolley and two wheel chairs are kept ready at the entrance of the hospital for receiving patients and bring the cases to the notice of Sr. Nurse/MO for prompt attention.
- b) Supervise issue of lunch for type, quantity, quality and time of issue to ambulant as well as bed patients in the absence of Matron or whenever ordered to do so by Matron. The person will be thoroughly acquainted with various types of hospital diets for this purpose.
- c) Maintain, issue and collect back newspapers and library books meant for patients.
- d) Be responsible for arranging recreation facilities for patients.
- e) Interview discharged patients regarding their satisfaction with hospital services, grievances, and suggestions and bring them to the knowledge of concerned authorities for necessary action.
- f) Answer queries of visitors about patients and guide them.
- g) Ensure that newly admitted patients are aware of orders for patients.

5. ASSISTING IN HANDLING MLC, FACTORY ACCIDENT, BROUGHT IN DEAD, DEATH, EMERGENCY CASES AND SUCH OTHER CASES

The person will

- a) Ensure, in cases of death, the required forms are filled up and arrange vehicle.
- b) Inform Security and Police in cases of brought in dead and other medico legal cases.
- c) In case of death in hospital, arrange for preserving the body in mortuary and handing over the body to the party concerned.
- d) Collect the Accident reports and MLC reports completed by MOs, immediately during day and in the next day morning for cases during evening and night. Ensure their immediate despatch to FHC/Security. Maintain the copy in respective file/register after CMO/PMO I/C sees it.

Charter of Duties of Medical & Paramedical personnel

6. OTHER DUTIES

The person will

- a) Ensure that DMO room is kept clean, linen is changed daily, the required forms are available, and files are maintained properly.
 - b) Maintain statistics as per standing instructions and submit daily/monthly reports to Hospital Office.
 - c) Submit DMO book daily to PMO I/C Office after noting down any maintenance (civil, electrical, telephone etc.) complaints.
 - d) Arrange for prompt repairs of civil, electrical, electronic, telephone, ambulance and other complaints
7. The person will carry out the duties of Staff I/C, as described elsewhere and as applicable, in respect of his office.
8. The person will carry out such other duties as ordered by the person's superiors from time to time.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF MEDICAL ASSISTANT

- Reports to** : Sr. Nurse I/C ward /OPD /EHC, Sister on duty; Pharmacist I/C-FHC.
Matron
- Coordinates with** : Ward Master, Ward Sahayak/Sahayika, Safaiwala.
- Responsibility** : 1. Assisting MOs and Sr. Nurses in their work
2. Patient Care.
3. Ward discipline.
4. Housekeeping, infection control
5. Maintenance

Brief description of duties:

1. Medical Assistants will help the Medical Officers and Sr. Nurse in their work and carry out their instructions.
2. The person will be well versed in elementary Nursing, First aid, commonly used medical and surgical instruments and their use, ward/dressing room equipment, sterilizer, commonly used drugs and common diseases.

3. PATIENT CARE

The person will

- a) Carry out dressing, routine suturing, bandaging and other treatment as prescribed by M.O/Ward Sister and for which the person has been trained.
- b) Apply/assist MOs in applying POP.
- c) Record Temperature, Pulse, Respiration and B.P of the patients and note it in the Vitals chart and in the Temperature charts.
- d) Make emergency bed and keep it ready to receive new admissions
- e) Accompany referred patients to other hospitals.
- f) Distribute the medicines. , C,
- g) Give injections and start plain I.V. drips without added medicines as ordered by MO or sister in case of emergencies for which the person will be adequately trained.
- h) Take ECGs and carry out/assist in other investigations/procedures for which the person will be trained.
- i) Prepare patient for operation as instructed by Sr. Nurse I/C ward.
- j) Bring to the notice of Sr. Nurse on Duty/M.O I/C/ DMO any deterioration in the condition of any patient and any complaint or grievance by patients.
- k) Attend to patients requiring treatment/attention promptly and properly. , C,
- l) Help in health education of the patients and employees.

Charter of Duties of Medical & Paramedical personnel

4. ASSISTING IN MAINTAINING WARD DISCIPLINE

The person will ensure that

- a) The bed patients are comfortable and they do not leave the ward without permission.
- b) Ward patients and visitors strictly follow ward routine and report any deviation to Sr. Nurse/MO/DMO. The person will explain the same to the patients.
- c) Visitors are not allowed during non-visiting hours unless specially permitted by M.O/Ward sister.

5. HOUSE KEEPING AND INFECTION CONTROL

The person will

- a) Observe strict asepsis and antisepsis.
- b) Ensure that only sterile materials are used for dressing of wounds and ulcers.
- c) Strictly follow infection control and infected waste disposal procedures as per standing instructions.
- d) Change lotion in thermometer bottles and Cheatle's forceps bottles every day.
- e) Get cotton, gauze etc. sterilised in OT as per schedule.
- f) Ensure that all the bottles and containers in the person's place of duty are properly labelled and are with stoppers.
- g) Ensure care and cleanliness of work place, its equipment and furniture.

6. MAINTENANCE

The person will

- a) Ensure before starting work and going off work that materials and equipment required for his work are correct in charge and are available in ready to use, tidy and neat condition.
- b) Check medical equipment i.e. ECG Machine, Oxygen cylinder, Suction apparatus, Thermometers etc. and ensure that they are ready for use. If not working, the same will be reported to sister on duty.
- c) Ensure that surgical instruments are kept in serviceable condition
- d) Account and maintain Govt. property, which the person handles.

7. OTHER WORK

The person will

- a) Go for first aid duties in firing range and sports grounds whenever required.
- b) Collect the specimen for laboratory in emergencies as ordered and despatch them to Laboratory properly labelled.
- c) Assist in medical examination of employees.
- d) Consult Sr. Nurse/MO in case of doubt.

Charter of Duties of Medical & Paramedical personnel

8. FEMALE MEDICAL ASSISTANTS

The person, in addition to the duties described above, will

- a) Assist in Gynaecology OPD and accompany the female patients for x-rays and to OT for dressings and operations.
 - b) Assist Sr. Nurses in gynaecology and maternity cases when Midwife is not available.
 - c) Assist Midwives in their work
9. Medical Assistants will carry out the duties of Ward Sahayak/Sahayika, whenever the person is not available.
10. The person will carry out such other duties as ordered by the person's superiors from time to time.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF WARD SAHAYAK / SAHAYIKA

- Reports to** : Sr. Nurse I/C Ward,
Sister on duty
- Co-ordinates** : Medical Assistant, Safaiwala
- Responsibility** : 1. Assisting in patient care and comfort.
2. Housekeeping
3. Ward discipline

Brief description of duties:

1. ASSISTING IN PATIENT CARE AND COMFORT

The person is responsible for

- a) Assisting M.O/Ward sister in attending the patients.
- b) Cleaning and making beds for patients. While making beds, the person will ensure that no unauthorised articles are kept concealed in bedding of the patient.
- c) Ensuring that mosquito nets are neatly folded and kept in place daily morning before ward rounds
- d) Collecting kits for patients from Ward Master and exchanging dirty linen with clean linen from Ward Master.
- e) Collecting and distributing diet and drinking water to bed patients and officer ward patients.
- f) Provision of any reasonable assistance required by the patients.
- g) Carrying patients in stretcher, wheel chair etc.
- h) Accompanying referred patients to other hospitals.
- i) Accompanying patients to other departments of the hospital for investigation and treatment and assisting in the same.
- j) Sponging bed patients daily and ensuring all the up patients take their bath unless ordered otherwise by MO I/C ward.
- k) Making at least hourly tour of the ward and ensuring that the patients are present and comfortable.

2. HOUSEKEEPING

The person is responsible for maintaining general cleanliness and tidiness of the ward furniture like examination tables, dressing tables, patient cots and bedside lockers, cupboards, other furniture, and windows, doors and equipments by cleaning them daily and ensuring that movable items are in their proper place.

Charter of Duties of Medical & Paramedical personnel

3. WARD DISCIPLINE

The person is responsible for

- a) Explaining ward routine and discipline to patients and visitors, ensuring strict compliance of the same and reporting any deviation to Sr. Nurse /MO/DMO.
- b) Ensuring that patients do not leave ward without permission.
- c) Ensuring that visitors do not enter the ward except during visiting hours.
- d) Ensuring that the cot is not used by persons other than the patient to whom it has been allotted.

4. OTHER WORK

The person will

- a) Deliver lab specimens to Lab from the ward and collect the reports.
 - b) Carry out other general duties like shifting furniture, collection of medical, quartermaster and other stores.
 - c) Check whether lights, fans, storage water heaters and other such electrical appliances are working properly in the wards and report any repair/breakdown to Sr. Nurse I/C, ward master/Staff responsible for liaison of maintenance work.
 - d) Act as messenger to call Specialists, call duty MOs, and staff like Radiographer, ORA and Lab Technician.
5. The person will carry out the duties of Medical Assistant when the person is not available on duty. The person will be trained for this work.
6. The person will carry out such other duties as ordered by the person's superiors from time to time.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF COOK

Reports to : Matron / Sr. Nurse I/C on duty.

Controls : Masalchis

Co-ordinates with: Store keeper/Quartermaster Stores.

Responsibilities : Preparation and distribution of diet to patients.

Brief description of duties:

1. PERSONAL HYGIENE

The person will

- a) Observe at all times a high standard of personal hygiene.
- b) Will wear clean authorised uniform including cap and apron.
- c) Have the person's nails and hair cut short.
- d) Will always wash the hands with soap and water both before and after handling food articles and each time after going to toilet.

2. COLLECTION OF RATIONS

The person will

- a) Be conversant with different types of hospital diets and scales of rations
- b) Will draw them correctly from the QMS Storekeeper and sign for the quantity of ration drawn in the book kept with the I/C ration stores.
- c) Intimate any deficiency in variety, quantity or quality of items received to Matron before starting cooking.

3. COOKING

The person will

- a) Cook the food in a palatable form according to the menu provided by Matron.
- b) Strictly adhere to diets as ordered specifically for individual patients by MOs.
- a) Observe economy in preparation and distribution of diets and draw ration only to the extent required.
- c) Observe economy in use of fuel.
- d) Wash fresh vegetables in clean water before cutting.
- e) Cut vegetables or meat and clean rations only on platforms/tables and not put any ration or food on the floor.
- f) Not keep any uncooked rations in the cookhouse, but return them ration store.

Charter of Duties of Medical & Paramedical personnel

4. SERVING

The person will

- b) Make ready and serve meals at the timings laid down.
- c) Serve food fresh and hot.
- a) Keep the food for in-patients referred to other hospitals separately till their return to hospital.
- d) Ensure that food is not wasted and ask for advice of Matron for disposal of leftover food.
- b) Report to Matron any deficiency/complaint regarding quantity or quality of diet noticed by the person or received from patients or others for necessary action.

5. STORAGE

The person will

- a) Store food in proper containers to keep them protected against dust and flies.
- b) Store perishables in refrigerators and ensure that the freshness and quality does not deteriorate.

6. HOUSEKEEPING

The person will

- a) Maintain high standard of hygiene, sanitation, cleanliness and neatness in cookhouse and dining hall.
- b) Maintain kitchen always clean and tidy and ensure that all utensils, when not in use, are kept clean, dry and in serviceable condition.
- c) Dispose wastes properly.
- d) Ensure that all food scraps, vegetable peelings and other such refuse are deposited in covered refuse bins.
- e) Before going off duty, the person will ensure that all utensils are properly cleaned and stored and kitchen is left in clean condition.
- f) The person will ensure that all lights and fans are switched off when kitchen is not in use

7. INVENTORY AND SECURITY

The person will

- a) Be personally responsible for all the Government property in the kitchen.
- b) Take care of fuel, stoves, LPG cylinders. Bring to the notice of Matron any repair, leakage of gas etc. immediately.
- c) Keep the kitchen closed while working and lock it whenever the person leaves the kitchen.
- d) Not allow entry of any unauthorised person/animal into the kitchen.

Charter of Duties of Medical & Paramedical personnel

8. OTHER DUTIES

The person will

- e) Arrange tasting of food by the Duty Medical Officer/Sr. Nurse on duty and maintain a register for recording their comments.
 - f) Report any illness to matron to arrange for medical examination.
 - g) Not allow consumption of food in Kitchen by any one.
 - h) Not eat or smoke in the kitchen
 - i) Ensure that no personal clothing or private belongings of cookhouse employees or others are kept in cookhouse.
9. The person will carry out such other duties as ordered by the person's superiors from time to time.

10. THE SENIORMOST COOK

The person will act as cook in-charge. The person will

- a) Carry out the duties of staff I/C department as described elsewhere, in respect of cookhouse as applicable.
- b) Ensure that staff employed in the cookhouse undergo medical examination every month and arrange to display their nominal roll with dates of last medical examination.
- c) Ensure that diets and extras are served in time as per schedule, correct in quantity, quality, taste and is according to diet ordered by MO I/C of the patient.
- d) Be responsible for maintaining high standard of sanitation of cookhouse and dining hall.
- e) Ensure that daily menu chart is maintained and food is cooked accordingly
- f) Be responsible for the discipline of other cooks, masalchis and others employed in cookhouse.
- g) Be responsible for the security of cookhouse and dining hall.
- h) Ensure availability of sufficient supply of clean clothes and washing materials for cleaning and drying dishes and cooking utensils.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF MASALCHI

Reports to : Cook, Sr. Nurse I/C on duty, Matron

Co-Ordinates with : Other Masalchi on duty

Responsibilities : Helping Cooks in preparation and distribution of diet.
Maintaining cleanliness of kitchen articles.

Brief description of duties:

1. The person will
 - a) Observe a high standard of personal cleanliness at all times as mentioned under duties of cooks.
 - b) Clean and dry all kitchen utensils, tables, and platforms after use.
 - c) Wash vegetables and such other food materials before cooking, as required by the cook.
 - d) Clean and sieve rice, atta, dal etc.
 - e) Assist the cook
 - In distribution of food to patients.
 - In collection and transfer of food materials both before and after cooking.
 - Getting food tasted by MO
 - f) Carry out such other allied duties as directed by the cook in the daily routine of kitchen.
 - g) Collect from Ward Master the utensils of patients' kits received from discharged patients, disinfect them by washing and then boiling them in water for 10 minutes, and return them to Ward Master.
 - h) Be familiar with hospital diets and rations, and have the ability to prepare basic hospital diets.
 - i) Keep the unused utensils clean and stack them neatly.
 - j) Clean LPG burners and equipment.
 - k) Light fire in segries and keep ready for cooking, if required.
2. The person will carry out the duties of cook when no cook is available.
3. The person will carry out such other duties as ordered by the person's superiors from time to time.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF BARBER

- Reports to** : Sr. Nurse IC Male ward /Male Surgical ward
Matron
- Controls** : None
- Co-ordinates with** : Male/Male Surgical Ward Staff
- Responsibility** : 1. Pre-operative skin preparation of male patients.
2. Shaving and hair dressing of male in-patients.
3. Assisting in Surgical Ward work.

Brief description of duties:

1. The person will
 - a. Shave and prepare male patients for surgery.
 - b. Visit male in-patients daily, enquire if the persons need shave/haircut and carry out the same.
 - c. Carry out shaving/hair cutting of bed patients in their beds.
 - d. Wash his hands with soap and water before starting the work and wash hands frequently while working.
 - e. Wear white clean apron while working.
 - f. Use clean towels and sheets.
 - g. If required to shave or cut the hair of any person suffering from skin disease or infection, do so after obtaining the advice of MO and sterilise the instruments used under the guidance of Sr. Nurse.
 - h. Swab all nicks and cuts in the skin with antiseptic lotion.
 - i. Throw all cut hair and waste into covered receptacle.
 - j. Disinfect the barber tools after each use as directed and observe such other infection control measures as per standing instructions. After completion of work, the person will clean and dry the instruments.
 - k. Maintain a register about the barber work done by the person and put up to MO I/C through Sr. Nurse and Matron once a week.
 - l. Hold charge of barber tools issued to the person and responsibility for their maintenance in good condition.
 - m. Report any repair/unserviceability to Sr. Nurse IC /Matron.
 - n. Maintain his work place clean and neat at all times.
 - o. Perform general duties when the person is free from the person's professional duties.
2. The person will carry out such other duties as ordered by the person's superiors from time to time.

Charter of Duties of Medical & Paramedical personnel

MODEL INSTRUCTIONS FOR IN-PATIENTS

The following instructions regarding ward procedure should be explained to newly admitted patients, on the day of admission by Ward Sister/Midwife/Medical Asst/Ward Sahayak.

1. MEDICINE DISTRIBUTION

- Do not take any medicine on your own unless specified.
- Medicines are distributed morning, afternoon, evening and night.
- Some medicines may be given to you for use when you have specific symptom like stomachache. When it gets exhausted get it again from Med. Asst/Sister on duty.
- Follow instructions regarding medicines to be taken before food or after food etc.
- If you have any doubt about medicine, or if you think some medicine / Inj due to you has been omitted, do not hesitate to ask the sister on duty about it.

2. DIET

- You may collect food from Cook House
- Use Dining Hall for taking meals.
- Contact sister on duty if food issued is different from the one ordered or if you have any complaint regarding food.
- Ward staff will inform diet that will be issued on day of admission and the following day.
- Hospital staff will serve diet to you, if you are a bed patient.
- Diet is normally served at the following time:
 - Morning tea
 - Breakfast
 - Lunch
 - Evening tea
 - Evening meals
- Do not share your diet with others or give it to animals.
- Do not take any food or drink from outside without permission of MO IC ward.

3. KIT

- You have been issued with certain articles like Bed sheet, Pillow cover, Plate, Jug, Tumbler etc. under your signature.
- You are responsible for the safety of these items.
- You will have to return them to Ward Master or Ward staff on the day of your discharge.
- Bed sheets and pillow covers are changed twice a week generally on Mondays and Thursdays.
- Soap is issued on day of admission and once in a week on Monday or Thursday in Hospital.

4. MAINTENANCE OF WARD /TOILET CLEANLINESS

- Throw waste material only into dustbins.
- If you have cough, obtain sputum cup from Nurse and use them for spitting. Do not spit out through windows or anywhere else.
- Leave all personal belongings in the locker provided.

Charter of Duties of Medical & Paramedical personnel

- Flush the Toilet properly after use.
- Do not wash clothes/dry linen inside the ward.
- Do not use sheets/ pillows brought from home.
- Contact sister on duty if any problem arises - e.g. tap leaking, geyser not working, drainage blocked.
- Help ward staff to keep the wards and its surroundings clean.

5. ABSTINENCE FROM ALCOHOL, SMOKING ETC

- During admission consumption of alcohol or 'drugs' is prohibited. Patients found drunk will be discharged immediately.
- If you are a smoker, stopping smoking is the best thing you can do to improve your health. Please read the pamphlet on the subject available with the sister.
- Smoking is injurious to your health as well as to other in-patients.
- Smoking is prohibited within Hospital building.

6. VISITING HOURS

- Timings:
- Please advise your visitors to visit you only during visiting hours.
- A responsible attendant may stay throughout the day with
 - a) Seriously /Dangerously ill patients
 - b) Elderly Patients:
 - c) Acutely ill patients
 - d) Mentally Retarded patients
 - e) Post operative patients
 - f) Children < 12 yrs.
- Male attenders to stay with male patients during the night and likewise in family ward.
- Advise visitors to visit you only during the visiting hours.

7. LIBRARY

A Library is maintained in hospital by Ward Master for the benefit of patients. Newspapers, story books are available.

- Timings :
- After reading newspaper pass it on to other patients.
- Do not take any cuttings from newspapers, magazines or books.

8. RECREATION ROOM

- Timings:
- TV is available
- Acutely ill patients and their attenders are advised not to go there.

Charter of Duties of Medical & Paramedical personnel

9. TELEPHONE

Internal

- A telephone is available for patients use near casualty.
- Avoid using internal telephones meant for ward use.
- Incoming calls for patients during morning hours/while attending emergency cases will be discouraged-only messages can be passed.

External

- Available in Male Wards.
- To be used only in cases of emergency.
- Avoid disturbing staff on duty by talking loudly, making non-essential calls. Be brief

10. WATER

- Drinking water - hot and cold - is available at Dining Hall throughout the day.
- Hot water for bath is available from geyser.

11. OTHERS

- Hospital Barber will visit male wards in the morning and offer shaving.
- Ambulant male patients can shave themselves.
- Gambling is strictly prohibited.
- Do not keep valuables or much cash with you.
- Do not bring pet animals to the hospital.
- Stay in you bed during rounds of medical officers.
- Do not leave the ward without informing Sr. Nurse and do not leave the hospital premises without written permission of MO IC ward / DMO.
- Tuck in mosquito nets by 2030 hrs.
- Officers ward, ICU patients, emergency room patients are provided with a bell at the bedside. They may be used in case of emergency.
- Contact Med. Asst/Sister on duty/Duty MO in case of acute problems.
E.g. Persistent vomiting, fever, loose motions, difficulty in breathing, chest pain, injury, acute pain.
- If you have any complaints/ suggestions, do bring them to the notice of sister, matron or doctor.
- Feel free to ask for any information about your disease, treatment etc, form doctor.

CMO/PMO IC

Charter of Duties of Medical & Paramedical personnel

DUTIES OF MO I/C FHO

Reports to : CMO/PMO IC

Controls : Staff and IEs of FHO

Responsibility : 1. Plan, Organize and Monitor the work of FHO.
a) Control, discipline and training of the staff under the person.
b) Security of the department.
c) Quality assurance
d) House keeping
e) Maintenance of records.
f) Statistics.

Brief description of duties:

1. Plan, Organize and Monitor the work of FHO to ensure high standard of hygiene and sanitation in the area under his jurisdiction.
2. The person is responsible for supervision of
 - a) General sanitation and hygiene of Factories and Factory estates. He will visit these areas at least once a month, arrange for monthly sanitary rounds of CMO/PMO I/C and submit report to the General Manager.
 - b) Safety of drinking water.
 - c) Sanitation of public eating places, slaughtering houses, shops selling food materials, markets, bazaars, barber's shop, dhobi ghats, casual food vendors, pan shops, meat and fish shops etc.
3. The person is responsible for
 - a) Anti-mosquito and anti-fly measures.
 - b) Trial of insecticides
 - c) Surveillance of preventable diseases in the station and instituting remedial measures.
 - d) Liaison with civil and military authorities in early detection, prevention and containment of infectious diseases and epidemics and implementation of national health programmes.
 - e) Administration of preventive vaccination when required.
 - f) Be school health officer for the school run by the factory.
 - g) Inspection of factory school for hygiene certification.
 - h) Be officer I/C of all national health programmes in the factory
 - i) Regular testing of water and milk.
 - j) Examination of slaughtered animals, meat, fish etc.
 - k) Providing labourers for hospital work.
 - l) Maintenance of records for issuing fitness certification for attending courses, international health certificates and records of vacations and inoculations carried out in above connection.
 - m) Maintenance of health statistics
 - n) Maintenance close liaison with Family Welfare Centre and assisting in their work.
4. Carry out the duties of MO I/C department as described under general duties of MOs as applicable to FHO.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF SUPERVISOR / FHO

- Reports to** : Supervisor IC /Charge man IC reports to MO IC FHO
Other Supervisors to report to supervisor / Charge man IC
- Controls** : Clerk and Labourers
- Responsibility** : Hygiene and sanitation work
Control, discipline and training of the staff under the person.
Security of the department.
Quality assurance
Store management
House keeping
Maintenance of records.
Statistics.

Brief description of duties:

1. The senior most supervisor / Charge man will carry out the duties of ‘Controlling staff’ and ‘Staff IC department’ as described elsewhere, in respect of FHO. The person will plan, organise and supervise the work of FHO in consultation with MO IC FHO. The person will carry out the duties relating to security, quality assurance, house keeping, maintenance of records, and compilation of statistics in respect of FHO. The person will allot work to other supervisors and staff as directed by MO IC. The person will share the work of Supervisors described below with other supervisors.
2. **HYGIENE AND SANITATION WORK**

The person is responsible for

- a) Carrying out sanitary rounds. The person will visit all sections of factories, Eating places, Hotels, Toilets, Marketing centres, Slaughter houses, Dhobi ghats, Barber shops, Fish and meat vendors, Pan shops, Petty shops, Cattle ponds of estate and factories in connection with hygiene and sanitation duties. The person will report any insanitary or unhygienic condition to MO I/C FHO and sections concerned and follow it up.
- b) Supervision of water purification methods and safety of drinking water supply by checking free chlorine at different points and arranging for bacteriological examination of drinking water.
- c) Proper disposal of wastes and sewage and initiating action to avoid stagnation of water or sewage.
- d) To inspect the refuse bins, drains (pucca and kacha) latrines (especially group latrines) urinals etc for their sanitation and hygiene.
- e) To supervise and advice on conservancy and refuse disposal methods.
- f) Arrange for testing of quality of milk, eatables and food.
- g) Examination of slaughtered animals, meat, fish etc.
- h) Implementation of prevention of adulteration of food act in the estate
- i) Preparation of map of the factory and estate area and one KM around the periphery under control for anti malaria and anti fly measures.
- j) Anti-mosquito and anti-fly measures.

Charter of Duties of Medical & Paramedical personnel

- k) Trial of insecticides.
 - l) Making different strengths of hygiene chemicals and keep an account of issues.
 - m) Maintaining a constant watch on prevalence of preventable diseases, bringing any outbreak to the notice of MO IC FHO/PMO IC/CMO immediately on occurrence. The person will investigate out breaks and advise on control measures.
 - n) Maintenance of records for issuing fitness certification for attending courses, international health certificates and records of vacations and inoculations carried out in above connection.
 - o) Inspection of factory school for hygiene certification.
 - p) Epidemiological and entomological work including surveys.
 - q) Carry out disinfection and disinfestation of accommodation, bedding and clothing when required to do so.
 - r) Administration of preventive vaccination when required.
 - s) Work in close association with Family Welfare Centre.
3. CONTROL, DISCIPLINE AND TRAINING OF THE STAFF UNDER THE PERSON.

The person will

- a) Allot daily work to the labourers/ contract labourers, provide required materials, supervise their work by periodic visits to the work spot during the day and at the end of the day, and ensure that they have completed the allotted work correctly and the stores issued to them have been properly utilised/ returned.
 - b) Ensure that labourers are in uniform, use personal protective equipment and follow protective and safety measures.
 - c) Mark daily attendance of all employees of FHO.
 - d) Bring to the notice of controlling staff/MO I/C any act of indiscipline by the staff for necessary action.
 - e) Ensure that the staff are courteous in behaviour towards public, staff of other departments, colleagues and superiors and solve any conflicts.
 - f) Train the staff in their work.
 - g) Look after the welfare of the staff.
4. STORE MANAGEMENT

The person will

- a) Be responsible for the correct and timely demand, storage, maintenance, safety, distribution, condemnation and replacement of all stores held on his charge, namely
 - i) Ordnance and other non-furniture inventory items
 - ii) Furniture Inventory items
 - iii) Hygiene chemicals
 - iv) Expendable stores
 - v) Uniforms and protective clothing
 - vi) Stores distributed from Medical, Quartermaster or other stores to FHO.
- b) Physically check all FHO store items and any items of other stores distributed to FHO at least once a month for correctness and serviceability. Any discrepancy, repair or un-serviceable condition will be brought to the notice of the controlling staff/MO I/C for necessary action.

Charter of Duties of Medical & Paramedical personnel

- c) Ensure that
 - i) The store is according to authorised scale/requirement and serviceable
 - ii) The store is always kept clean and tidy
 - iii) Security procedures are followed to ensure safety of the stores.
 - iv) The stores are properly arranged in the room
 - d) Submit indents correctly and in time and collect various hygiene chemicals from ASC supply depot.
5. The person will
- a) Maintain a diary to record his day to day work and reports and submit the same to MO I/C weekly through Head of Section.
 - b) Maintain logbook and water testing register.
6. The person will carry out such other duties as ordered by the person's superiors from time to time.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF LADY MEDICAL OFFICER I/C FWC

Reports to	:	CMO/PMO I/C HOSPITAL
Controls	:	Staff of FWC PHN
Coordinates with	:	Gynaecologist, where authorised MOs of hospital.
Responsibility	:	Planning, Organising and Monitoring work of Family Welfare Centre. Duties of MO I/C department.

Brief description of duties:

1. The person will
 - a) Plan, organise and monitor the work of FWC.
 - b) Review the performance of FWC regularly and take timely action to improve the performance.
 - c) Carry out the duties of 'MO I/C department', as described elsewhere, in respect of Family Welfare Centre.
 - d) Conduct antenatal, post natal, under five clinics on scheduled days.
 - e) Provide medical consultation services for those who visit the FWC in connection with family planning, under 5 clinic, antenatal, post-natal, and health education services.
 - f) Carry out IUCD insertions and perform / arrange for sterilisation operations of volunteers at places provided.
 - g) Carry out regular follow-up of the IUCD and sterilisation cases and attend to any complications, which may arise.
 - h) Carry out house visits as and when required.
 - i) Arrange for health education of persons attending family welfare centre, hospital and general public.
 - j) Be responsible for timely submission of reports and returns on activities of FWC to higher authorities.
 - k) Holding of camps as per directives of Ministry of Health & F.W./DGAFMS from time to time.
2. The person will carry out such other duties as ordered by the person's superiors from time to time.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF FAMILY WELFARE EXTENSION EDUCATOR

- Reports to** : MO I/C FWC
- Controls** : Lady Health Visitor
Storekeeper-cum-clerk
Attendant
Part time sweeper
- Coordinates with** : Gynaecologist
PHN
- Responsibility** : 1. Organising work of Family Welfare Centre
2. Duties of Controlling Staff & Staff I/C FWC.
3. Health education of patients
4. Liaison with the outside agencies
5. Preparation of reports and returns
6. Arranging MCH Drugs and Vaccines required for Family Welfare Centre
7. Organising special events
8. House visits

Brief description of duties

1. The person will carry out the duties of controlling staff and Staff I/C department, as described elsewhere, in respect of Family Welfare Centre.
2. The person is responsible for
 - a) Health education of out-patients, in-patients and community through group discussions, mass meeting, lectures, posters, pamphlets etc. regarding infectious diseases, common and chronic diseases like hypertension, diabetes, tuberculosis etc., maternal and child health, dangers of using alcohol, tobacco, drugs etc., occupational health and family planning methods.
 - b) Establishing and maintaining cooperative and productive working relationship with outside official and non-official agencies.
 - c) Indenting and collecting vaccines and other stores required for Family Welfare Centre from hospital medical stores and outside agencies and for storage, issue and accounting of the same.
 - d) Organising special occasions such as family planning fortnight, family planning camps, mass immunization programmes, health educational film shows etc.
 - e) Obtaining and displaying posters, cards, diagrams, models etc. of public health importance in the Family Welfare Centre and other important places in Hospital, Factory Health Clinic, Estate Health Clinic and Factories.
 - f) Ensuring that targets allotted by CMO /PMO IC /OFB are fulfilled.

Charter of Duties of Medical & Paramedical personnel

3. The person will
 - a) Carry out field work to achieve good health and family welfare education of the public.
 - b) Maintain a diary regarding the person's his work and submit it to MO I/C FWC weekly.
 - c) Be polite, helpful and courteous to clients and make all efforts to meet their genuine requirements.
 - d) Motivate eligible couple to adapt family planning methods and direct motivated persons to Lady Medical Officer.
 - e) Hold charge of the Family Welfare Imprest Fund account, Miscellaneous Purpose Fund account, and other fund accounts if any, and be responsible for proper expenditure, recouping and accounting of the same.
 - f) Help Lady Health Visitor and Public Health Nurse in conducting antenatal, post-natal and under- 5 –clinics.
 - g) Help in updating Eligible Couple Register.
 - h) Carry out house visits as described under the duties of LHV, when necessary.
 - i) Carry out the essential duties of Public Health Nurse and Lady Health visitor whenever they are not present.

4. The person will carry out such other duties as ordered by the person's superiors from time to time.

Charter of Duties of Medical & Paramedical personnel

DUTIES OF LADY HEALTH VISITOR

- Reports to** : MO I/C FWC
FWEE
- Coordinates with** : PHN and staff of FWC
- Responsibility** : 1. Visiting homes in the estate in connection with the Family Welfare work
2. Family planning work
3. Organising Antenatal and Post Natal care
4. Health education

Brief description of duties

1. VISITING HOMES IN THE ESTATE IN CONNECTION WITH THE FAMILY WELFARE WORK

The person will be responsible for visiting the houses in the area covered by FWC. During the house visits, the person will

- a) Carry out surveys of the families.
- b) Prepare and maintain register of target couples and eligible couples.
- c) Persuade women to accept appropriate method of Family Planning and advice them on child health care and other health matters.
- d) Advice on various health problems
- e) Ensure that family members especially under 5 children have taken necessary immunisation.
- f) Advice regarding care of handicapped and blind children.
- g) Create confidence amongst the people in hospital services and will arrange them to come to the hospital for advice and assistance.

2. FAMILY PLANNING WORK

The person is responsible for

- a) Distributing conventional contraceptives and maintaining records of the same.
- b) Motivating eligible couples for adopting small family norms.
- c) Meeting targets allotted by PMO IC/ CMO /CMS.

Charter of Duties of Medical & Paramedical personnel

3. ORGANISING ANTENATAL AND POST NATAL CARE

The person is responsible for

- a) Registration of all pregnant women in the jurisdiction of the FWC.
- b) Giving antenatal services to them
- c) Ensuring antenatal examination at least five times during the period of pregnancy.
- d) Immunisation of expectant mother.
- e) Distribution of Iron and Folic acid.
- f) Identification of high-risk mothers and their referral.
- g) Motivating expectant mothers for family planning.
- h) Postnatal care of mothers.
- i) Visiting delivery cases in the ward or home.
- j) Arrange for postnatal care at FWC or during home visits, advise the mothers to take care of herself and her baby and advise her to attend postnatal Clinic.
- k) Assisting in under 5 Clinic and related work - immunisation, completing baby Health record etc.
- l) Assisting in school medical examination and following up children having disease/disability.
- m) Providing health education at all available opportunities.

4. GENERAL DUTIES

The person is responsible for

- a) Maintaining registers, records, statistics in respect of above work.
 - b) Preparing a weekly programme for this purpose and get it approved by MO I/C.
 - c) Maintaining daily diary and submit to MO I/C as weekly basis and to CMO/PMO IC on monthly basis.
5. The person will carry out the essential duties of PHN/FWEE whenever they are not present.
6. The person will carry out such other duties as ordered by the person's superiors from time to time.