



संजय गांधी स्नातकोत्तर आयुर्विज्ञान संस्थान, लखनऊ

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Circular

Subject:- Guidelines regarding imparting timely and considerate emergency medical care to employees and their dependents.

All the faculty members, consultants in the GH, Senior residents, junior residents, EMO's, Officers, employees and other concerned are required to adhere to the guidelines given herein under.

- A Staff Patient/ accompanying attendant needing emergency medical care should report to Emergency Medical Officer on duty in Emergency area. EMO should evaluate the patient, initiate the basic emergency care without delay and send a call to the concerned speciality, if needed.
- Beds in emergency area are scarce. HOD Emergency Medicine is requested to earmark 4 beds in emergency area for staff and their dependents.
- There should be no refusal of providing basic medical care by any attending physician even when the patient is on stretcher. Once a bed is available, patient may be shifted to bed within the emergency or in the concerned department.
- If a patient does not belong to any existing superspeciality within the Institute, faculty on call from Department of Emergency Medicine should be consulted before any final decision is taken by EMO on duty.
- Current protocol of admission in emergency area requires negative COVID-19 report. Testing can be performed by TRUNAT on priority basis. Department of Microbiology is requested to organize emergency sampling for staff and their dependents.
- Sick patients with uncertain COVID status should be referred to T3 of RCH. A quick transport should be organized by Sister-Incharge Emergency with the help of PRO (Reception Counter).
- The PRO at the reception who is available round the clock should assist and help in triaging staff patients. If the concerned resident of any specialty does not respond on being called, the PRO should also be asked to call the relevant specialty faculty on call to apprise him/her of the situation and seek his/her help, as needed.
- Specialty departments should ensure that patients are not kept in emergency beds for longer than 24 hours. This needs strict implementation as it creates a shortage of vacant beds in the Emergency.
- It is imperative that a humane and compassionate approach be accorded to all staff members, irrespective of cadre. All staff members should also join hands with the entire doctor community of SGPGI to deliver optimal and safe medical care to everyone.

These guidelines/ instructions are being circulated based on recommendations of a committee in this regard, and the director's approval thereof.

(Prof. Gaurav Agarwal)
Chief Medical Superintendent

Copy to the following for information and necessary action-

1. Director, SGPGI
2. All HOD's *all consultants of GH,*
3. All faculty members, Senior residents and Junior residents (through Institute's website).
4. All EMOs.
5. HOD, BHI to upload on institute's website.
6. All officers and employees. (through Institute's website).
7. Notice Board.

(Prof. Gaurav Agarwal)