

Indian Institute of Information Technology Allahabad

Ambulance Usage – Procedure & Maintenance Policy, 2024

Objective:

To facilitate judicious, efficient and fair use of Institute Ambulances for adequate patient care. At present Institute has two Maruti Omni type Ambulances, of which one is under active usage, while the other is for emergency backup.

I - General Rules of Ambulance Usage

An ambulance is available for use in the Institute Health Centre (IHC) which can be utilized round the clock for the following situations:

1) While an attempt is being made here to articulate the general, common and minimum rules in connection with affording the facility of Institute Ambulance, in case such a need arises, it would be pertinent to mention, that each stakeholder of the Institute, being associated with an institution of higher education of the level of an Institution of National Importance, would exercise general prudence and caution, in connection with the ambulance usage, recognizing the fact that ambulance is a special vehicle, meant for use in special and urgent circumstances.

2) Use by Whom?

Ambulance facility is for the use of the following:

- a) Students and Persons employed by the Institute and their Dependents. List of all current students and that of currently employed persons with their dependents is maintained in the IHC Software, by the Establishment Section of the Institute. For any updations, individuals are advised to contact the Establishment Section, as IHC Officials are instructed to limit the usage of facilities to only pre-listed employees in the software.
- b) Occasional Guests and Visitors of the Institute/ Faculty/ Officers/ Staff members/ Students while they are actually on campus, when the necessity of ambulance arises.
- c) Contractual persons, engaged directly by the Institute and who are on active duty at the time, when the necessity of ambulance arises.
- d) Persons engaged by Contractors/ Firms for providing various services to the Institute like Watch and Ward, Horticulture, Repairs and Maintenance, Ministerial & other Staff, Mess, Construction & Engineering Service Workers and Other persons, while on active duty at the time, when the necessity of ambulance arises.
- e) Persons falling in any of the above categories, who visited the IHC for consultation, but are referred to outside Specialist facilities for primary/ secondary/ tertiary care, then itself by the Doctor on Duty.

No person other than the ones listed above is entitled for the use of Institute ambulance.

3) When Usable / Not Usable?

- a. The ambulance **can be** requested for mobilizing Sick/ Bed-ridden patients/ Patients in need of oxygen during transportation to health facility/ Patients in need of emergency care who are not able to be mobilized to the Institute Health Centre/ Hospital/ Other Higher Centre, by other modes of transport from their campus residence/ Hostel/ Office/ Academic or Administrative premises/ Sports Facility/ Site of accident within the Institute campus to within Allahabad city limits.

- b. The Ambulance **cannot be** requested to transport otherwise ambulatory patients in need of referral from the Health Centre to other hospitals for secondary and tertiary care.
 - c. Ambulance **can be** used for mobilizing bedridden and non-ambulatory patients admitted in the Institute Health Centre to other Hospitals and Diagnostic Centers for consultation and needful.
 - d. Ambulance services for the entitled beneficiaries are generally without any charges, except for instances where it is expressly stated to be allowed on payment basis.
 - e. Patients discharged from hospitals and who are in need of further care at the Health Centre/ Residence/ Hostel, post discharge **can avail** the Institute ambulance under the request of the attending doctors of the patients from the discharging hospitals, but on Payment basis. The payment rate for per km usage of ambulance shall in such cases, be limited to per km charges as fixed by the Institute for other general pool vehicles of the Institute. Kms shall be counted from Institute Campus Garage to Garage basis. For Employees it shall be debitible from the next payable salary bill while the students shall have to pay the charges, after use, in office.
 - f. The ambulance **can** also be sent to pick up Doctor / Paramedical personnel from there on campus residence, while they are On Call Duty/ required in emergency while Off Duty, for attending emergencies arising in the IHC.
 - g. Ambulance **shall be** used to mobilise the patient with only one attendant and some minimum luggage.
 - h. Ambulance services **shall be** limited to only transporting the patient to the hospital / Care facility and waiting till the admission of the patient / Consultation by the patient, whereafter it shall be released to return to Institute Garage, at the earliest possible.
 - i. Ambulance **shall NOT be** used for the following:
 - i. Carrying Goods other than Medicines and other IHC Supplies;
 - ii. Dead Body;
 - iii. Pets and other animals;
- 4) Ambulance shall have the **first right of way**, within the Institute Campus / Premises, which is also permitted to be parked at any place, but with reasonable prudence that it causes minimal obstruction to the other passers by/ vehicles. Even if, the ambulance is parked otherwise, no honking shall be resorted to.
- 5) **Nature of Institute Ambulance?** Institute ambulance is of very basic nature, with hooter and Stretcher. Oxygen Cylinder is installable on need basis.
- 6) **Who will permit the Usage?** Decision for allowing the use of Ambulance **shall be** the prerogative of the Doctor–on–Duty and in absence, the Officer In Charge, IHC.
- 7) **Designated Garage?** IHC Garage **shall be** the designated place for parking of the Institute Ambulances and also for calculating the distance, per usage.
- 8) **Director, IIITA** shall be free to take decisions in any emergent situation, which may not be covered herein.

II - Procedure for availing Usage of Institute Ambulance

The procedure for availing the Institute Ambulance facility shall be as follows:

- 1) The patient / attendant should call on the IHC Registration Counter on the phone number 0532-2922310. The caller will have to disclose his/her identity, Cell Number and point of presence. The caller shall have to briefly & crisply, specify the occurrence, as precisely known to him/her and apprise the exact place where the ambulance needs to reach. This shall minimize the time consumed in reaching of the ambulance to the distress site.
- 2) The person at the pharmacy counter shall inform the Doctor-on-Duty about the call contents and after getting permission from the Doctor, send the ambulance to the destination for transferring the patient to IHC.
- 3) In case no ambulance is available at the time of request, the caller shall be intimated then and there by the person at the registration counter, in consultation with the Doctor on Duty. In such cases, the patient may have to be taken care of by his/her acquaintance / friend in order to arrive at the IHC for further medical assistance. It is noteworthy that the IHC Staff shall always try its best to cater to the patient need by making available the Institute Ambulance, but instances where ambulance is pre-occupied with a prior patient, then it may not be possible to accede to the request.
- 4) As per the intimation received by the Registration Counter, the Doctor-on-Duty shall decide what all to send along with the ambulance, viz – Para Medical Staff, Oxygen / etc.
- 5) After each instance of use of the ambulance, the patient / attendant shall duly record the details of usage in the ambulance register and sign it. Such register shall be in the custody of the ambulance driver.

III – Misuse of Ambulance & Penal Actions

1) **Use of Ambulance –**

- i. by persons other than the above;
- ii. for purposes other than the ones listed above;
- iii. in the manner, which is in deviation to the intent of the desired use of Ambulance;

shall be treated as Misconduct on the part of the using Student(s), Faculty/ Staff/ Officer/ Contractor/ Vendor concerned (for manpower engaged through him). All matters of misconduct, arising out of the usage of the Institute ambulance shall be viewed very seriously.

- 2) Additionally, getting loud/ Unruly behavior (like manhandling/ assaulting the IHC Staff/ Drivers)/ breaching the priority/ Undue retention of Ambulance/ Making Hoax requisitions/ etc. shall also be treated as Misconduct under this policy and attract disciplinary & penal action.
- 3) They requisitioner of the Ambulance shall be similarly liable, for the misuse/ misconduct, if the uncalled behaviour is shown by their Dependents/ Family Members/ Visitors/ Guests. Penal actions shall then be attracted by the requisitioner by default.
- 4) In case of misconduct/ by the engaged personnel through Manpower agency/ Contractors, who are allowed the usage of Institute Ambulance, the respective Agency/ Contractor shall be held responsible and penalized.
- 5) **Disciplinary and Penal Actions-**
 - a) In case of personnel paid directly by the Institute, the Director, IIITA shall be the competent person to invoke disciplinary proceedings against the person, pending which, further usage of ambulance by him/her alongwith that of his Dependents/ Family members etc shall be suspended.
 - b) For students, the disciplinary authority shall be a committee comprising of the Dean-Students affairs (Chairperson), The Chief Proctor and the Officer In-Charge IHC shall examine the matter and impose suitable fine with or without any accompanying punishment.
 - c) For personnel, engaged through manpower agency/ Contractors working on IIITA Premises, the disciplinary authority shall be a Committee comprising of Associate Dean (Manpower & Security) (Chairperson), JR/DR (Establishment) and AR (F&A), shall examine the matter and impose suitable fine with or without any accompanying punishment.
 - d) For persons other than the ones covered herein the Director IIITA OR his delegated Officer, shall be the designated disciplinary authority, who shall be look into the matter and recommend to the Director the penal action. The Director IIITA may accept, enhance/ curtail/ modify, the penal action so suggested by his delegate, for its final implementation.
- 6) For situations not covered herein, the Director IIITA shall be the competent authority to take his call.
- 7) The **Disciplinary authorities** in 5 & 6 above shall-
 - i. Be free to recover the losses to the property of the Institute, which took place during such incident along with imposing exemplary fines / imposing such restrictions as felt proper by them.
 - ii. During the pendency of their proceedings, withhold the usage of ambulance by the alleged.

IV - Ambulance Maintenance

Maintenance of Institute ambulance shall be done out of the Institute funds. Maintenance of ambulance shall have precedence in its upkeep over other vehicles.

1) Fueling and General Maintenance:

Fueling shall be entrusted with the transport section of the Institute. Reporting the General maintenance issues to the transport section Official shall be the responsibility of the Ambulance Drivers of the Institute.

2) Ambulance Repairs:

Matters of repairs shall be raised by the Ambulance drivers directly to the Officials looking after the Transport Section of the Institute.

3) General Fitness and Use of Ambulances:

Shall be the responsibility of the Institute Transport Section, who shall look into the Ambulance maintenance requirements expeditiously. The transport Section shall also maintain that the two ambulances are used in rotating manner, such that both the ambulances remain in active usage and fit condition. Matters relating to repairs and maintenance of Institute ambulances shall be given priority over other vehicles and be pursued expeditiously by all officials through whom the related file shall be required to move.