



HEADQUARTERS OFFICE  
EMPLOYEES' STATE INSURANCE CORPORATION  
(ISO 9001-2008 CERTIFIED)  
PANCHDEEP BHAWAN, C.I.G. MARG, NEW DELHI-110002

---

File No. PT No. A/48/15/3/2017 Med-1

Date: 11.06.2020

To,

All Deans/Medical Superintendents  
ESIC Medical and dental Colleges /Hospitals

**Sub: provision of prompt medical services to ESI beneficiaries at ESIC hospitals during Covid pandemic**

Sir/Madam,

It has come to the notice of the competent authority that some sick ESI patients are being referred to empanelled/government Hospital without being provided with emergency/initial line of treatment or proper work-up for Covid in suspected cases, thereby adding to the agony of the patient. Further, difficulty is being faced by some ESI patients in availing medical services from empanelled hospitals at certain locations, once being referred. Such patients are either not being considered for admission by the empanelled hospital or being further referred to some other Hospital.

This practice has the potential of causing death of sick patient due to lack of timely medical intervention when the patient is losing precious time in transit from hospital to hospital for need of emergency medical care.

In order to avoid such a situation to develop, competent authority has instructed following actions to be taken so that required medical services are available to ESI beneficiaries in a hassle-free swift manner:

- All patients to be provided with emergency/initial line of treatment even if they are suspected/confirmed case of Covid.
- In this regard, Isolation beds may be made functional at select departments/emergency/ICU/labour room facilities for managing Covid suspected/confirmed cases requiring Covid or other emergency medical/surgical treatment.
- For cases requiring Covid testing, instructions issued by this office vide letter no.U-16/30/18-COVID-19/2020-SST(27) dated 11.05.2020 are to be diligently followed so that there is no delay in patient management. Further, for critically sick patients, rapid diagnosis test for Covid (CB NAAT) may also be judiciously used through private empanelled labs (in case

there is delay in report from govt lab) so that further treatment is not put on hold, pending RT PCR report for Covid.

- When needed, referring ESIC hospital should pre-ensure/reserve availability of required treatment/bed/ventilatory support etc. in the selected referred hospital, before actually referring and transporting sick patients.
- Adequately equipped Ambulance/patient transport service (in-house or hired) must be readily available in all ESIC Hospitals on 24\*7 basis along-with due backup arrangement. Further, It is to be constantly ensured that ambulance services are functional and available for transfer of sick patient on very short notice.
- Utilization of medical services of nearby intra-state/inter-state ESIC Dedicated Covid Hospital may be considered for management of Covid patients, in consultation with respective State health authority, if needed.

This issues with the approval of competent authority for immediate, strict and continuous compliance.



Dr. Naveen Saxena  
OSD(Medical)

Copy to:

1. DIMS, all State ESI Scheme for information and corresponding necessary action in respective ESIS Hospitals
2. ESIC website
3. All regional offices for information