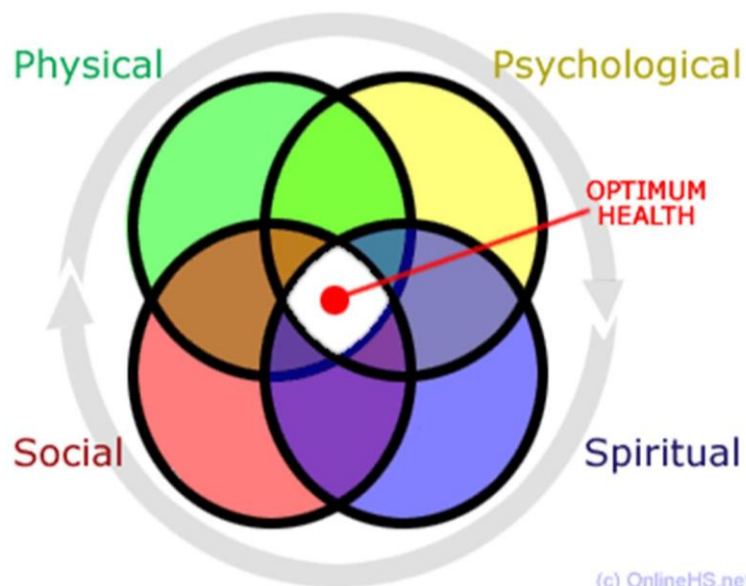




Medical Social Welfare Unit Main Hospital, AIIMS, New Delhi

Role and significance of Medical Social Service Officer (MSSO) in the Hospital Setting



The **Medical Social Service Officer (MSSO)** is an indispensable member of the 'Multi-professional Health Care Team' who creates a **therapeutic network** among the doctor, the patient, the family and the community.

WHO definition says that ***"Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity."***

Therefore the ultimate goal of Medical Social Services is **Health** which has a **Psycho-social element** dominating the physical factors most of the time.

The **professional competency** of a **MSSO** is formed through a **Post-Graduate Degree in Social Work** which gives a **rigorous training** by study of **Social Work Methodology, Medical & Psychiatric Social work, Psychology, Sociology, Human Resource Management, Statistics, Social Policy & Administration** and **Research Methodology** in addition to the Concurrent **Field-work, Dissertation** and **Block-placement** in specialized Social-work agencies.

Role of the MSSO in AIIMS:

1. **Psycho-social & Economic assessment and Social diagnosis**

- The MSSO helps the patient to get the **benefits from different schemes** for poor patients through the **Psycho-social & Economic assessment of MSSO**.

2. Facilitating free medicines & surgical items through Hospital Administration for **in-patients** as per the **Consultations** received from various wards

3. Exemption of Hospital Levy charges of BPL patients and indigent patients based on the **Socio-economic assessment**

4. Providing Railway concession facility to outstation patients as per Government rules to ensure the regular follow-up

5. Providing accommodation facilities to outstation patients

6. Facilitation of services available for **EWS (Economically Weaker Section)** patient in more than 40 notified private hospitals as per the High Court Order

7. Facilitation of Financial Assistance through **PM Relief Fund, Health Minister Fund** and **Nation Illness Assistance Fund (NIAF)**

8. Coordination and Psycho-social assessment for **Renal Authorization** in purview of **Human Act 1994**

9. **Counseling services**

- Counseling the patient and attendants empowering them towards physical, social, economical and mental rehabilitation

10. **Rehabilitation**

- Rehabilitation of Unknown, without attendant, Destitute, Orphan patients through NGOs
- Coordinating the rehabilitation of **Medico-Legal Cases** through police department

11. **Research and Training**

- Imparting training to **NSS, BSW, MSW students** from different colleges across India

12. **Health promotional and educational activities**

- Disseminating Health-education and Health-awareness through **IEC material** and **Health-camps** (eg. Blood Donation Camp, AIDS Awareness Camp)

13. Planning & Administration

- Coordination with the Hospital Administration and various Departments to improve the patient welfare activities and create a more **patient-friendly environment**

- Managing various information and guidance services in the main hospital through **Part-time Social Guides**

14. Fund-raising and networking

- Coordinating and networking with various NGOs and Donors for patient welfare

15. Emergency care in Casualty

- Providing all Medical Social Services **round-o-clock** including **shifting and rehabilitation** of patients, creating a smooth work-flow in the casualty

- **Special services** during Epidemics, Disasters and Natural Calamities for managing the patient care efficiently

The Medical Social Welfare Unit welcomes referrals from all the departments for all abovementioned services.

We also welcome your valuable feedback and suggestions for our continuous improvement.

Thank you !

B. R. Shekhar

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