

अखिल भारतीय आयुर्विज्ञान संस्थान, नई दिल्ली

निदेशक कार्यालय

फा.सं.40-30/2025-स्था.।

22.04.2025

विषय:- ईएचएस सेल्फ-प्रिस्क्रिप्शन हेतु प्रमाणीकरण एवं सुरक्षा उपायों में वृद्धि संबंधी।

दिनांक 09.11.2022, 27.02.2023, 09.05.2023, 22.08.2023, 16.12.2023, 01.02.2024, 23.04.2024, 31.08.2024 18.03.2025 आदि के कार्यालय ज्ञापन सं. 40-30/2022/23/24/25-स्था.। (प्रतियां संलग्न) के संदर्भ में, एम्स की कर्मचारी स्वास्थ्य सेवा (ईएचएस) की गुणवत्ता एवं कार्य-निष्पादन में सुधार करने हेतु कई कदम उठाए गए हैं।

यह नोट किया गया है कि ईएचएस फार्मसी के समय में विस्तार आदि जैसी की गईं कई पहलों को सभी ईएचएस लाभार्थियों द्वारा अत्यंत सराहा गया है तथा इनसे उनके लिए कार्य निष्पादन काफी सुगम हो गया है।

इन पहलों को जारी रखते हुए, ईएचएस सेल्फ-प्रिस्क्रिप्शन सुविधा के लिए प्रमाणीकरण एवं सुरक्षा उपायों में वृद्धि करने हेतु यह निर्णय लिया गया है कि सेल्फ-प्रिस्क्रिप्शन पोर्टल में लॉग-इन करने के लिए ओटीपी आधारित प्रमाणीकरण को दिनांक 1 जुलाई 2025 से अनिवार्य कर दिया जाएगा।

इसके अतिरिक्त, यह पुनः दोहराया जाता है कि एम्स, नई दिल्ली के ईएचएस लाभार्थियों के लिए सर्वोत्तम एवं समयबद्ध सेवाओं को सुनिश्चित करने हेतु सभी संलग्न कार्यालय ज्ञापनों पर आवश्यक रूप से समय से कार्रवाई की जाए।

प्रो. एम. श्रीनिवास
निदेशक

वितरण (इसे अपने नियंत्रणाधीन सभी अधिकारियों को भी परिचालित करने के अनुरोध सहित)

1. संकायाध्यक्षगण (शैक्षिक, अनुसंधान, परीक्षा)
2. अपर निदेशक (प्रशासन)
3. चिकित्सा अधीक्षक (एम्स)
4. सभी केंद्र प्रमुखगण/अध्यक्ष, एनसीआई इज्जर
5. सभी विभागाध्यक्षगण
6. वरिष्ठ वित्त सलाहकार
7. प्रभारी-आचार्य, कंप्यूटर सुविधा (इसे एम्स की वेबसाइट पर अपलोड करने के अनुरोध सहित)

ALL INDIA INSTITUTE OF MEDICAL SCIENCES, NEW DELHI
OFFICE OF DIRECTOR

F. No. 40-30/2025-Estt.I

22.04.2025

Sub: Enhancement of authentication & security measures for EHS Self Prescription reg.

Ref. OM No. 40-30/2022/23/24/25-Estt.I dt. 09.11.2022, 27.02.2023, 09.05.2023, 22.08.2023, 16.12.2023, 01.02.2024, 23.04.2024, 31.08.2024, 18.03.2025 etc. (copies attached) several steps have taken to improve the quality & performance of Employee Health Service of AIIMS.

It is noted that many of these initiatives like extension in timings of EHS pharmacy, etc. have been greatly appreciated by all EHS beneficiaries and has led to ease of business for them.

In continuation of these initiatives, to further enhance the authentication & security measures for EHS self-prescription facility, it has been decided that OTP based authentication for login into the self-prescription portal shall be made mandatory w.e.f. 1st July 2025.

Also, it is again reiterated that timely action must be taken on all the attached OM's to ensure the best & timely services for EHS beneficiaries of AIIMS New Delhi.

 22/4/2025

Prof. M Srinivas
Director

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3. Medical Superintendent (AIIMS)
4. Chiefs' of all Centres / Head, NCI Jhajjar
5. Heads' of all Departments
6. Sr. Financial Advisor
7. Prof. I/c Computer Facility (with a request to host the same on AIIMS Website)

ALL INDIA INSTITUTE OF MEDICAL SCIENCES, NEW DELHI
OFFICE OF DIRECTOR

F. No. 40-30/2025-Estt.I

18.03.2025

Sub: Constitution of a committee to peruse the matter related to coverage of AIIMS employees under CGHS reg.

The undersigned has been approached by various faculty & staff of AIIMS, requesting for coverage of AIIMS employees under the CGHS to enable the staff & their family members to avail healthcare facilities across the Country. AIIMS employees and their families are also requesting that as CGHS beneficiaries are now allowed cashless treatment at AIIMS New Delhi, a quid pro quo arrangement should be immediately put in place for the AIIMS employees as well.

While the numerous steps have been taken to improvise the Employee Health Scheme of AIIMS, extension of facility of treatment of AIIMS Employees at CGHS empanelled hospitals required regular follow-up and interaction with numerous stakeholders. To facilitate the same, the following committee is constituted:

- Prof. Maneesh Singhal, Head, Dept of Burns & Plastic Surgery – Chairperson
- Prof. Nirupam Madan, Medical Superintendent – Co-Chairperson
- Prof. Achal Srivastava, Dept. of Neurology – Member
- Prof. Sanjay Rai, Dept. of Community Medicine – Member
- Prof. Piyush Ranjan, Dept. of Medicine – Member
- Representative of FAIIMS
- Representative of Officers Association
- Representative of Nurses Union
- Representative of Karamchari Union
- Administrative Officer (H) - Member Secretary

 18/3/2025

Prof. M Srinivas
Director

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ALL INDIA INSTITUTE OF MEDICAL SCIENCES, NEW DELHI
OFFICE OF DIRECTOR


F. No. 40-30/2024-Estt.I

31.08.2024

Sub: Annual Health Checkup facility for EHS beneficiaries reg.

Ref. OM No. 40-30/2022-Estt.I dt. 9.11.2022, the undersigned had advised that an annual health checkup facility for all EHS beneficiaries be started. (copy attached). The undersigned has been approached by many employees and their representatives, requesting for the same, as the said facility is still not functional.

Accordingly, Medical Superintendent (H) is requested to follow-up the action taken w.r.t. instructions in OM No. 40-30/2022-Estt.I dt. 9.11.2022 and ensure compliance of the same by 31st October 2024.

 31/8/2024

Prof. M Srinivas
Director

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7. CMO I/c EHS
8. Prof. I/c Computer Facility

ALL INDIA INSTITUTE OF MEDICAL SCIENCES, NEW DELHI

OFFICE OF DIRECTOR

F.No. 40-30/2022-Estt.I

23.04.2024

OFFICE MEMORANDUM

Sub: Committee to explore home delivery of medicines to retired EHS patients reg.


Ref. OM No. 40-30/2022-Estt.I, dt. 9th May 2023, it was advised to explore the delivery of prescribed medicines to EHS patients at their registered address, considering the extant rules and legal implications.

Subsequently, the undersigned has had interactions with various faculty & staff members regarding the same and it has emerged that few of the challenges which need to be discussed and addressed are as follows:

- Policy / guidance under which the outstation EHS beneficiaries can be prescribed and dispensed the appropriate medications
- List of medicines which can be shipped / those which cannot be shipped keeping in view the limitation of routine courier / postal services
- Mechanism for shipping the prescribed medicines in a temperature controlled & tamper proof packaging
- Decision regarding who shall bear the cost of shipment of the said medicines
- Frequency of shipment of chronic disease medications for such beneficiaries

Accordingly, the following committee is constituted to discuss and make appropriate recommendations in the said matter by 15th May 2024:

- Medical Superintendent (H) – Chairman
- Faculty I/c EHS - Member
- Faculty I/c (Medical Store (H)) – Member
- CMO I/c EHS – Member
- Store Officer (H) – Member Secretary

 23/4/2024

Prof. M Srinivas
Director

ALL INDIA INSTITUTE OF MEDICAL SCIENCES, NEW DELHI
OFFICE OF DIRECTOR

F.No. 40-30/2022-Estt.I

01.02.2024

OFFICE ORDER


Sub: Expediting the process for coverage of AIIMS employees under CGHS reg.

During the morning interactions of the undersigned with AIIMS staff, repeated requests are being received to enable coverage of AIIMS employees under the CGHS to enable the staff & their family members to avail healthcare facilities across the Country. AIIMS employees and their families are also requesting that as CGHS beneficiaries are now allowed cashless treatment at AIIMS New Delhi, a quid pro quo arrangement should be immediately put in place for the AIIMS employees as well.

Ref. OM No. 40-30/2022-Estt.I dt. 9th May 2023, the undersigned had requested that necessary communication be done with Ministry of Health & Family Welfare, Govt. of India to facilitate the coverage of outstation EHS beneficiaries under CGHS scheme.

In keeping with the repeated requests of AIIMS employees, it is once again directed to expedite the process for coverage of AIIMS employees under CGHS so as to enable the same before 31st March 2024.

[Action: Medical Superintendent(H)]

 1/2/2024

Prof. M Srinivas
Director

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ALL INDIA INSTITUTE OF MEDICAL SCIENCES, NEW DELHI

OFFICE OF DIRECTOR

F.No. 40-30/2023-Estt.I

16.12.2023


OFFICE MEMORANDUM

Sub: Issue of medicines from EHS Pharmacy under video surveillance reg.

During the undersigned's interactions with AIIMS employees, it has been highlighted that sometimes, medicines are being issued from EHS pharmacy in less quantity than what has been prescribed by the treating doctor or some medicines are not being issued despite a valid prescription.

Accordingly, to usher in full transparency in the functioning of EHS pharmacy, it is once again reiterated that issue of medicines from EHS Pharmacy shall be under video surveillance.

Further, compliance with all instructions issued in earlier OM No. F.No. 40-30/2023-Estt.I dt. 09.11.2022 shall be meticulously ensured. (copy attached)

 16/12/20

Prof. M Srinivas
Director

Distribution (with a request to also circulate it to all officials under their control)

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7. Prof. I/c Procurement
8. O/Ic Procurement
9. Deputy Secretary
10. Prof. I/c Computer Facility

OFFICE OF THE DIRECTOR
ALL INDIA INSTITUTE OF MEDICAL SCIENCES
Ansari Nagar, New Delhi-110029

F. No.40-30/2022-Estt.-I(DO)

Dated: 22nd August, 2023


OFFICE MEMORANDUM

Subject: Allotment of C-5 ward as Dedicated Emergency Services for the EHS beneficiaries.

It is noted that on account of the Dept. of Paediatrics shifting majority of its inpatient services to Mother & Child Block, the C-5 Ward in main hospital is currently vacant.

The undersigned has received representations from various unions/associations regarding shortage of emergency beds for the Employee Health Service (EHS) beneficiaries. It has also been highlighted, that currently, as AIIMS employees and their families are not eligible for treatment at other hospitals under CGHS scheme, etc. and the number of employees has gradually increased, there is often a long waiting for the EHS beneficiaries to get a hospital bed in case of a medical emergency.

Accordingly, to provide optimum and quality healthcare to the employees of the Institute/EHS beneficiaries & till such time the employees of AIIMS New Delhi are eligible for benefits under CGHS, the vacant beds in C-5 ward are temporarily allotted as emergency beds for EHS beneficiaries.

 22/8/2023

(Prof. M. Srinivas)
Director

Distribution: *(with a request to also circulate it to all officials under their control)*

- Dean/s (Academic/Research/Examination)
- Additional Director (Administration)
- Medical Superintendent, AIIMS
- Chief of all Centres/Head, NCI, Jhajjar
- All Heads of the departments
- Head of the Dept. of Emergency Medicine
- Sr. Financial Adviser
- Superintending Engineer
- Officer's Association
- AIIMS Nurses Union
- Karamchari Union
- Prof. Incharge, Computer facility to put on AIIMS Website

**OFFICE OF THE DIRECTOR
ALL INDIA INSTITUTE OF MEDICAL SCIENCES
Ansari Nagar, New Delhi-110029**

F. No.40-30/2022-Estt.-I (DO)

Dated: 09th May, 2023

OFFICE MEMORANDUM

Subject: Streamlining EHS services for outstation retired EHS beneficiaries – reg.

The undersigned has received requests from outstation retired EHS beneficiaries to extend the duration for which the medicines are dispensed from the EHS pharmacy citing that they incur a huge expenditure on travel to Delhi for their consultation and pharmacy services.

At present, the retired employees of AIIMS are dispensed medicines for a maximum of three months with the approval of the Medical Superintendent.

It has been decided that for minimizing the inconvenience caused to retired EHS beneficiaries suffering from chronic ailments, they may be prescribed medicines for a period of six months by a Faculty member of the specialty concerned/ the CMO I/C EHS Facility. These may then be issued to the patient for the prescribed time (not exceeding six months) with approval of the Medical Superintendent/ Officer I/C EHS Services.

In addition, for further streamlining outpatient and pharmacy services for retired EHS beneficiaries, it is also directed that the Officer I/C EHS services in consultation with relevant stakeholders may explore the feasibility of implementing the following, considering the extant rules and legal implications:

1. Providing tele-consultation services through EHS OPD for follow-up care of chronic ailments to retired EHS beneficiaries who are residing outside Delhi-NCR.
2. E-prescription of medications prescribed through this tele-consultation.
3. Delivery of prescribed medicines to these beneficiaries to their registered address.

The Medical Superintendent, AIIMS to communicate to the Ministry of Health and Family Welfare seeking permission to cover these outstation EHS beneficiaries under the CGHS scheme to enable them to receive healthcare services near their place of residence.


(Prof. M Srinivas)
Director

Distribution:

- Chiefs of All Centres
- Medical Superintendent, RPC & AIIMS
- Heads of all clinical departments
- Officer I/C, EHS Services
- CMO I/C, EHS OPD
- Professor In-charge, Computer Facility

**ALL INDIA INSTITUTE OF MEDICAL SCIENCES
ANSARI NAGAR, NEW DELHI - 110029**

No.F.8/EHS/2023-Estt. (H.)


Dated: 27.02.2023

Subject: Revision of timings of EHS Pharmacy at AIIMS New Delhi – reg.

The revised operational timings of EHS dispensary on the 8th floor of New RAK OPD AIIMS are as follows:

1. 07:00 A.M. to 10:00 P.M. (Monday to Friday).
2. 07:00 A.M. to 01:00 P.M. (Saturday).
3. 09:00 A.M. to 11:00 A.M. (Sundays & Gazetted holidays).

This for the information of all EHS beneficiaries.


(DR. SANJEEV LALWANI)
MEDICAL SUPERINTENDENT
A.I.I.M.S. Hospital
New Delhi-110029

Distribution:

1. Chief(s) of all centres & Head(s) of all departments/units/sections/areas.
2. Prof. Incharge Computer Facility } – With request to upload on content provider & also on Institute website.
3. Medical Superintendent, Dr. R.P. Centre / Addl. Medical Superintendent of all centres.
4. PIC Security / Registrar / Chief Admn. Officer / Financial Advisor / C.N.O. / Dy. Chief Security Officer.
5. All faculty of Hospital Administration / All Hospital Officers / CMO's Incharge EHS/ Suptd. Engineer.
6. All Sr. Administrative Officers & Admn. Officers / AAO's / All Section Incharges.
7. All F&CAO, Accounts Officer / Asstt. Accounts Officer of all Sections.
8. All N.S., DNS & ANS Incharge of All OPDs / Wards / Private Wards/ O.T.'s/Lab./Dispensary (Thru: C.N.O.).
9. Sr. Pharmacist Incharge EHS Pharmacy / All Sr. Stores Officer / All Stores Officer.
10. Faculty Association / Resident Doctors Association / Students Association / Society of Young Scientists / Officers Association / Nurses Union / Karamchari Union.
11. All Notice Board/Guard File / EHS Cell.

Copy to:

1. A.E. (Air Conditioning), AIIMS. – With request to keep Air conditioning of the eight floor, New RAK OPD functional till 10:00 P.M. (Monday to Friday).

C.C.: Director/Dean(s)/President's Office/Addl. Director (Admn.)/Assoc. Dean(s)/ Sr. F.A./Dy. Secy. } - for info. pl.

ALL INDIA INSTITUTE OF MEDICAL SCIENCES, NEW DELHI
OFFICE OF DIRECTOR

F.No. 40-30/2022-Estt.I

09.11.2022

OFFICE MEMORANDUM

Sub: Improvements in Employee Health Service reg.

It has been noted that employees have to wait in long queues for fetching their prescribed medicines from the EHS pharmacy. Also, sometimes they return empty handed as required LP medicines have not arrived in time or are not available. This causes great inconvenience to the employees & their family members. Further, this also compromises patient care as employees are away from duty to collect their medicines, etc. and repeated trips to the EHS pharmacy also demoralises the employees and their dependants.

Accordingly, to make EHS more employee friendly and to increase transparency, the following steps shall be taken:

- Self-prescription facility from within a pre-defined list shall be extended for all EHS beneficiaries who are permitted by law to prescribe medicines w.e.f. 1st January 2023. EHS facility shall finalize this pre-defined list by 31st December 2022. Outside this defined list, self-prescription shall be permitted at first instance of that illness after which appropriate consultation from the related department shall be required. To facilitate ease of prescription for all staff members without self-prescription facility, an in-house Senior Resident shall be identified as EHS SR by all clinical departments to enable consultation & prescription in situ without having to visit the EHS Facility

Action: CMO I/c EHS

- EHS book for all serving and retired employees & their dependants should be replaced by a smart card & linked phone app / web portal by 31st March 2023. All consultations & prescriptions in EHS should be electronic and a record of the same should be available to the employee in his smart card w.e.f. 1st April 2023

Action: CMO I/c EHS

- The EHS Pharmacy shall operate from 7am – 10pm w.e.f. 1st January 2023 to facilitate employees to collect their medicines outside their duty hours. EHS Pharmacy shall dispense medications in EHS Beneficiary wise packages based on the ePrescription received. A SMS alert shall be sent to the EHS beneficiary when his medicine package is ready for collection. Medicine collection from EHS Pharmacy shall be under video surveillance such as to know which person is collecting medicine against respective EHS Card

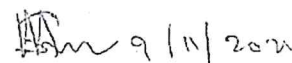
Action: Medical Superintendent (AIIMS)

- The EHS Module of NIC shall be modified to incorporate a dashboard informing the employees when their LP requisition has been received in the EHS pharmacy. This dashboard shall also empower the respective employees know the monthly / yearly issue of medicines from their EHS accounts & shall also allow for a consumption audit at the backend to monitor any misuse of the EHS facility

Action: Prof. I/c Computer Facility

- A facility for annual health check-up for all employees on an opt-in basis shall be started w.e.f. 1st January 2023

Action: CMO I/c EHS

 9/11/2022

Prof. M Srinivas

Director

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7. CMO I/c EHS