Medical Referral to External Doctors or physiotherapists - Standard Operating Procedure (SOP)

Purpose: To outline the process for obtaining medical referrals to external doctors for campus staff, ensuring clarity regarding coverage and reimbursement procedures.

1. Consultation with Campus CMO

- If you have a medical condition requiring specialist care, schedule an appointment with the campus Chief Medical Officer (CMO), Dr. Dayanand.
- Discuss your condition with the CMO. They will determine if a referral to an external specialist is necessary and recommend the appropriate doctor/facility.
- Obtain a written referral letter from the CMO, outlining the reason for referral and the recommended specialist (empanelled).

2. Administrative Consultation

- Consult your institute's administrative officer to discuss the potential costs of the referral and determine the permissible coverage under your institute's medical scheme.
- Contact details:
  - NCBS: Ms.Vidhyalakshmi/Mr. Nagaraj
  - inStem: Mr. Anup Kumar
  - TIGS: Mr. Naveen Puttaiah
  - C-CAMP: Wg Cdr K F James (Retd)

3. Appointment with External Doctor

- Schedule an appointment with the referred specialist (empanelled).
- Present the CMO's referral letter during your consultation.

4. Reimbursement Process

- Collect all original bills and receipts related to the consultation, diagnostic tests, and/or prescribed medications.
- Submit these documents to your institute's administrative officer (as listed in Step 2).
- The administrative officer will review the claim and determine the permissible reimbursement amount based on your institute's policies.

Important Notes:

- Reimbursement amounts may vary between institutes (NCBS, inStem, TIGS, C-CAMP). Familiarize yourself with your institute's specific medical coverage policy.
- Be sure to collect all required documentation (referral letter, bills, receipts) for timely processing of your reimbursement claim.

By following this SOP, you can ensure a smooth and transparent process when seeking medical care from external specialists.