

GUIDELINES FOR RERERRAL OF PATIENT IN EMERGENCY

Intent of these guidelines is that a patient reporting in emergency to a healthcare facility should receive appropriate medical treatment and when the health facility, where the patient has landed is not capable of providing the required medical treatment, the patient should be referred to another health facility where the required infrastructure and manpower is available in a responsible way without compromising the health status of the patient and without causing any further harm to the patient.

1. Emergency medical condition means a medical condition manifesting itself by acute symptoms of sufficient severity including severe pain of such a nature that the absence of immediate medical attention could reasonably be expected to result in –
 - (i) Placing the health of the individual (with respect of a pregnant women the health of the woman or her unborn child) in serious jeopardy; or
 - (ii) Serrious impairment to bodily functions; or
 - (iii) Serious dysfunction of any organ or part of the body
2. Every clinical establishment shall provide within the staff and facilities available, such medical examination and treatment as may be required to provide first aid to any individual who comes or is brought to such clinical establishment.
3. No patient in emergency should be denied first-aid and such other medical examination and treatment as required, irrespective of the patient being a medico-legal case or otherwise. Also the treatment should not be withheld pending legal formalities.
4. All efforts should be made to provide treatment and manage a patient received in emergency within the limits of available staff and facilities.
5. In case the required competency in terms of manpower and/or equipment is not available in a particular health facility then the patient should be given first aid and should be referred to a competent centre.

6. Wherever possible, before referring the patient, the in-charge of the Emergency Department of the centre/hospital to which the is being referred, should be informed telephonically about the referral of the patient.
7. Relevant history and the treatment provided in emergency should be sent alongwith the patient. Copy of relevant medico-legal papers, if made, should also be sent alongwith the patient.
8. A health facility is expected to provide the services of the specialists/ equipment round the clock for which it claims so, in its information brochure/ signboard.
9. A competent medical or para-medical person should accompany the patient while transferring the patient to a higher centre as per the requirement of the patient being transferred, if feasible. State provided ambulance services should be utilized in the best possible manner for transferring the patient.
10. The patient should be handed over by the ambulance driver/paramedic/ medical person to the in-charge/duty doctor of the receiving health facility under signatures.
11. All stakeholders providing health care are expected to provide best possible care to the patient in emergency to the extent possible on humanitarian ground and as per their mandate.
