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Central Organisation ECHS  
Adjutant General's Branch  
Integrated Headquarters MoD(Army)  
Thimayya Marg,  
Near Gopinath Circle  
Delhi Cantt-110010

B/49770/AG/ECHS/Referral/Policy/2021

 Nov 2021

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All Regional Centres

**ADVISORY : MEDICAL CARE OF ESM IN MILITARY HOSPITALS  
IN EMERGENCY AND LIFE THREATENING CONDITIONS**

1. Please refer DGMS (Army) letter No B/76782/ECHS Gen Corres/DGMS-5B dated 27 Oct 2021 (copy enclosed).
2. All RCs are requested to disseminate the contents of this letter to all PCs under their AOR for info of veterans.



(Panchal Kalpeshkumar S)  
Lt Col  
Jt Dir (Med)  
for MD ECHS

Encls. As above.

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02/11  
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Tele: 35004

ECHS

MJ Seatt

Integrated HQ of MoD (Army)  
Adjutant General's Branch  
Dte Gen of Medical Services (Army)  
'L' Block, New Delhi - 110011

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27 OCT 21

B/76782/ECHS Gen Corres/DGMS-5B

27 Oct 2021

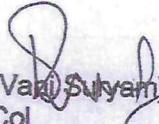
Headquarters,  
Southern Comd (Med)  
Eastern Comd (Med)  
Western Comd (Med)  
Central Comd (Med)  
Northern Comd (Med)  
South Western Comd (Med)

02 NOV 2021

**ADVISORY : MEDICAL CARE OF ESM IN MILITARY HOSPITALS  
IN EMERGENCY AND LIFE THREATENING CONDITIONS**

1. While the ECHS organization was created on 01 Apr 2003 with the aim to provide comprehensive medicare to the retirees of Armed Forces, care of ESM still remains one of the important and sensitive functions of Military Hospitals. Grievances and complaints on various issues varying from refusal of admission to inadequate medical care at Mil Hosp are received from ESM. Majority of these complaints can be addressed if patients are attended to with empathy and patience.
2. In order to facilitate the emergency medical care to ESM, following actions will be ensured by all Military Hospitals:
  - (a) No ESM reporting for emergency and life saving care will be denied admission.
  - (b) Any decision to refer the patient to an empanelled hospital will only be taken with due clearance from Comdt/ CO/ HoD.
  - (c) When an ECHS member/ ESM is referred to an empanelled hospital, all possible assistance in terms of contact with the empanelled hospital, ascertaining bed availability, details of ambulance services for transfer of patient etc will be provided to the relatives/ attendants of the patient.
  - (d) The role of the Mil Hosp will continue till the patient is admitted to the empanelled hospital.
  - (e) The record of all such patients will be maintained by the Mil Hosps and will be monitored by Comdt/ CO hosp for effective implementation of the instructions.
3. Quarterly report on the subject as per Appx to this letter will be fwd to this Dte Gen by all HQs Comd (Med) by 10 Jan, 10 Apr, 10 Jul and 10 Oct.

4. This has the approval of DGMS (Army).

  
(Varu Sulyam)  
Col  
Col Med (Health)  
for DGMS (Army)

Encl : As above.

Copy to :

AG's Sectt

for info please.