

Appendix D

(Refers to Paragraph 19 of ECHS
Vigilance Guidelines)

DO'S AND DON'TS FOR ECHS BENEFICIARIES

Do's

1. Beware of beneficiary fraud. Ensure dependents included as ECHS beneficiaries are eligible to be added as beneficiaries.
2. Ensure relevant documents related to beneficiary/dependent status are uploaded on ECHS website in time to facilitate verification by ECHS Regional Centres and ECHS Polyclinics.
3. If possible, mobile number registered with Aadhaar be given for ECHS registration and while availing ECHS services.
4. Keep ECHS Cards in safe custody.
5. Keep a photocopy of ECHS Card. In case of loss/theft of ECHS Card, lodge a First Information Report with the Police and inform Parent ECHS Polyclinic immediately.
6. Once a new ECHS Card has been applied for, always keep the password safely till the card is received.
7. All relevant documents, such as ECHS Card, Aadhaar Card, previous treatment papers and so on must be checked before proceeding for treatment.
8. Read all documents before signature against treatment, when admitted to Empanelled Hospital.
9. Demand a copy of treatment documents and retain them for future reference of other doctors.
10. Go to empanelled hospitals of choice only.
11. Report any misuse, discrepancies and malpractices in ECHS to ECHS Polyclinic, ECHS Regional Centre and Vigilance Section, Central Organisation ECHS.

Dont's

12. Do not handover ECHS Card to any unauthorised person.
13. Do not facilitate treatment of unauthorised persons.
14. Do not sign on blank forms provided by hospitals.

15. Do not pay money to empanelled medical facilities. In case of any demand of money, inform ECHS Polyclinic, ECHS Regional Centre and Vigilance Section, Central Organisation ECHS.
16. Do not get un-necessary medical tests done at empanelled medical facilities.
17. Do not pressurise Medical Officers at ECHS Polyclinics to refer you to empanelled hospitals. That opinion is left to the judgment of the Medical Officer.
18. Do not insist to extend your admission at hospitals unnecessarily.