



NATIONAL AYUSH MISSION KERALA

AYUSH

HEALTH AND WELLNESS CENTRE (AHWC)

NABH ENTRY LEVEL CERTIFICATION



IMPLEMENTATION HANDBOOK



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**IMPLEMENTATION
HANDBOOK**

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*Hon. Health Minister Smt. Veena George
releasing the NABH Implementation Handbook*

APM MOHAMMED HANISH IAS
PRINCIPAL SECRETARY TO GOVERNMENT



HEALTH & FAMILY
WELFARE AYUSH
INDUSTRIES & REV. (WAQF)
DEPARTMENTS
Government Secretariat
Thiruvananthapuram

MESSAGE

Achieving NABH accreditation in AYUSH healthcare is not just a regulatory requirement; it is a commitment to excellence and patient-centric care. It is a symbol of excellence in healthcare, signifying adherence to rigorous standards that encompass patient safety, clinical outcomes, and overall healthcare delivery. By aligning AYUSH practices with NABH standards, practitioners and institutions demonstrate their commitment for providing quality healthcare services that meet or exceed international benchmarks. The accreditation journey is a transformative process that requires dedication, collaboration, and a commitment to continuous improvement.

As we embark on this accreditation process, This handbook would serve as a valuable resource, guiding us towards the pinnacle of healthcare quality in the AYUSH domain.

Best wishes for the commitment to excellence in AYUSH healthcare!

A handwritten signature in blue ink, consisting of a stylized 'A' followed by a long horizontal stroke and a small dot.

APM MOHAMMED HANISH IAS



MESSAGE

The AYUSH Entry Level Certification under NAM is an initiative that aims to standardize and improve the quality of healthcare services in the AYUSH sector in India. The project is developed under the National AYUSH Mission (NAM) guidelines and is implemented in partnership with the National Accreditation Board for Hospitals & Healthcare Providers (NABH).

AYUSH Entry Level Certification (AELC) was launched by NABH in 2019. The Ministry of AYUSH has decided to bring 12,500 AYUSH Health & Wellness Centres (AHWCs) & 108 integrated hospitals in our country under the fold of AELC and signed the MoU with NABH on 22nd September 2022.

This handbook has been meticulously prepared to serve as a practical and comprehensive resource for AYUSH Healthcare and Wellness Centers (AHWCs) seeking NABH certification and aspiring to elevate the quality of healthcare services. We extend our best wishes to all for a better understanding of AYUSH system

Dr. D. Sajith Babu IAS
State Mission Director
National AYUSH Mission



MESSAGE

Dear Esteemed Colleagues and Practitioners,

It is with great pleasure that I extend my heartfelt appreciation for your commitment to the enhancement of healthcare standards in the field of AYUSH. As the Director of Indian Systems of Medicine, I acknowledge the importance of the Implementation Handbook for NABH AYUSH Entry Level Certification, representing a significant milestone in our collective effort to ensure quality healthcare delivery. This handbook, developed under the auspices of the National AYUSH Mission, reflects our unwavering dedication to upholding the highest standards in AYUSH sector. It serves as a comprehensive guide to facilitate the seamless integration of NABH standards into our AYUSH practices, nurturing excellence in patient care and safety. I commend the collaborative efforts in making this initiative a reality, and I am confident that this handbook will serve as a beacon guiding our practitioners to achieve and maintain the coveted NABH AYUSH Entry Level Certification. Together, let us continue to elevate the stature of traditional Indian systems of medicine and contribute to the well-being of our communities.

Warm regards,

Dr. Preeya K.S

Director

Dept. of Indian Systems of Medicine



MESSAGE

NABH accreditation for Homoeopathic institutions acknowledges their dedication to providing high-quality, safe, and effective healthcare services in the field of Homoeopathy. It demonstrates a dedication to excellence and position these institutions as leaders in the delivery of holistic and patient-centred care. NABH encourages a culture of continuous quality improvement, prompting Homoeopathic institutions to regularly review and enhance their practices to stay at the forefront of patient care. NABH accreditation emphasizes a patient-centric approach, ensuring that Homoeopathic institutions prioritize the well-being, safety, and satisfaction of their patients.

Wishing you all the best

Dr. M. N. Vijayambika

Director
Dept. of Homoeopathy



NATIONAL AYUSH MISSION KERALA

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INTRODUCTION

The National Accreditation Board for Hospitals & Healthcare Providers (NABH), a constituent board of QCI, provides accreditations and certifications to healthcare organizations regardless of their ownership, size, and degree of independence.

The AYUSH Entry Level Certification under NAM is an initiative that aims to standardize and improve the quality of healthcare services in the AYUSH sector in India. The project is developed under the National AYUSH Mission (NAM) guidelines and is implemented in partnership with the National Accreditation Board for Hospitals & Healthcare Providers (NABH).

The journey towards Quality Assurance of AYUSH Healthcare Institutions in our state was started in 2017 with the first sensitisation programme on the NABH Accreditation Standards for Hospitals organised by National AYUSH Mission, Kerala. An action plan was formulated with a view to start the process of Accreditation. AYUSH Entry Level Certification (AELC) was launched by NABH in 2019. The Ministry of AYUSH has decided to bring 12,500 AYUSH Health & Wellness Centres (AHWCs) & 108 integrated hospitals in our country under the fold of AELC and signed the MoU with NABH on 22nd September 2022. An action plan for implementation with a timeline was prepared by NAM, Kerala aiming at the ELC of all the AHWCs in the state in a phased manner.

ABOUT THE HAND BOOK

This handbook has been meticulously prepared to serve as a practical and comprehensive resource for AYUSH Healthcare and Wellness Centers (AHWCs) seeking NABH certification and aspiring to elevate the quality of healthcare services. The handbook is organized into three sections, 1) Guidebook to standards 2) IEC & Signage 3) Forms and formats. Each corresponding to key elements of the NABH AHWC-Entry Level Certification process. It serves as a comprehensive reference guide including best practices, to facilitate a seamless and successful certification journey. Also refer to your SOP/Manual which will give you details of policies and procedures relevant to the functional area.

SECTION - I
AHWC NABH ENTRY LEVEL CERTIFICATION
STANDARDS GUIDELINES

ORGANIZATION INFORMATION	
	General details
1	<p>Photograph of the AHCW Building & Other Facilities, Name Board of the AHCW, In charge/CHO of AHCW, team of AHCW Staff, herbal garden, Yoga facility, ASHA Workers, Patients attending OPD, Community(Outreach activities).</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • Self explanatory ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Photo of AHCW including Branding and painting • Photo of name board of AHCW • Photo of CHO in front of the AHCW • Photo of AHCW staff in front of the AHCW • Photo of herbal garden • Photo of Yoga facility • Photo of ASHA Workers • Photo of Patients attending OPD
2	<p>Photograph of the Assessors in front of AHCW</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • Will be done during the NABH assessment by the assessor ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • NA
SCOPE OF CERTIFICATION	
1	<p>Scope of certification :</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • The services so defined should be displayed prominently in an area visible to all patients entering the organisation (Eg: Ayurveda, Homoeo, unani etc) ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Photo of license/ clinical establishment registration of the AHCW mentioning the Scope of service. Ensure to upload the latest registration certificate. • Photo of scope of service displayed
2	<p>Wellness activities</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • Mention the wellness activities provided by the AHCW (Eg: Yoga, Post natal care, Preventive medicines etc) ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Photo of Yoga and other wellness activities conducted,
3	<p>Population Screening</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • Mention the screening programmes provided by the AHCW like NCD,CBAC,Anaemia, screening in school health programmes etc ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Upload the report with photos in word document preferably
4	<p>Community Outreach activities</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • Medical and non-medical activities in community level.

	<ul style="list-style-type: none"> ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Covid prevention camps, communicable disease prevention camps and general medical camps, palliative visit
INFORMATION AND SIGNAGE DISPLAY	
1	<p>Whether defined Color code along with logo is available in AHC:</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • Branding based on Standardisation Guidelines For Uniform Colour pattern For Govt. AYUSH Institutions of the State No: B1 /155/2021/AYUSH dt.07/07/21 –circular- Colours –Asian paints PALE CYAN 7506 (Walls), BRIGHT CYAN 7502(Wall borders) ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Upload the photo of AHC building clearly displaying institution name board , logos
2	<p>Whether Signage board of various staff/ departments are present in AHC ?</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • Signage board of various staffs, departments of AHC like registration area , OPD ,Pharmacy, Lab/outsources, yoga hall,Treatment room, Toilet etc ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Upload photos with timings of department and availability
3	<p>The AHC name and address are available in adjoining areas of the AYUSH AHC / Main road / Highways etc</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • The name board of the AHC should be displayed in adjoining areas of the Ayush AHC / Main road / Highways etc ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Photo of Name board displayed in adjoining areas of the Ayush AHC / Main road / Highways etc
4	<p>All the signage are in English/ Hindi and Local language</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • Display of signage should be at least bi-lingual (English and the state language/language spoken by the majority of people in that area). ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Photo of signages displayed in bilingual language
5	<p>AHC display the CHO name, availability, timings of OPD and services.</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • CHO-name, designation,qualification, availability(W/Off), timing of OPD. • Services provided and not provided from AHC ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Photo of above said display boards
6	<p>AHC has citizen charter in display:</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • Self explanatory ✓ Required document: <ul style="list-style-type: none"> • Upload photo of display board

7	Display of charts such as Ayush Diet, Dinacharya, ritucharya, Yoga etc <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • Ayush Diet-NCDs Specific Diet, Pathyapathya, Virudhahara etc ,Dinacharya, ritucharya, Yoga display boards. ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Upload photo of display board
8	Information about Public grievance redressal mechanism whether helpline contact number displayed <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • There should be a defined public grievance redressal mechanism available in the AHC • The mechanism should be displayed in bilingual language • Complaint box preferably transparent with lock and key, /Complaint register should be available in the centre/pen ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Photo of complaint box • Photo of complaint register • Photo of Public grievance redressal mechanism signage displayed
9	Whether Branding completed as per norms: <ul style="list-style-type: none"> ✓ Interpretation: <ul style="list-style-type: none"> • Branding based on Standardization Guidelines for Uniform Colour pattern For Govt. Ayush Institutions of the State No: B1 /155/2021/AYUSH dt.07/07/21 –circular - Colour coded painting with logos ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Photo of branding
INFRA AND FACILITY MANAGEMENT	
1	Does the centre have adequate space for providing the service? <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • NAM- Standardized infrastructure models for various categories of Govt. Ayush institutions may be referred(IEC Googledrive) • Lay out Of AHC should be made available ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Upload AHC layout photo
2	Total Covered area available in square feet <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • Lay out and square feet of AHC should be made available ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Upload AHC layout photo with total square feet
3	Availability of separate space (in Sq. ft.) for <ol style="list-style-type: none"> a) patient waiting area b) Registration c) Consultation room with privacy for patient Examination d) Medicine Store & dispensing room e) Space for Lab service available or is it Outsourced f) Space for YOGA sessions g) Medicinal plant garden with their nomenclature in name boards

	<ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • Separate area to be provided for patient waiting area, registration counter, consultation room with privacy for patient examination , medicine store and dispensing ,Lab, Yoga , medicinal plant garden. All rooms should be named and numbered. • Lab services- Lab facility within the institution / outsourced. • YogaHall – Facility within the institution / outsourced. ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Upload photos of separate areas • Lab services- MOU-for lab functioning if outsourced. • MOU-forBMW management • YogaHall – MOU-for functioning if outsourced.
4	<p>Availability of essential Furniture</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • Self explanatory ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Photo of Chairs for Patient waiting area • Photo of foot steps • Photo of patient examination Table • Photo of office chair • Photo of Office table • Photo of Screen Separators with Stand • Photo of Steel Almirah/ Cupboard/ Storage chest 7 boxes • Photo of Stool for attendants • Photo of Any Other facility available(Token machine/television /incinerator /fire extinguisher etc)
5	<p>Availability of Equipments</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • Self explanatory ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Photo of B.P Apparatus • Photo of Flash light/ Torch Box Type pre- focused (4 Cell) • Photo of Weighing Scale Adult 125 Kg/ 280 lb • Photo of Weighing Scale Infant (10 Kg) • Photo of Weighing Scale (baby) Hanging Type 5 Kg • Photo of Clinical Thermometer oral & rectal • Photo of Stethoscope • Photo of Pulse Oximeter • Photo of Foetoscope • Photo of Protoscope • Photo of Measuring Tape • Photo of Mouth mirror • Photo of Snellen vision Chart • Photo of Near vision Chart • Photo of Stadiometer

	<ul style="list-style-type: none"> • Photo of Tuning fork • Photo of Knee hammer • Photo of Different size of Mortar & pestle • Photo of Yoga Mat • Photo of Yoga Kriya pots • Photo of PPE Kits • Photo of Any other(X-Ray Viewer,nebulizer,IR lamp etc.
6	Availability of essential Laboratory Equipments <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • Self explanatory ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Photo of Sahli's Haemoglobinometer • Photo of Digital Haemoglobinometer • Photo of Paper based on HB Test • Photo of Rapid card test • Photo of Multiparameter urine Strip(Dipsticks) • Photo of Glucometer • Photo of Any other
7	Is potable water available in AHWC <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • The organization shall make arrangements for supply of adequate potable water.(provision for safe drinking water for patients-water dispenser, water purifier, clean pot with tap.) ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Photo of the available drinking water facility
8	Is their alternative source of water at the Ayush Centers as a backup <ul style="list-style-type: none"> ✓ Interpretation <ul style="list-style-type: none"> • The organization shall ensure that there is sufficient water supply to meet the requirements other than the main source(well,borewell,water authority connections, Water tanker facility etc) ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Relevant photos of the source • Waterbill with institution address • Agreement with water agencies
IT Equipments	
1	Availability of Laptop, Desktop, TAB at AHWC <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • Self explanatory ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Photograph of the Laptop/Tab/Desktop
2	Whether Android phone available with ASHA <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • Self explanatory ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Photograph of the Of ASHAS using Android Phone

3	Internet available at AHC <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • Kfon,BSNL fibre etc ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Photo of modem
INFECTION CONTROL	
1	Does the centre adhere to hand hygiene practice <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • The staff in the AHC should follow hand washing practices and adequate facilities should be available for hand washing(Eg: wash basin with elbow tap, hand washing liquids etc) • Proper bilingual signage should be available near the hand washing facility(Hand washing poster) ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Photo of bilingual hand washing poster • Photo of hand washing facility • Photo of training register(Upload the photo of cover page and relevant page mentioning the hand washing training)
2	Does the centre have adequate availability of disinfectant for cleaning and sterilization purpose? <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • Availability of sanitizer • The AHC should follow proper cleaning and disinfectant practices. • Sufficient quantity of disinfectants like Dettol, phenol,lizol,harpic,dish washing liquids or soaps, detergents should be available for cleaning and sterilization and it should be stored in a safe and secured manner ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Photo of disinfectants stored in a clean and safe manner
3	Does the centre have infection control and prevention practices <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • The AHC should follow proper infection control and prevention practices • An Infection control committee should be present and periodical review meetings should be ensured. • Proper hand washing facilities should be available in AHC • The AHC and surroundings should be clean and wastes should be disposed in a proper manner. • Housekeeping checklist should be there to ensure the daily cleaning activities and should be signed by the concerned • Regular trainings should be conducted with respect to infection control practices – blood spill management, mercury spill management, waste segregation and waste disposal ,usage and disposal of PPE like gloves, masks etc. • Green protocol chart ,Register with minutes and green waste bins should be maintained • Colour coded bins should be made available • Periodical infection control rounds of the institution should be ensured ✓ Required documents/Photo for uploading:

	<ul style="list-style-type: none"> • Photo of training register(Upload the photo of cover page and relevant page mentioning the infection control training) • Photo of infection control register with periodical review meeting minutes • Photo of Housekeeping checklist • Photo of hand washing facility • Photo of proper waste management (collection, segregation and disposal of waste by the cleaning staff wearing PPEs) • Photo of BMW posters • Photo of clean and well maintained surroundings
4	<p>Does the staff ensures cleaning (with wet mops) of floor in entire facility?</p> <p>✓ Interpretation :</p> <ul style="list-style-type: none"> • The AHC should be cleaned on a regular basis using proper cleaning solutions and disinfectants by the cleaning staff wearing PPEs like gloves, mask, shower cap etc • Housekeeping checklist and schedule(Register/book) should be there to ensure the cleaning activities and should be signed by the concerned. <p>✓ Required documents/Photo for uploading:</p> <ul style="list-style-type: none"> • Photo of Housekeeping checklist • Photo of cleaning schedule(Register/book) • Photo of staff cleaning the floor with wet mop wearing PPEs like gloves, mask, shower cap etc
5	<p>Does the staff ensure weekly rigorous cleaning / scrubbing of surface or floors ?</p> <p>✓ Interpretation :</p> <ul style="list-style-type: none"> • The AHC should be rigorously cleaned on a regular basis using proper cleaning solutions and disinfectants by the cleaning staff wearing PPEs like gloves, mask, shower cap etc • Housekeeping checklist and schedule(Register/book) should be there to ensure the cleaning activities and should be signed by the concerned. <p>✓ Required documents/Photo for uploading:</p> <ul style="list-style-type: none"> • Photo of Housekeeping checklist • Photo of cleaning schedule(Register/book) • Photo of staff cleaning the floor with wet mop wearing PPEs like gloves, mask, shower cap etc
QUALITY OF CARE	
1	<p>Whether all the details of patient illness and records are documented</p> <p>✓ Interpretation :</p> <ul style="list-style-type: none"> • OP Nominal register in proper format should be maintained (check Google drive – registers) <p>✓ Required documents/Photo for uploading:</p> <ul style="list-style-type: none"> • upload photo of OP Nominal register
2	<p>Maintenance of records in terms of gender, age etc being maintained among all patients</p> <p>✓ Interpretation :</p> <ul style="list-style-type: none"> • OP Nominal register in proper format should be maintained (check Google drive – registers) <p>✓ Required documents/Photo for uploading:</p> <ul style="list-style-type: none"> • upload photo of OP Nominal register

3	<p>Whether all the declared facilities are available in the AHC</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • Self explanatory ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Photo of scope of services • Photo of available facilities
4	<p>Does the centre conduct Promotional Health related Campaigns</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • The AHCs should conduct various promotional health related campaign like Health Promotion, Health Protection, Disease Prevention and Control etc ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Photo of Health Related IECs like health promotion- IEC on dinacharya, rithucharya, importance of breastmilk etc • Health Protection- IEC on antibiotic awareness, instructions for healthy postnatal period etc • Disease Prevention and Control- IEC on Anaemia prevention , NCD prevention, Communicable Disease Prevention etc
5	<p>Number of Outreach activities conducted in the last 2 years (Month wise data to be captured jan - Dec)</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • Medical camps-communicable disease prevention camps, general medical camps, palliative visit, Awareness classes- medical and non-medical, Day observances, Screening programmes ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Activity report /Photo with banners of concerned activity preferably
OPD & PATIENTS RECORDS	
1	<p>Does the centre have separate registration facility in AHC ?</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • AHC should have separate registration counter with signage board ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Photograph of registration facility
2	<p>For how many years AHC maintaining OPD records</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • The AHC should maintain OPD records from the date of establishment of AHC ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • upload photo of OP Nominal register • upload G.O of establishment of AHC
3	<p>How the HWC is discarding the OPD records</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • HWC should discard the OPD records as per the state government norms ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Circular No: NAM/37/2023/A3/C1 dt 18.10.2023 issued by SMD NAM
4	<p>Patient footfall in OPD during the last 2 years (Month wise data to be included Jan-Dec)</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • Maintain the data of Patients treated – Need to prepare monthly report

	<ul style="list-style-type: none"> ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Photo of monthly report of patient foot fall
5	<p>No. of family members Enumerated for CBAC screening by ASHA / ANM in the last 2 years (month wise data to be included Jan-Dec)</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • Collect Monthly -consolidated data of no: of family members Enumerated for CBAC screening by ASHA from Shaili App . https://shaili.ehealth.kerala.gov.in/dashboard/ReportsCatPublic/shaili_surveystatus • AHWC should maintain CBAC screening data collection using CBAC forms by the ASHA workers ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Photo of monthly data entry in CBAC register maintained in the institution. • Screen shot of Shaili App dash board shared by ASHA workers
6	<p>Whether CBAC screening for Diabetes Mellitus & Hypertension is being done ?(Month Wise data to be captured Jan - Dec)</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • monthly data of Diabetes Mellitus & Hypertension collected from Shaili App ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • photo of monthly data of Diabetes Mellitus & Hypertension collected from Shaili App
7	<p>Number of Patients diagnosed with DM & HT in the last 2 years (Month Wise data to be captured Jan - Dec)</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • Maintain a Clinical Data Collection Record and month Wise data should be maintained ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • photo of monthly data from Clinical Data Collection Register -ISM
8	<p>No of beneficiaries to whom yoga services are being provided in the last 2 years (Month Wise data to be captured Jan-Dec)</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • Institutional Level, Therapeutic Yoga, Outreach Yoga should be recorded in separate registers with beneficiary details and document of cumulative no: of beneficiaries for that month ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Monthly activity report/photos • Photo of Yoga beneficiary register
9	<p>Whether Prakriti Parikshan Started ?</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • Prakriti Pariksha forms duly filled should be maintained • Prakriti Pariksha register duly filled should be maintained ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Photo of Prakriti Pariksha forms duly filled • Photo of Prakriti Pariksha register duly filled

10	<p>No of people underwent for Prakriti Parikshan in the last 2 years (Month Wise data to be captured Jan-Dec)</p> <p>✓ Interpretation :</p> <ul style="list-style-type: none"> • Prakriti Pariksha forms duly filled should be maintained • Prakriti Pariksha beneficiary register with month wise data should be maintained <p>✓ Required documents/Photo for uploading:</p> <ul style="list-style-type: none"> • Photo of Prakriti Pariksha forms duly filled should be maintained • Photo of Month Wise data of Prakriti Pariksha register
11	<p>Whether IEC Guidelines available in local Language</p> <p>✓ Interpretation :</p> <ul style="list-style-type: none"> • IEC material (Eg: Notices, pamphlet, leaflet etc) should be available in AHWC. Eg: Patient's rights and responsibilities, institution protection act, general instructions etc <p>✓ Required documents/Photo for uploading:</p> <ul style="list-style-type: none"> • Photos of relevant IECs
12	<p>No of beneficiaries participated in health camps/ campaign in past 2 years (Month Wise data to be captured Jan-Dec)</p> <p>✓ Interpretation :</p> <ul style="list-style-type: none"> • AHWC need to maintain a document with respect to the Medical Camp. Eg: beneficiary register/list <p>✓ Required documents/Photo for uploading:</p> <ul style="list-style-type: none"> • Upload scanned copy of beneficiary list • Activity report or photo
13	<p>Availability of all essential medicines as per Guidelines</p> <p>✓ Interpretation :</p> <ul style="list-style-type: none"> • AHWC should keep copy of NLEAM (National List of Essential Ayush Medicines) • AHWC should maintain list of medicine of manufacturing units from which medicines are purchased (List of medicines supplied by OUSHADHI) • AHWC should maintain updated list of medicines intended • AHWC should maintain list of Medicines in main stock / file the invoices <p>✓ Required documents/Photo for uploading:</p> <ul style="list-style-type: none"> • Upload NLEAM front page • Upload list of medicines as per mainstock / scanned copy of invoice • Upload the list of medicines intended
14	<p>If essential medicines are in short supply, the period from which they are not available:</p> <p>✓ Interpretation :</p> <ul style="list-style-type: none"> • AHWC should maintain stock out register • AHWC should file the invoices indicating short supply and through which short supply medicines received <p>✓ Required documents/Photo for uploading:</p> <ul style="list-style-type: none"> • Upload stock out register duly filled • Upload scanned copy of above said invoices.
15	<p>Whether registers for documenting Adverse drug events are maintained?</p> <p>✓ Interpretation :</p> <ul style="list-style-type: none"> • All adverse reactions reported should be monitored and maintain an Adverse Drug Event register

	<ul style="list-style-type: none"> ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Upload the photo of ADE register (Ref : format given in the google drive -Registers)
16	<p>Whether OPD registers, Prakrithi Pareekshan forms, CBAC forms and family empanelment records are being maintained?</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • AHC should maintain OP Nominal register as per format • Prakrithi pareekshan forms to be maintained (should be customized) • CBAC forms should be maintained , duly filled with the help of ASHA workers • Family empanelment register should be maintained ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Photo of scanned copy / photo of Nominal register • Photo of duly filled and customized prakrithi pareeksa form • Photo of duly filled CBAC form • Photo of family empanelment register
17	<p>Whether regular updation of AB - HWC/NAM portal is being done</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • AHC should register in AB-HWC portal and update the same on daily basis. The user ID and Password will provide from NAM state office. ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Upload the screen shot of AB-HWC portal
18	<p>Does the AHC maintain OPD Registers? (Details of name, sex, age are captured in OPD register)</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • AHC should maintain a Nominal register(Ref: Format given in google drive) ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Photo of page in which details of OPD given • Upload scanned document/ photo of Nominal register (cover page and another page in which op details are given)
19	<p>Whether complaint Box is present:</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • The AHC should have facility for register complaints. • AHC should maintain a complaint box(pen and paper should be provided near to complaint box) • Follow public -grievance redressal mechanism and display board of complaint redressal procedures should be displayed • Maintain a complaint register in the AHC.(Ref: Format given in google drive) ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Photo of complaint box • Photo of complaint redressal mechanism procedure display • Photo of complaint register
20	<p>Whether any IEC material/ Instructions is given to patient & family members about their health/ promotion and wellness and disease prevention control programmes as per the scope of services provided.</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • AHC should display IEC materials related to health promotion ,wellness and disease prevention control programmes as per scope of services

	<ul style="list-style-type: none"> AHWC should distribute leaflets/pamphlets regarding disease prevention, wellness, health promotion etc (general instructions /instructions related to special projects like NCD , post-natal care etc) <p>✓ Required documents/Photo for uploading:</p> <ul style="list-style-type: none"> Photo of IEC displayed Photo of leaflets/pamphlets Photo of any IEC material/ Instructions is given to patient & family members
PRESCRIPTION	
1	<p>Does the centre prescribe the medication in a clear legible manner, dated and timed?</p> <p>✓ Interpretation :</p> <ul style="list-style-type: none"> Prescription should be written in a legible manner, duly signed with date and time by CHO AHWC should follow the common pattern of OP ticket (Ref: Format given in google drive -Forms) Prescription should be sealed (seal should contain name of medical officer, designation, registration number etc) <p>✓ Required documents/Photo for uploading:</p> <ul style="list-style-type: none"> Photo of filled OP ticket/Prescription
2	<p>Does the centre have standardized forms and formats to document patient details and treatment being given?</p> <p>✓ Interpretation :</p> <ul style="list-style-type: none"> AHWC should follow the common pattern of OP ticket (Ref: Format given in google drive -Forms) Prescription should be written in a legible manner, duly signed with date and time by CHO , Prescription should be sealed (seal should contain name of CHO, designation, registration number, name of office) AHWC should maintain OP nominal register in prescribed format ((Ref: Format given in google drive -Registers) <p>✓ Required documents/Photo for uploading:</p> <ul style="list-style-type: none"> Photo of OP ticket/Prescription Upload photo of Nominal register
MANAGEMENT OF PATIENT'S MEDICAL RECORDS	
1	<p>How the AHWC does maintain the patient's Medical records?</p> <p>✓ Interpretation :</p> <ul style="list-style-type: none"> The centre should have a system for maintaining the patient medical records(OP sheet/Prescription/Nominal register/hospital software etc) <p>✓ Required documents/Photo for uploading:</p> <ul style="list-style-type: none"> Photo of OP sheet/Prescription/Nominal register/hospital software etc
2	<p>Does the centre provide each patients with unique registration number through which patient details can be viewed and the record contains sufficient information to meet patient care needs and regulatory requirements?</p> <p>✓ Interpretation :</p> <ul style="list-style-type: none"> Ensure that every patient gets a unique number which is generated at the end

	<p>of registration. This number shall be used for identification of the patient across the hospital and to ensure continuity of care.</p> <p>✓ Required documents/Photo for uploading:</p> <ul style="list-style-type: none"> • Photo of patient registration details with unique identification number(OP sheet/Hospital software registration)
3	<p>Does the centre provide the written prescription to the patients</p> <p>✓ Interpretation :</p> <ul style="list-style-type: none"> • The prescription shall have the date, name of the patient, unique hospital number, name of the drug, dose, route and frequency of administration of the medicine, name, signature of the prescribing doctor. • Prescription should be written in a legible manner, duly signed with date and time by CHO and should be sealed (seal should contain name of CHO, designation, registration number) • AHWC should follow the common pattern for OP ticket (Ref: Format given in Google drive -Forms) <p>✓ Required documents/Photo for uploading:</p> <ul style="list-style-type: none"> • Photo of completely filled OP sheet/Prescription • If the AHWC has electronic medical record system, upload the photo of prescription form which should be counter signed by the CHO.
4	<p>Does the centre counsel patient and family about their specific disease process , prognosis , complications and prevention strategies ?</p> <p>✓ Interpretation :</p> <ul style="list-style-type: none"> • The AHWC should provide to counsel patient and family about their specific disease process , prognosis , complications and prevention strategies • AHWC should maintain counseling register (Ref: Format given in Google drive - Documents-Registers) <p>✓ Required documents/Photo for uploading:</p> <ul style="list-style-type: none"> • Upload photo of counseling register(cover page and relevant pages)
REFERRAL PROCEDURE	
1	<p>Whether referral register is maintained?</p> <p>✓ Interpretation :</p> <ul style="list-style-type: none"> • AHWC should follow a referral protocol ,use a referral form and maintain referral registers (in-ward and out-ward referrals) for the same <p>✓ Required documents/Photo for uploading:</p> <ul style="list-style-type: none"> • Upload the photo of duly filled referral form (customized)- (Ref: Format given in Google drive -Documents- Forms) • Upload the photo of Referral register (cover page and relevant pages- (Ref: Format given in Google drive -Documents- Registers)
MEDICINE STORAGE AND PHARMACY	
1	<p>Whether the centre maintaining the stock register:</p> <p>✓ Interpretation :</p> <ul style="list-style-type: none"> • The centre have to maintain a medicine stock register and it should be updated regularly <p>✓ Required documents/Photo for uploading:</p> <ul style="list-style-type: none"> • Photo of stock register

2	<p>List of medicine received in last 2 years :</p> <ul style="list-style-type: none"> ✓ Interpretation: <ul style="list-style-type: none"> • The centre should maintain a list of medicines from all sources (GP projects , Department projects etc) – invoices of medicines should be filed as per source-general/special projects ✓ Required documents/ photo for uploading: <ul style="list-style-type: none"> • Photo of list of medicines/ invoice
3	<p>List of medicines currently present in AHC:</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • A formulary (list of medicines)should be present in the AHC and should be updated regularly ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Photo of formulary(list of medicines)
4	<p>Whether a register is maintained for documenting the medicines received</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • A medicine receiving register(Main stock register) should be maintained and need to update regularly. ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Photo of Main stock register (Medicine receiving register)
5	<p>Whether a register is maintained for documenting the distribution of medicines:</p> <ul style="list-style-type: none"> ✓ Interpretation: <ul style="list-style-type: none"> • Medicine distribution register (Indent book, Sub stock register, Medicine distribution register) should be maintained and updated regularly. ✓ Required document/photo for uploading: <ul style="list-style-type: none"> • Photo of Indent book/Sub stock register/Medicine distribution register
6	<p>Does the centre staff ensure proper storage of medication?</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • Medicines should be stored in a clean, safe and secured environment • Sound alike and look alike medications are identified and stored separately. • Labeling should be available to ensure the safe storage and identification of medicines • Avoid storage of medicines in cartons. ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Photo of medicines stored in main store and pharmacy • Photo of look alike and sound alike medicines and list of the same.
7	<p>Does the centre staff ensure proper labeling of medication?</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • At a minimum, labels must include the drug name, quantity, frequency of administration (in a language the patient understands). This is applicable to dispensing area wherein medicines are dispensed either as cut strips or from bulk containers • The medicines stored in racks or containers should be properly labeled • Prepared medicines should be properly labelled. • Follow labeling in medicine distribution also ✓ Required documents/Photo for uploading:

	<ul style="list-style-type: none"> • Photo of medicines stored in store room and pharmacy (Main stock and sub-stock) duly labelled • Photo of labelled medicines dispensed.
8	<p>Does the centre staff ensure proper management of medication? Whether proper instructions are given while dispensing medicines in relation of dosage, frequency, timing etc.</p> <p>✓ Interpretation :</p> <ul style="list-style-type: none"> • Medications are dispensed by those who are permitted to do so. • Medicine should be dispensed as per the prescription. • Patient should be educated regarding the medicines administration procedures. • At a minimum, labeling of medicines must include the drug name, quantity, frequency of administration (in a language the patient understands) <p>✓ Required documents/Photo for uploading:</p> <ul style="list-style-type: none"> • Photo of medicine dispensing • Photo of medicine labeling • Photo of patient education with respect to medicine administration.
9	<p>Whether centre is ensuring dispensing of medicine under schedule E of Drugs and Cosmetic Act 1940 to be dispensed only under the supervision of doctor:</p> <p>✓ Interpretation :</p> <ul style="list-style-type: none"> • High Alert medications and schedule E of Drug orders are verified by the staff prior to dispensing • High alert medicines should be stored separately and kept under lock and key facility. <p>✓ Required documents/Photo for uploading:</p> <ul style="list-style-type: none"> • Photo of storage of high alert medicines
HUMAN RESOURCE	
1	<p>List of doctors along with the Qualification from past 2 years :</p> <p>✓ Interpretation :</p> <ul style="list-style-type: none"> • Prepare a list of doctors with Name ,Designation, Qualification/ Specialization, Experience, Council Registration, Registration Number, Area / Department of Working, Date of Joining etc <p>✓ Required documents/Photo for uploading:</p> <ul style="list-style-type: none"> • Upload the list of doctors
2	<p>Details of pharmacist ,ANM, ASHA, MPW, Yoga instructor services in AHC</p> <p>✓ Interpretation :</p> <ul style="list-style-type: none"> • Prepare a document of the above with details like with Name ,Designation, Qualification ,Date from which each staff is associated with AHC etc <p>✓ Required documents/Photo for uploading:</p> <ul style="list-style-type: none"> • Upload the document with staff details
3	<p>Whether timely disbursement of salary and incentives are done to various functionaries as per guidelines?</p> <p>✓ Interpretation :</p> <ul style="list-style-type: none"> • The authorities should be ensure the timely disbursement of salary and incentives are done to various functionaries as per guidelines. <p>✓ Required documents/Photo for uploading:</p> <ul style="list-style-type: none"> • Photo of documents related to salary disbursement

4	<p>Whether performance appraisal mechanism for various functionaries is maintained as per guidelines.</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • Periodic performance appraisal should be done for the staff. ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Photo of performance appraisal form
TRAINING	
1	<p>Whether training of CHOs, Pharmacist, ASHA, ANM, MPW, Yoga Instructors has been done? If done duration of training and nature of training such as induction training or reorientation training (month wise) in last 2 years (Month Wise data to be captured Jan - Dec)</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • Regular training of staff should be done and it should be documented • Preferred to prepare a yearly training calendar. ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Photo of training calendar • Photo of training register • Photo of training conducted
SUPPORT SERVICES	
1	<p>Details of Lab Services being provided by AHCW Details of Panchakarma / Regimental/ any other therapies being provided by AHCW</p> <ul style="list-style-type: none"> ✓ Interpretation : <ul style="list-style-type: none"> • Self explanatory ✓ Required documents/Photo for uploading: <ul style="list-style-type: none"> • Photo of lab services provided • Photo of Panchakarma / Regimental/ any other therapies being provided by AHCW

SECTION - II

IEC & SIGNAGES

LIST OF REQUIRED DISPLAYS/SIGNAGES

Sl.No	Required display/information boards
1	Vision, mission and quality policy
2	Patient rights and responsibilities
3	Floor plan
4	Scope of services
5	Signage board of various staff/departments
6	Citizen Charter
7	Public grievance redressal mechanism
8	How to voice a complaint
	Required signage
9	Ayush Diet
10	Dinacharya
11	Ritucharya
12	Yoga
13	Bio medical waste segregation poster
14	Hand washing
15	work instructions for segregation, handling and collection of bio medical waste
	Other implementations
16	AHWC Building and branding
17	Logos
18	Bilingual signage boards
19	Herbal garden
20	Consultation room with privacy for patient examination
21	Medicine store and dispensing room
22	Hand hygiene practise
23	Colour-coded waste bins
24	Complaint box
25	Look alike and sound alike medicines

1. Vision, mission and quality policy

ഗവ. ആയുർവേദ ഡിസ്പെൻസറി

കല്ലേലി

ഗുണമേന്മനയം (QUALITY POLICY)

സുരക്ഷിതവും, ധാർമികവും, ലഭ്യവും അനുകമ്പാ പൂർവ്വമായ ഉന്നത നിലവാരത്തിലുള്ള സേവനങ്ങളിലൂടെ രോഗികൾക്ക് സമഗ്ര ആരോഗ്യ പരിരക്ഷ പ്രദാനം ചെയ്യുക.

Provides safe, ethical, accessible, compassionate and high quality service that leads to complete health care of our patients.

ദൗത്യം (MISSION)

രോഗശമനവും രോഗപ്രതിരോധവും ഉൾപ്പെടെയുള്ള സമഗ്ര ആരോഗ്യ പരിപാലനം ആയുർവേദത്തിലൂടെ ലഭ്യമാക്കുക.

Prevention, curation, promotion and protection of health of people by means of Ayurveda.

ലക്ഷ്യം (VISSION)

സമഗ്രവും ചെലവ് കുറഞ്ഞതും ഗുണമേന്മയുള്ളതുമായ ആരോഗ്യപരിപാലനം ആയുർവേദത്തിലൂടെ ലഭ്യമാക്കുക.

Comprehensive and cost effective health care through Indian Systems of Medicine.

ഭാരതീയ ചികിത്സാവകുപ്പ് പത്തനംതിട്ട.

2. Patient rights and responsibilities

GOVT. AYURVEDA DISPENSARY KURUVATTOOR

PATIENT'S RIGHTS

1. Respect for personal dignity and privacy during examination, procedures and treatment.
2. Protection from physical abuse or neglect.
3. Protection from refusal of treatment.
4. Informed consent before invasivel high risk procedeuell treatment.
5. Right to voice a complaint.
6. Right for access to one's own clinical records.

PATIENT'S RESPONSIBILITIES

1. Provide complete information of full name, address and accurate information about the health, present, condition, past illness, medication etc.
2. Inform the doctor about the anticipated problem, alternative therapy etc.
3. Give privilege to other patients who need uegent care.
4. Follow the instruction given by the hospital authorities.
5. Not to take any medications, with out the knowledge of doctor.
6. Abide the hospital rules and regulations.

ഗവ. ആയുർവേദ ഡിസ്പെൻസറി

കുരുവട്ടൂർ, പി.ഒ. പയമ്പ്ര, പിൻ: 673571

രോഗിയുടെ ഉത്തരവാദിത്വങ്ങൾ

(PATIENT'S RESPONSIBILITIES)

1. രോഗിയും ബന്ധുക്കളും ആശുപത്രി നിയമങ്ങൾ, സുരക്ഷാ നിർദ്ദേശങ്ങൾ ഏതിനും പാലിക്കാൻ ബാധ്യസ്ഥരാണ്.
2. രോഗികളും ബന്ധുക്കളും ആശുപത്രി ജീവനക്കാർക്ക് ഭാഗ്യമായി പെരുമാറേണ്ടതാണ്.
3. ആശുപത്രി പരിസരം വൃത്തിയാക്കി സൂക്ഷിക്കേണ്ടതാണ്.
4. ആശുപത്രിയിലെ വസ്തുവകകൾക്ക് യാതൊരു കാരണവശാലും നാശനഷ്ടങ്ങൾ വരുത്തുവാനോ, മറ്റു രോഗികൾക്കും ആശുപത്രി ജീവനക്കാർക്കും ശല്യമാകുന്ന വിധത്തിലുള്ള പ്രവർത്തനങ്ങളിൽ ഏർപ്പെടാനോ പാടില്ലാത്തതല്ല.

ഭാരതീയ ചികിത്സാവകുപ്പ് കോഴിക്കോട്

ഗവ. ആയുർവേദ ഡിസ്പെൻസറി

കുരുവട്ടൂർ, പി.ഒ. പയമ്പ്ര, പിൻ: 673571

രോഗിയുടെ അവകാശങ്ങൾ

(PATIENT'S RIGHTS)

1. രോഗിയെ സംബന്ധിക്കുന്ന ആശുപത്രി നിയമങ്ങളും, തങ്ങൾക്ക് ലഭിക്കാനുള്ള സൗകര്യങ്ങൾ എന്തൊക്കെ എന്നും, ഭാരതീയതയ്ക്കും, ചികിത്സ, ചികിത്സാക്കാരന്മാർ എന്തിനെയും കുറിച്ചുള്ള വിവരങ്ങളും അറിയാവുന്നതുള്ള അവകാശം.
2. പരിശോധനാ വേളയിലും, ചികിത്സയിലും സ്വകാര്യത ലഭിക്കാനുള്ള അവകാശം.
3. രോഗിയെ സംബന്ധിക്കുന്ന ചികിത്സാ വിവരങ്ങൾ, പരിശോധനാഫലം തുടങ്ങിയ എല്ലാ രേഖകളും രോഗിയോട് സാക്ഷ്യപ്പെടുത്താനുള്ള അവകാശം.
4. രോഗികൾക്ക് പലതരത്തിൽ നിന്നും അവസരനഷ്ടം നേടുന്ന സൗകര്യങ്ങൾ ലഭിക്കാനുള്ള അവകാശം.
5. തുണയില്ലാത്തതുള്ള ചികിത്സയും അനുചരപുരുഷന്മാരും ഭാര്യമാരും ചികിത്സയ്ക്കും ലഭിക്കാനുള്ള അവകാശം.
6. അഭിപ്രായങ്ങളും നിർദ്ദേശങ്ങളും ബോധിപ്പിക്കാനുള്ള അവകാശം.

ഭാരതീയ ചികിത്സാവകുപ്പ് കോഴിക്കോട്

4. Scope of services

ഗവ. ആയുർവേദ ഡിസ്പെൻസറി
 കല്ലേലി

ഡിസ്പെൻസറിയിൽ നിന്നും ലഭിക്കുന്ന സേവനങ്ങൾ
SERVICES AVAILABLE FROM DISPENSARY

- രോഗികൾക്ക് സൗജന്യ ചികിത്സയും ഔഷധവും നൽകുന്നു.
Provides free treatment and medicines for patients.
- സർട്ടിഫിക്കറ്റുകൾ സാക്ഷ്യപ്പെടുത്തൽ
Attestation of certificates.
- മെഡിക്കൽ സർട്ടിഫിക്കറ്റുകൾ നൽകുന്നു.
Issues medical certificates.
- ലൈഫ് സർട്ടിഫിക്കറ്റ് നൽകുന്നു.
Issues life certificate
- പഞ്ചായത്തുമായി ബന്ധപ്പെട്ട പദ്ധതികൾ നടപ്പിലാക്കുന്നു.
Implementation of Grama panchayath projects.
- പഞ്ചായത്തിന്റേയും ജില്ലാ മെഡിക്കൽ ഓഫീസറുടേയും നിർദ്ദേശപ്രകാരം മെഡിക്കൽ ക്യാമ്പുകൾ, ബോധവൽക്കരണ ക്ലാസുകൾ മുതലായവ നടത്തുന്നു.
Conducts medical camps, awareness classes etc. as per instructions from Grama panchayath and District Medical Officer, ISM

ഭാരതീയ ചികിത്സാവകുപ്പ് പതനനംതിട്ട.

കേരള സർക്കാർ
ഭാരതീയ ചികിത്സാ വകുപ്പ്

അരുവാപ്പുലം ഗ്രാമപഞ്ചായത്ത്
സർക്കാർ ആയുർവേദ മാതൃക ഡിസ്പെൻസറി കല്ലേലി
ആയുഷ് ഹെൽത്ത് & വെൽനെസ്സ് സെന്റർ
ARUVAPPULAM GRAMAPANCHAYATH
GOVERNMENT AYURVEDA MODEL DISPENSARY KALLELI
AYUSH HEALTH & WELLNESS CENTRE

ലഭ്യമാകുന്ന സേവനങ്ങൾ

യോഗ്യ സേവനങ്ങൾ

ഹെൽത്ത് & വെൽനെസ്സ് സെന്ററിന്റെ സേവനം തേടുന്നവർക്കും സർട്ടിഫിക്കറ്റുകൾക്കും യോഗ്യരെ തിരഞ്ഞെടുക്കുന്നവർക്കും

കാർഡിബ്ബോം ആരോഗ്യ സംരക്ഷണവും

കുടുംബശ്രീയുമായി ബന്ധപ്പെട്ട് ബോധവൽക്കരണം, വയോജന പരിപാടികൾ, ഭാരതീയ ആരോഗ്യ പരിപാടികൾ

ജീവിതശൈലി രോഗങ്ങളുമായും ചികിത്സയും

ബി.പി., പ്രഭാതം തുടങ്ങിയ ജീവിതശൈലി രോഗങ്ങളുടെ സ്ക്രീനിംഗ്, ചികിത്സ

പി.പി സേവനം

രോഗികൾക്ക് ഹോമിയോ വീഡിയോ ചികിത്സയും നിർദ്ദേശങ്ങളും

അർബുദ , പ്രസവാനന്തര ആരോഗ്യ പരിപാടികൾ

ഗർഭകാല , പ്രസവാനന്തര ആരോഗ്യ പ്രശ്നങ്ങൾക്ക് യോഗ്യ , കാൺസേഴ്സിംഗ്, ചികിത്സ സേവനങ്ങൾ

ശിശു ഭക്ഷണ ആരോഗ്യ സംരക്ഷണം

കുട്ടികൾക്കുള്ള ആരോഗ്യ പരിപാടികളും ഭാരത ചികിത്സയും

5. Signage board of various staff/departments

കേരള സർക്കാർ
ഭാരതീയ ചികിത്സാ വകുപ്പ്

അരുവാപ്പുലം ഗ്രാമപഞ്ചായത്ത്
സർക്കാർ ആയുർവേദ മാതൃക ഡിസ്പെൻസറി കല്ലേലി
ആയുഷ് ഹെൽത്ത് & വെൽനെസ്സ് സെന്റർ
ARUVAPPULAM GRAMAPANCHAYATH
GOVERNMENT AYURVEDA MODEL DISPENSARY KALLELI
AYUSH HEALTH & WELLNESS CENTRE

ജീവനക്കാരുടെ വിവരങ്ങൾ

		അവധി
മെഡിക്കൽ ഓഫീസർ	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
ഫാർമസിസ്റ്റ്	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
അറ്റൻഡർ	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
പാർട്ട് ടൈം സ്റ്റീപ്പർ	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
യോഗ ഇൻസ്ട്രക്ടർ	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
ആശാ പ്രവർത്തകർ	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>

6. Citizen Charter

<div>   <div> <p>കേരള സർക്കാർ ഹോമിയോപ്പതി വകുപ്പ്, നന്മിണ്ട ഗ്രാമ പഞ്ചായത്ത്</p> <p>GOVT. OF KERALA, DEPARTMENT OF HOMOEOPATHY, NANMINDA GRAMA PANCHAYATH</p> <p>സർക്കാർ ഓരോമിറ്റോപ്പതി ഡിസ്പെൻസറി ആയുഷ് ഹെൽത്ത് ആന്റ് വെൽനസ് സെന്റർ</p> <p>GOVT. MODEL HOMOEOPATHY DISPENSARY, AYUSH HEALTH AND WELLNESS CENTRE</p> </div>   </div>				
പൗരാവകാശ രേഖ		CITIZEN CHARTER		
ക്രമ നമ്പർ Sl.No	ലഭ്യമാകുന്ന സേവനങ്ങളുടെ വിവരം Services Available	അപേക്ഷകൻ പാലിക്കേണ്ട നിബന്ധനകൾ Conditions to be followed by the applicant	സേവനം ലഭ്യമാകുന്നതിനുള്ള സമയ പരിധി അപേക്ഷ ക്ലിപ്പിയെടുക്കേണ്ട സമയം/ ദിവസം Time limit for the services	നൽകേണ്ട ഫീസ് Fees
1	രോഗ നിർണ്ണയവും ചികിത്സയും Diagnosis & Treatment	ര.പി. ചീട്ട് എടുക്കുക Register OP Sheet	രാവിലെ 9 മണി മുതൽ ഉച്ചയ്ക്ക് 2 മണി വരെ Time: 9 pm to 2 pm	5 രൂപ/HMC തീരുമാനപ്രകാരം) ₹ 5 (as per HMC Decision)
2	പകർച്ച വ്യാധികൾക്കെതിരെയുള്ള പ്രതിരോധ പ്രവർത്തനങ്ങൾ Preventive Measures against epidemic	മെഡിക്കൽ ഓഫീസറോ സമീപിക്കൽ Contact Medical officer	പ്രവൃത്തി സമയം Working Hours	ഇല്ല Nil
3	ചികിത്സിച്ച രോഗികൾക്ക് മെഡിക്കൽ സർട്ടിഫിക്കറ്റ് Medical certificate for Treated patients	നിശ്ചിത മാതൃകയിലുള്ള അപേക്ഷാ ഫോറം 2 എണ്ണം Application form in the prescribed format 2 copy	അതേ ദിവസം Same Day	സർക്കാർ നിരക്ക് അനുസരിച്ച് Government Rate
4	സർട്ടിഫിക്കറ്റുകളുടെ പകർപ്പുകളുടെ സാക്ഷ്യപ്പെടുത്തൽ Attestation of certificates	സർട്ടിഫിക്കറ്റുകളുടെ ഒറിജിനൽ ഹാജരാക്കുക Original certificates should be produced	ഉച്ചയ്ക്ക് 12 മണി മുതൽ 1 മണി വരെ 12 noon to 1 pm	ഇല്ല Nil

1. Public grievance redressal mechanism



2. How to voice a complaint



KERALA AYUSH

കേരള ആയുഷ്
ഭാരതീയ ചികിത്സാ വകുപ്പ്

HOW TO VOICE A COMPLAINT

പരാതി തയ്യാറാക്കുന്ന വിധം

From, നിങ്ങളുടെ പേര് (Your Name)
വിലാസം (Address)
ഫോൺ നമ്പർ (Phone No)

To, മെഡിക്കൽ ഓഫീസർ
ജിഎഡി, തില്ലങ്കേരി ഗ്രാമപഞ്ചായത്ത്

(പ്രിയപ്പെട്ട മെഡിക്കൽ ഓഫീസർ,
താങ്കളുടെ പരാതി രേഖപ്പെടുത്തുക (നൽകിയ സർവ്വീസ്, ഔഷധങ്ങൾ,
പെരുമാറ്റം ഇവ രേഖപ്പെടുത്താം) താങ്കൾ വന്ന ദിവസം, ഒ.പി എന്നിവ എഴുതണം.
പരാതിപ്പെട്ടിയിൽ നിക്ഷേപിക്കുക)

Dear Medical Officer,
Please note your complaint here (Complaints in Service
offered or Medicine Distribution behaviour of staff anything
else) your OP number with date should be written,
then drop it in Complaint box

തില്ലങ്കേരി ഗ്രാമപഞ്ചായത്ത്
ഗവൺമെന്റ് ആയുർവേദ ഡിസ്പെൻസറി
ആയുഷ് ഹെൽത്ത് ആൻഡ് വെൽനെസ്സ് സെന്റർ
THILLENKERY GRAMAPANCHAYATH
GOVT. AYURVEDA DISPENSARY AYUSH HEALTH AND WELLNESS CENTRE

3. Ayush Diet



ഭാരതീയ ചികിത്സാ വകുപ്പ്
ആയുഷ്

നിത്യവും ഉപയോഗിക്കാവുന്ന ആഹാരങ്ങൾ	നിത്യവും ഉപയോഗിക്കാൻ പാടില്ലാത്ത ആഹാരങ്ങൾ
<ul style="list-style-type: none"> ചെന്നല ഗോതമ്പ് ബാർലി തേവര നെല്ല് ചീര മുളിങ്ങ് ചെറുപയർ മുന്തിരി കടുകു നെല്ലിക്ക മുളച്ച ധാന്യങ്ങൾ പാൽ തേൻ ഇനൂസ് നെല്ല് കോഴി മാംസം ആട്ടിൻ മാംസം കാടപക്ഷിയുടെ മാംസം മഞ്ഞി, ചാള, ചുര പരൽ മത്സ്യങ്ങൾ 	<ul style="list-style-type: none"> തൈര് അച്ചാർ വിനാഗിരി ഉണക്ക മാംസം ഉണക്ക മത്സ്യം പന്നി മാംസം പോത്ത് മാംസം ഊണ് യവകം നെല്ലിന്റെ അരി മുളച്ച ധാന്യങ്ങൾ എണ്ണയിൽ വറുത്ത പലഹാരങ്ങൾ ചേമ്പ് ഉരുളകിഴങ്ങ് മധുരകിഴങ്ങ് കപ്പ പത്തുളകി കങ്കാരങ്ങൾ



പഥ്യം

- > ആഹാരം ആരോഗ്യം നിലനിർത്തുന്നതും രോഗങ്ങൾ ഉണ്ടാക്കാത്തതും ആയിരിക്കണം.
- > രോഗമുള്ളപ്പോൾ രോഗശമനത്തിന് സഹായിക്കുന്ന ആഹാരമാണ് കഴിക്കേണ്ടത്. അതാണ് 'പഥ്യം' എന്ന് ആയുർവേദം നിർദ്ദേശിക്കുന്നത്.
- > പഥ്യമായവ കഴിക്കുമ്പോൾ രോഗം ഭാഗ്യം അവസ്ഥയിലേക്ക് എത്തുന്നു. അതുകൊണ്ടാണ് പഥ്യത്തോടുകൂടി ഔഷധം കഴിക്കാൻ നിർദ്ദേശിക്കുന്നത്.
- > പഥ്യം പേടിച്ച് ആയുർവേദ മരുന്ന്കളെ ഒഴിവാക്കേണ്ട കാര്യമില്ല.
- > പഥ്യത്തോടുകൂടി കഴിച്ചാൽ ആയുർവേദ മരുന്ന്റെ പ്രവർത്തനവും കാര്യക്ഷമതയും പെട്ടെന്നാകും.

6. Yoga



ഗവ. ആയുർവേദ ഡിസ്പെൻസറി
കല്ലേലി



ത്രികോണാസനം



ചെവ്വേണ്ട ദിശ

1. കാലുകൾ ചേർത്ത് വച്ച് കൈകൾ ഭാഗത്തിന്നു സമാന്തരമായി വച്ച് നിൽക്കുന്നു നിൽക്കുക.
2. കാലുകൾ ബെലു മൂന്നു മൂന്നു പീറ്റ അകത്തായി വയ്ക്കുക. വലതു കാൽ വലതു വശത്തേക്ക് ചരിച്ചു വയ്ക്കുക. ഇടതു കാൽ ചെറുതായി വലതു വശത്തേക്ക് ചരിച്ചു വച്ച് നിൽക്കുന്നു നിൽക്കുക.
3. ശ്വാസം ഏടുത്തു കൊണ്ട് ബെലു കൈകളും തോളും വരെ ഉയർത്തുക. ശ്വാസം വിട്ടു കൊണ്ട് വലതു വശത്തേക്കു നന്നായി ചരിയുക.
4. വലതു കൈ വലതു കണക്കിലേക്ക് പൂർവ്വം വശത്തു തറയിലോ പതിച്ചു വയ്ക്കുക.
5. ഇടതു കൈ നേരെ മുകളിലേക്ക് പിടിച്ചു വശമുകളിലേക്കു നോക്കുക.
6. നായാണെ ശ്വാസത്തിൽ 10 സെക്കന്റ് നിൽക്കുക.
7. ശ്വാസം ഏടുത്തു കൊണ്ട് നിൽക്കുന്നു നിൽക്കുക. ശ്വാസം വിട്ടു കൊണ്ട് കൈകൾ താഴ്ത്തി വയ്ക്കുക. വിശ്രമിക്കുക.
8. ഇടതു വശത്തു ആവർത്തിക്കുക.

ഗുണങ്ങൾ

1. ദഹനം ത്വരിതപ്പെടുത്തുന്നു.
2. ആന്തരിക അവയവങ്ങളെ ശക്തിപ്പെടുത്തുന്നു.
3. ഉദര ഭാഗത്തെ കൊഴുപ്പു കുറയ്ക്കുന്നു.
4. ആർത്തവ ഝോരങ്ങൾക്ക് ഉത്തമം.

ഔപദേശങ്ങൾ

1. വെർട്ടിക്കൽ, ഹെർണിയ, സ്ലീപ് ഡിസ്ക് ഫ്രണ്ട് ഝോരങ്ങളിൽ.
2. ഗർഭിണികൾ.

ആയുർവ്വേദ ഹെൽത്ത് & വെൽനസ്സ് സെന്റർ

രാജിയ ചികിത്സാറവകൂപ്പ്, പത്തനംതിട്ട



ഗവ. ആയുർവേദ ഡിസ്പെൻസറി
കല്ലേലി



പാദഹസ്താസനം



ചെവ്വേണ്ട ദിശ

1. കാലുകൾ ചേർത്ത് വച്ച് നിൽക്കുന്നു നിൽക്കുക. കൈകൾ തറയിൽ തുടകളിൽ പതിച്ചു നിൽക്കുക.
2. ശ്വാസം ഉള്ളിലേക്ക് ഏടുത്തു കൊണ്ട് കൈകൾ തലയ്ക്കു മുകളിൽ ഉയർത്തി പിന്നിലേക്ക് വളയ്ക്കുക.
3. ശ്വാസം ഏടുത്തു വിട്ടു കൊണ്ട് നിൽക്കുന്നു തലയ്ക്കു വളയ്ക്കുന്ന മട്ടയിൽ നിന്നും മുന്നിലേക്ക് കൂർത്തു കൈവിടലുകൾ തറയിൽ പതിച്ചു വയ്ക്കുക. തല മുന്നോട്ട് ചേർക്കുക.
4. കയ്ക്കു മുന്നോട്ട് തടക്കാതെ നായാണെ ശ്വാസത്തിൽ 5-10 സെക്കന്റ് വരെ തുടരുക.
5. തടക്ക ശ്വാസം ഏടുത്തു ഉയർന്നു വന്നു അല്പം പിന്നിലേക്ക് വളയ്ക്കുക. ശ്വാസം ഏടുത്തു വിട്ടു നിൽക്കുന്നു വന്നു കൈകൾ പിൻവലിക്കുക.

ഗുണങ്ങൾ

1. ഉദര ഝോരങ്ങൾ തടയുന്നതിനും ഉദര ഭാഗത്തെ അമിത കൊഴുപ്പു ഇല്ലാതാക്കുന്നതിനും സഹായിക്കുന്നു.
2. ദഹന പ്രക്രിയ ശക്തിപ്പെടുത്തുന്നു. രക്തബാധം ഇല്ലാതാക്കുന്നു.
3. ആർത്തവ സംബന്ധമായ ഝോരങ്ങൾക്ക് ഉത്തമം.

ഔപദേശങ്ങൾ

1. ശക്തനാശ്വാസം, ഹെർണിയ, ഹൃദ്രോഗം, സ്ലീപ് ഡിസ്ക് മൂലമായ ഝോരസംബന്ധം.
2. ശാരീരികശക്തിയെ തുടർന്ന്.
3. ഗർഭിണികൾ.

ആയുർവ്വേദ ഹെൽത്ത് & വെൽനസ്സ് സെന്റർ

രാജിയ ചികിത്സാറവകൂപ്പ്, പത്തനംതിട്ട



ഗവ. ആയുർവേദ ഡിസ്പെൻസറി
കല്ലേലി



സേതുബന്ധാസനം



ചെവ്വേണ്ട ദിശ

1. കാലുകൾ ചേർത്ത് വച്ച് കൈകൾ ഭാഗത്തിന്നു സമാന്തരമായി വച്ച് ലെറന്നു കിടക്കുക.
2. സന്ധ്യായത്തിൽ ഇരു മൂക്കുകളും തടവി കാൽ പാദങ്ങൾ തറയിൽ വച്ച് കൈകൾ ഉപയോഗിച്ചുകൊണ്ട് കണക്കാൽ പിടിക്കുക.
3. ശ്വാസം ഏടുത്തു കൊണ്ട് അക്കെടു കഴിയുന്നത്ര മുകളിലേക്ക് ഉയർത്തുക.
4. തോളും കഴുത്തും ഉയർത്താൻ പാടുള്ളതല്ല.
5. 10 സെക്കന്റ് കഴിഞ്ഞു സന്ധ്യായത്തിൽ ശ്വാസം വിട്ടു പൂർവ്വസ്ഥിതിയിലേക്കു വരിക. ശ്വാസനത്തിൽ വിശ്രമിക്കുക.
6. 3 തവണ ആവർത്തിക്കുക.

ഗുണങ്ങൾ

1. ആർത്തവ ഝോരങ്ങൾക്ക്.
2. ദഹന പ്രക്രിയയെ ത്വരിതപ്പെടുത്തുന്നു.
3. പേശികൾക്ക് അയവു നൽകുന്നു.
4. ഹൃദയം, ശ്വാസകോശം മുതലായ ആന്തരിക അവയവങ്ങളുടെ പ്രവർത്തനം മെച്ചപ്പെടുത്തുന്നു.

ഔപദേശങ്ങൾ

1. ഹെർണിയ, ഡിസ്ക് പ്രൊലാപ്സ് ഇവ ആവശ്യപ്പെടുന്നു.
2. കഠിനമായ രുക്തം, കഴുത്തു ബോധ ഇവയുള്ളവർ.
3. അടുത്തിടെ സർവീസ് വിശ്വസനം.

ആയുർവ്വേദ ഹെൽത്ത് & വെൽനസ്സ് സെന്റർ

രാജിയ ചികിത്സാറവകൂപ്പ്, പത്തനംതിട്ട



ഗവ. ആയുർവേദ ഡിസ്പെൻസറി
കല്ലേലി



ഭുജംഗാസനം



ചെവ്വേണ്ട ദിശ

1. കാലുകൾ ചേർത്ത് കൈകൾ ശരീരത്തോട് ചേർത്ത് വച്ച് കൈകൾ കിടക്കുക. നെറ്റി തറയിൽ മുട്ടിക്കുക.
2. ഇരു കൈകളും തോളുകളിന്നു ഇരു വശത്തുമായി വയ്ക്കുക. കൈകൾ ശരീരത്തോട് ചേർന്ന് നിൽക്കണം.
3. ശ്വാസം ഏടുത്തു കൊണ്ട് തല, നെഞ്ച്, നാഭി വരെ ഉള്ള ഭാഗം മുകളിലേക്ക് ഉയർത്തുക.
4. ശ്വാസം വിട്ടു കൊണ്ട് തലയ്ക്കു വന്നു കൈവശത്തിൽ വിശ്രമിക്കുക.
5. മൂന്നു വട്ടം ആവർത്തിക്കുക.

ഗുണങ്ങൾ

1. പ്രമേഹം, ആസിത്, ആർത്തവ ഝോരങ്ങൾ ഇവയ്ക്കു ഉത്തമം.
2. ദഹനം ത്വരിതപ്പെടുത്തുന്നു.
3. രക്തബാധം കുറയ്ക്കുന്നു.
4. നടു വേണ കൂറയ്ക്കാൻ സഹായിക്കുന്നു.
5. ആന്തരിക അവയവങ്ങളെ ഉത്തേജിപ്പിക്കുന്നു.

ഔപദേശങ്ങൾ

1. ഗർഭിണികൾ.
2. ഹെർണിയ, പൊട്ടിക് അൾസർ മുതലായ ഝോരമുള്ളവർ.

ആയുർവ്വേദ ഹെൽത്ത് & വെൽനസ്സ് സെന്റർ

രാജിയ ചികിത്സാറവകൂപ്പ്, പത്തനംതിട്ട

7. Hand washing

ഗവൺമെന്റ് ആയുർവേദ ഡിസ്പെൻസറി, കുരുവട്ടൂർ

STEP 1 **ഒരേ തരം തലങ്ങൾ തമ്മിൽ കറുപ്പുക.**
Rub palms together.

STEP 2 **ഒരേ തരം തലങ്ങൾ പിൻഭാഗം തമ്മിൽ കറുപ്പുക.**
Rub the back of both hands.

STEP 3 **ഒരേ തരം തലങ്ങൾ വീശി വെട്ടുക.**
Interface fingers and rub hands together.

STEP 4 **ഒരേ തരം തലങ്ങൾ വീശി വെട്ടുക.**
Interlock fingers and rub the back of fingers of both hands.

STEP 5 **ഒരേ തരം തലങ്ങൾ തമ്മിൽ കറുപ്പുക.**
Rub thumb in a rotating manner followed by the area between index finger and thumb for both hands.

STEP 6 **വെട്ടുക.**
Rub fingertips on palm for both hands.

STEP 7 **ഒരേ തരം തലങ്ങൾ തമ്മിൽ കറുപ്പുക.**
Rub both wrists in a rotating manner. Rinse and dry thoroughly.

HAND WASHING PROCEDURE

How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB

Duration of the entire procedure: 40-60 seconds

0 Wet hands with water;

1 Apply enough soap to cover all hand surfaces;

2 Rub hands palm to palm;

3 Right palm over left dorsum with interlaced fingers and vice versa;

4 Palm to palm with fingers interlaced;

5 Backs of fingers to opposing palms with fingers interlocked;

6 Rotational rubbing of left thumb clasped in right palm and vice versa;

7 Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;

8 Rinse hands with water;

9 Dry hands thoroughly with a single use towel;

10 Use towel to turn off faucet;

11 Your hands are now safe.



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SAVE LIVES
Clean Your Hands

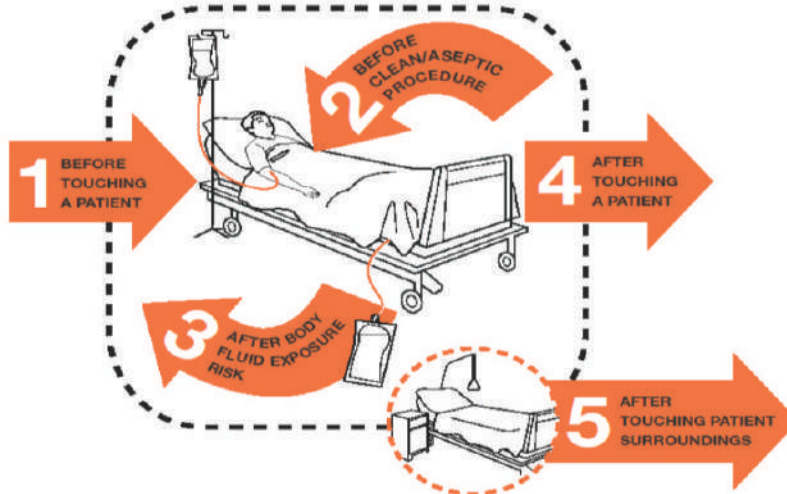
8. Five movements of hand hygiene



കൈ ശുചിയാക്കേണ്ട 5 അവസരങ്ങൾ



Your 5 Moments for Hand Hygiene



1 BEFORE TOUCHING A PATIENT	WHEN?	Clean your hands before touching a patient when approaching him/her.
	WHY?	To protect the patient against harmful germs carried on your hands.
2 BEFORE CLEAN/ASEPTIC PROCEDURE	WHEN?	Clean your hands immediately before performing a clean/aseptic procedure.
	WHY?	To protect the patient against harmful germs, including the patient's own, from entering his/her body.
3 AFTER BODY FLUID EXPOSURE RISK	WHEN?	Clean your hands immediately after an exposure risk to body fluids (and after glove removal).
	WHY?	To protect yourself and the health-care environment from harmful patient germs.
4 AFTER TOUCHING A PATIENT	WHEN?	Clean your hands after touching a patient and her/his immediate surroundings, when leaving the patient's side.
	WHY?	To protect yourself and the health-care environment from harmful patient germs.
5 AFTER TOUCHING PATIENT SURROUNDINGS	WHEN?	Clean your hands after touching any object or furniture in the patient's immediate surroundings, when leaving – even if the patient has not been touched.
	WHY?	To protect yourself and the health-care environment from harmful patient germs.

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Clean Your Hands

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May 2009

9. Bio medical waste segregation poster

കേരള സർക്കാർ
ആയുഷ് ഹോമിയോപ്പതി വകുപ്പ്
ഈസ്റ്റ് എളേരി ഗ്രാമപഞ്ചായത്ത്
ഗവ: ഹോമിയോപ്പതി ഡിസ്പെൻസറി
ചിറ്റാരിക്കൽ

BIO MEDICAL WASTE

Syringe without needles Gloves I.V.Set, I.V bottle Urine bag സൂചിയില്ലാത്ത സിറിഞ്ചുകൾ കയ്യുറകൾ ഐ.വി.സെറ്റ്	Lab waste Dressing waste Dressing materials Body fluid contained materials Blood Stained materials Face mask, Cap ലബോറട്ടറി മാലിന്യങ്ങൾ മുറിച്ചുമാറ്റിയ ശരീരഭാഗങ്ങൾ രക്തം, കഫം പൂർണ്ണ പത്തറി മുഖാവരണം, തൊപ്പി	Needles Syringe with fixed needle Blades സൂചികൾ സൂചിയോട് കൂടിയ സിറിഞ്ചുകൾ ബ്ലേഡുകൾ	Broken Glass Lab slides Nails പൊട്ടിയ ഗ്ലാസ് ലബ് ഡ്രൈഡുകൾ ആണികൾ	Leaves Paper Food waste Degradable Other waste ഇല പേപ്പർ ഭക്ഷണ അവശിഷ്ടങ്ങൾ മറ്റ് ശവീകുന്ന മാലിന്യങ്ങൾ
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10. Work instructions for segregation, handling and collection of bio medical waste

ആശുപത്രി മാലിന്യം വേർതിരിക്കുന്ന ചാർട്ട് HOSPITAL WASTE SEGREGATION CHART		
ബിൻ	മാലിന്യത്തിന്റെ തരം	
മഞ്ഞ YELLOW	<ul style="list-style-type: none"> മനുഷ്യ ശരീര ഭാഗങ്ങൾ മൃഗങ്ങളുടെ ശരീര ഭാഗങ്ങൾ രക്തവും ശരീര ദ്രവവും കൊണ്ട് മലിനമായ വസ്തുക്കൾ ഡ്രസ്സിംഗുകൾ, പ്ലാസ്റ്റർ, കോട്ടൺ ബ്ലഡ് ബാഗുകൾ ഉപേക്ഷിച്ച മെത്തുകൾ, കിടക്കകൾ മാസ്ക്, ക്യാപ്പ് കാലഹരണപ്പെട്ടതോ, ഉപേക്ഷിച്ചതോ ആയ മരുന്നുകൾ ഉപേക്ഷിക്കപ്പെട്ട റീ എജന്റുകൾ അണുനാശിനികൾ രാസ ദ്രാവക മാലിന്യങ്ങൾ ക്ലിനിക്കൽ ലാബ് വേസ്റ്റ് 	<ul style="list-style-type: none"> Human anatomical waste Animal anatomical waste Soiled waste-items contaminated with blood and body fluids Dressings, Plaster casts, cotton Blood Bags Discarded linen Bed Face masks, caps Expired or Discarded Medicines Chemical Waste Discarded reagents Disinfectants Chemical Liquid Waste Clinical Lab waste
ചുവപ്പ് RED	<ul style="list-style-type: none"> സിറിഞ്ചുകൾ (സൂചി ഇല്ലാത്തത്) കയ്യുറകൾ IV കുപ്പികൾ, IV സെറ്റ് കത്തീറ്റർ, യൂറിൻ, ഡ്രൈൻ 	<ul style="list-style-type: none"> Syringes (without needles) Gloves IV Bottles (NS DNS RL). IV set Catheters,Urine bags, Drains
നീല BLUE	<ul style="list-style-type: none"> എല്ലാ ഗ്ലാസ് മാലിന്യങ്ങളും പൊട്ടിയ ഗ്ലാസ് കുപ്പികൾ, അമ്പുളകൾ ലാബ് സലൈഡുകൾ ലോഹങ്ങൾ, ആണികൾ, കത്രിക 	<ul style="list-style-type: none"> All Glass waste Broken/discarded glass Vials, ampules LAB slides Metals - Nails, Scissors
വെള്ള WHITE	<ul style="list-style-type: none"> സൂചികൾ സൂചികൾ ഉള്ള സിറിഞ്ചുകൾ സ്കാൽപ്പലുകൾ, ബ്ലേഡുകൾ മുറിച്ചുയറിയ ലോഹങ്ങൾ 	<ul style="list-style-type: none"> Needles Syringes with fixed needles Scalpels, Blades Waste sharp metals
 <p>ഗവ. ആയുർവേദ ഡിസ്പെൻസറി തുരുത്തിക്കര Govt. AYURVEDA DISPENSARY, THURUTHIKKARA</p>		

11. AHCW Building and branding





12. Logos



13. Herbal garden



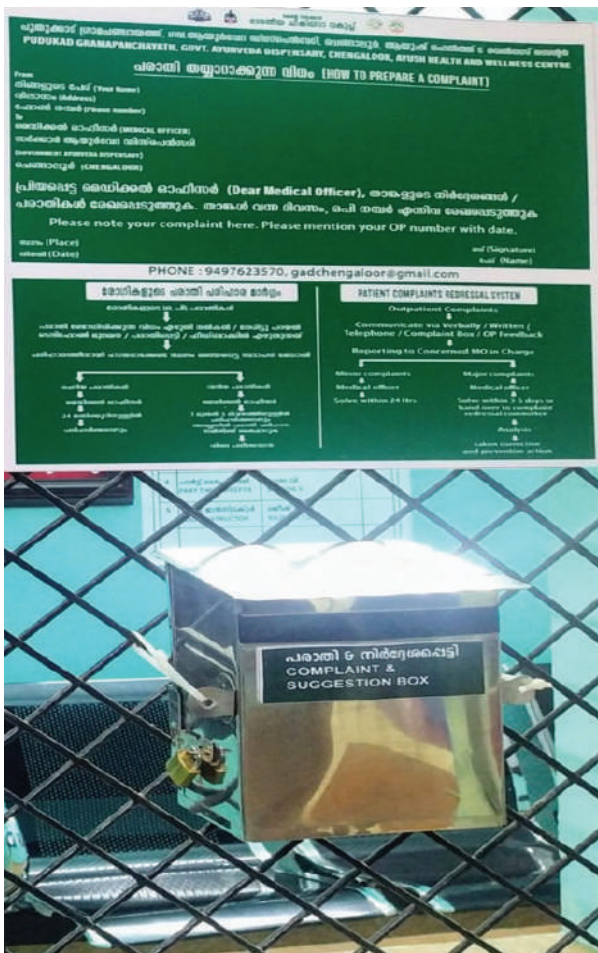
14. Medicine store and Look alike and sound alike medicines



15. Colour-coded waste bins



16. Complaint box



17. IEC Corner



18. No smoking

COTPA 2003	
Action required to become tobacco free പുകയിലരഹിതമാക്കാൻ വേണ്ട കാര്യങ്ങൾ	COTPA prescribed Signages കോട്പ നിർദ്ദേശിക്കുന്ന സൂചകങ്ങൾ
<p>Set up boards prohibiting smoking (Section 4) പുകവലി തടഞ്ഞുകൊണ്ടുള്ള ബോർഡുകൾ സ്ഥാപിക്കുക</p> <p>The boards to be set up at: <u>ബോർഡുകൾ സ്ഥാപിക്കേണ്ട സ്ഥലങ്ങൾ:</u></p> <ul style="list-style-type: none"> ✦ All entrances and other conspicuous places inside the building/public place കെട്ടിടത്തിനുള്ളിലോ പൊതുസ്ഥലത്തിനുള്ളിലോ എല്ലാ പ്രവേശന കവാടങ്ങളിലും ഉള്ളിലെ ശ്രദ്ധിക്കപ്പെടുന്ന സ്ഥലങ്ങളിലും ✦ All entrances if there are more than one entrance ഒന്നിലേറെ പ്രവേശനകേന്ദ്രങ്ങളുണ്ടെങ്കിൽ അവിടെയെല്ലാം ✦ Each floor including the staircase and entrance to the lift at each floor, if there is more than one floor ഒന്നിലേറെ നിലകൾ ഉണ്ടെങ്കിൽ ഓരോ നിലയിലും പടികളിലും ലിഫ്റ്റിലേയ്ക്കുള്ള പ്രവേശന കവാടങ്ങളിലും 	<p>Section 4 sample signage – Minimum size 60 cm x 30 cm താഴെ വകുപ്പ് പ്രകാരമുള്ള സൂചകത്തിന്റെ രാജ്യകുറഞ്ഞ വലുപ്പം 60 സെമീ x 30 സെമീ</p> <div style="text-align: center;">  <p>പുകവലി വിമുക്ത സ്ഥലം ഇവിടെ പുകവലി ശിക്ഷാർഹം</p> <p>60 cm ←</p> <p>→ 30 cm</p> </div> <p>If you find anybody smoking report to</p> <p>Name :</p> <p>Designation :</p> <p>Telephone No:</p>

SECTION - III
LIST OF REGISTERS, FORMS & FORMATS

LIST OF REGISTERS AND FORMATS

Sl.No	Registers
1	Main stock register-medicine
2	Substock register- medicine
3	Indent book – medicine
4	Register of annual indent of medicine
5	Stock register for materials
6	Register of outreach activities
7	Adverse medical event register
8	OPD register/ nominal
9	Training register
10	Prakrthi pareeksha beneficiary register
11	Medical camp register
12	CBAC Screening register
13	Yoga beneficiary register A.Forswastha B.Therapeutic yoga
14	Referral register
15	Complaint register
16	Counselling register
17	Stock out register
18	Infection control committee register

1. Main stock register-medicine

Date	Name of medicine	Invoice no. and details of medicine with expiry	Quantity received	Issue	Balance	Remarks
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2. Sub stock register- medicine

Indent no	Date Received	Date of issue	Qty issued	Balance	Remarks
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3. Indent book – medicine

Sl.no	Name of medicine	Main stock bal	Qty indented	Qty sanctioned	Bal in main stock	Main stock page.no:	Sub stock page.no:	Remarks
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4. Register of annual indent of medicine

Sl.no	Date	Indent no with date	Amount	Indent send to	Source of fund	Remarks
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5. Stock register for materials

Date of receipt	Material received	Source of material	Invoice no and date	Qty received	Issue	Balance	Remarks
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6. Register of outreach activities

Sl.no	Date	Activity	Type of Activity Clinical/non-clinical	Conducted by	Venue	Beneficiary	Remarks
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7. Adverse medical event register

Sl. no	Reporting date	Op no: with date	Name	Age /Sex	Addresses	Diagnosis	Medicine given with date	Adverse event with date	Remarks Remedy/referral	Reporting authority
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8. OPD register/ nominal

Sl.no	OP no:	Name	Age	sex	Address	Diagnosis	Treatment given	Remarks (MC/Rfrl)
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9. Training register

- Date :
- Venue :
- Time :
- Type of training: (Induction, Re-orientation)
- Training Topic :
- Name of trainer :
- Signature of trainer :

Sl no	Name	Designation	Signature
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10. Prakrthi pareeksha beneficiary register

Sl no	Date	Name	Age	Address	Prakrthi	Remarks
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11. Medical camp register

- Date of camp
- Venue
- Type of camp
- Total beneficiaries
- Source of medicine
- Staff attended
- Order no: with date if any

Beneficiary details (Register/List format)

Sl no	Name	Age	Age	Sex	Address	Diagnosis	Treatment
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12. CBAC Screening Beneficiary register

Sl.no	Name	Age	Sex	Address	Outcome	Remarks
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13. Yoga beneficiary register

a.Forswastha

Sl.no	Name	Age	Sex	Address	Duration	Remarks (Before and after changes with outcome)
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b.Therapeutic yoga

Sl.no	Age	Sex	Address	Diagnosis	Yoga intervention	Duration	Remarks(Pre-post)
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14. Referral register

a.Outward

Sl. no	Date	Name	Age / Sex	Provisional diagnosis	Ref to(institution)	Initials	Follow up	Remarks
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b.Inward

Sl.no	Date	Name	Age	Sex	Diagnosis	Rx. given	Ref from	Management	Remarks
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15. Complaint register:

Sl.no	Date	Details of complaining person with communication address	Type of complaint	Action taken	Remarks
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16. Counselling register

Sl.no	Date	OP no	Name	Age/Sex	Diagnosis	Type of Counseling done	Follow up / Remarks	Initials/Remark
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17. Stock out register

Sl.no	Date	Medicine name	Quantity	Reason for stock out	Remark
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18. Infection control committee register

Date :

Time:

Venue :

Agenda :

Sl.No	Name	Designation	Signature
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Minutes Format:

- Document the Summary of the meeting (The main discussions/Decisions taken can be document in the following format)

Sl.No	Agenda Discussed	Decisions taken	Any remarks
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19. Family Empanelment register

- Name of place
- Name of village
- Name of ward:
- Land mark
- Address
- Post office and PIN

Sl.no	Name of family members	Age /Sex	Educational qualification	Occupation	Adhar no	NCD
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LIST OF FORMS & CHECKLIST (Ref: Google drive- Forms)

Sl.No	Registers
1	CBAC Form
2	Prakrithi pareekshan form
3	House keeping checklist
4	Prescription form
5	Performance appraisal form
6	Patient feedback form
7	Referral form



NATIONAL
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Government of Kerala

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