

Minimum Standards for Clinic or Polyclinic (Only Consultation) of Ayush

1. Definition.-

- a. A clinic may be defined as a Clinical establishment providing consultation, examination, prescription to outpatients including dispensing of medicines by a single registered Ayurveda / Unani / Siddha / Sowa-Rigpa/ Homeopathy medical practitioner / duly certified Yoga & Naturopathy practitioner as per the relevant statute of the concerned State/UT.
- b. A polyclinic may be defined as a Clinical establishment providing consultation, examination, prescription to outpatients including dispensing of medicines by more than one registered Ayurveda / Unani / Siddha / Sowa-Rigpa/ Homeopathy medical practitioner/ duly certified Yoga & Naturopathy practitioner as per the relevant statute of the concerned State/UT.
- c. A few minor procedures like dressing maybe provided in the clinic or polyclinic however not requiring observation or short stay.

2. Scope (as applicable).-

- a. These set of common minimum standards framed are applicable to a registered Ayurveda / Unani / Siddha / Sowa-Rigpa/ Homeopathy practitioner / duly certified Yoga & Naturopathy practitioner as per the relevant statute of the concerned State/UT or more than one Registered Ayurveda / Unani / Siddha / Sowa-Rigpa/ Homeopathy / duly certified Yoga & Naturopathy practitioner as per the relevant statute of the concerned State/UT who are themselves providing patient care services.
- b. To provide consultation, examination, prescription to outpatients by a registered practitioner as applicable who are themselves providing patient care services.
- c. Advice for health education and health promotion;

3. Infrastructure.-

3.1 The physical infrastructure shall be developed and maintained to provide safe and secure environment for patients, their families, staff and visitors. It shall be situated in a place having clean surroundings and shall comply with local byelaws in force, if any, from time to time.

3.2 The minimum space requirement for carrying out the basic functions of the facility shall be as per **Appendix 1**.

3.3 The clinic shall be well illuminated, ventilated and maintaining adequate hygiene.

3.4 The clinic shall have a prominent board or signage displaying the name of the clinic in local language at the gate or on the building of the clinic.

3.5 The following other signage shall be well displayed in the language understood by the local public in the area:

- a) Name of the Registered Ayurveda / Unani / Siddha / Sowa-Rigpa/ Homeopathy/ Yoga & Naturopathy practitioner with registration number.

- b) Fee structure of the practitioner.
- c) Timings of the clinics (For example: from 8am -2pm).
- d) Services provided within the Facility (as per applicability).
- e) Certificate of registration under CE Act.

4. Furniture & Fixtures.-

4.1 Furniture and fixtures shall be available in accordance with the activities and workload of the clinic or polyclinic.

4.2 The furniture and fixtures shall be functional all the time. For list of items refer **Appendix 1**.

5. Human Resource. -

5.1 The Ayurveda / Unani / Siddha / Sowa-Rigpa/ Homeopathy practitioner as per the scope of the clinic or polyclinic shall be registered with State or National Commission for Indian System of Medicine and Homoeopathy. In case of Yoga & Naturopathy practitioners, they shall be duly certified as per the relevant statute of the concerned State/UT.

5.2 The services provided by the Registered Ayurveda / Unani / Siddha / Sowa-Rigpa / Homeopathy / duly certified Yoga & Naturopathy practitioner shall be in consonance with their qualification, training and registration.

5.3 In a clinic or polyclinic, minimum one support staff may be preferably available (as per requirement) to meet the care treatment and service needs of the patient. However number may depend upon the workload and scope of the service being provided by the clinical establishment.

6. Equipment or instruments or Medicines.-

6.1 The clinic or polyclinic shall have essential equipment as per **Appendix- 1**.

6.2 Other equipment as per the scope of service being practiced shall be available.

6.3 Adequate space for storage of equipment and medicines shall be provided and if available medicines shall be stored as per manufacturer's guidelines. The equipment shall be of adequate capacity to meet work load requirement.

6.4 All equipment shall be in good working condition at all times. Periodic inspection, cleaning, maintenance of equipment shall be done.

6.5 The clinic or polyclinic may have drugs as per the scope of services being practiced.

7. Legal or Statutory Requirements.-

8.1 Registration of doctor with respective State Medical Council / Board or Board of Ethics and Registration

8.2 Existing Biomedical Waste Management Rules, 2018 amended from time to time as applicable to Ayush clinical establishments.

8.3 Registration of the Clinic under the appropriate authority.

8. Record Maintenance and reporting.-

9.1 Every Clinical Establishment shall maintain medical records of patients treated by it and health information and statistics in respect of national programmes and furnish the same to the district authorities as and when required.

9.2 All clinical establishments shall be responsible for submission of information and statistics in time of emergency or disaster or epidemic situation or as required from time to time by National Council, Clinical establishment Act 2010.

9. Process:-

9.1 Registration-

9.1.1 Every patient visiting the clinic shall be registered preferably by ABHA number.

9.1.2 Patient shall be guided and informed regarding Patients' Rights and Responsibilities
Appendix 2

9.2 Assessment.-

9.2.1 Every patient shall undergo assessment, during the course of assessment, the patient findings, medications and investigations should be documented with working diagnosis, legibly in the assessment or OPD prescription with the signature of the Registered practitioner with date and time.

9.3 Infection Control.-

9.3.1 The clinic shall take all precautions to control infections like practicing hand hygiene etc.

9.3.2 Availability of clean water for hand washing or liberal use of sanitizer shall be maintained throughout the working hours of the clinic.

9.3.3 Sanitation and hygiene of the toilets if available shall be maintained.

9.3.4 Mopping of all patient care areas with disinfectant shall be done at least once a day.

9.4 Safety Considerations.-

9.4.1 The clinic shall ensure to take care of patient safety aspects like patient fall, etc.

9.4.2 The clinic shall be kept pest and termite free.

9.5 Biomedical waste Management.-

9.5.1 Existing Biomedical Waste Management Rules, 2018 amended from time to time as applicable to Ayush clinical establishments.

9.5.2 Clinic waste generated shall be segregated at source.

9.5.3 Needles and sharp waste shall be stored in tamper proof, leak proof and puncture proof container (as per applicability).

9.6 First aid.-

9.6.1 Provision shall be made for providing First Aid.

9.6.2 Contact details of ambulance, referral hospital etc. shall be available in case of emergency.

Appendix 1.**Minimum Standards for CLINIC**

Sn	Requirement	
1	Physical infrastructure	Space–100 sq. ft (Minimum) <i>*For cities where there is space constraints for accommodating the clinic the minimum space shall not be below 75 sq. ft.</i>
2	Human resource	One Registered Ayurveda / Unani / Siddha / Sowa-Rigpa/ Homeopathy practitioner / duly certified Yoga & Naturopathy practitioner as per the relevant statute of the concerned State/UT (Minimum) One multipurpose worker (optional)
3	Equipment	Stethoscope – 1 B.P. apparatus – 1 Torch – 1 Thermometer – 1 Tongue depressor – 1 Weighing machine – 1 X –Ray view box – 1(Optional) Hammer – 1 (Optional) Others as required
4	Furniture requirement	Doctor’s table – 1 Doctor’s chair – 1 Chairs for attendants – 2 Examination table – 1 Patient’s stool – 1 Foot step – 1
5	Others	Display the name of doctor with the degree. Registration number of the doctor Fee Timing of the clinic

Patients' Rights and Responsibilities:

Patients' Rights

A patient and his or her representative has the following rights with respect to the clinical establishment-

1. To adequate relevant information about the nature, cause of illness, proposed investigations and care, expected results of treatment, possible complications and expected costs;
2. To access a copy of case papers, patient records, investigations reports and detailed bill.
3. To have informed consent prior to specific tests or treatment (e.g. surgery and procedure)
4. To seek second opinion from an appropriate clinician of patients' choice, with records and information being provided by treating hospital
5. To have confidentiality, human dignity and privacy during treatment.
6. To have ensured presence of a female person, during physical examination of a female patient by a male practitioner.
7. To have non-discrimination about treatment and behavior on the basis of HIV status.
8. To choose alternative treatment if options are available.

Patients' Responsibilities

1. Provide all health related information.
2. Cooperate with Doctors and other relevant staff during examination and treatment.
3. Follow all instructions.
4. Pay agreed fees on time.
5. Respect dignity of doctors and other hospital staff.
6. Never resort to violence.