

Responsibilities of the Service provider and Govt. of Odisha

Responsibilities of Service provider:

1. Infrastructure setup.
2. Statutory compliance.
3. Operation of Control Room round the clock.
4. Emergency Response
5. Cost estimation & schedule of implementation.
6. Monitoring & Evaluation.
7. Procurement of assets, including the Ambulances
8. Invest in Software.
9. Recruit, train and position qualified personnel.

Responsibilities of Govt. of Odisha:

1. Overall monitoring & supervision.
2. Up-gradation & Accreditation of Health facilities.
3. Authorized to the Agency as a State level nodal agency to provide emergency ambulance service.
4. Toll free number.
5. Allocation of fund.
6. Provision of space and infrastructure.
7. Liaison with other Departments and Agencies.
8. Collection of user charges (at this stage no collection).

Standard Operating Procedure (SOP):

The SOP is a part of the agreement and contains following descriptions;

1. Emergency Response Centre (Call centre operation).
2. Equipment maintenance.
3. Medical direction and pre-hospital care.
4. Mass Casualty Incidents (MCI).
5. Inter facility transfer
6. Definition of Trip.
7. Human Resource Management
8. Monitoring & evaluation
9. Claims and reimbursements.
10. Penalties & grounds of termination (delay in implementation, deviation in average response time, deviation in average despatch time, deviation from trip/ambulance/day, premature suo moto abandonment).
11. Staff uniform and identity.
12. Elder and child abuse.
13. Physical behaviour and restrictions.
14. Sanitation and privacy of the patient.