

**DISTRICT HEALTH SECTOR
TRONGSA**

Standard Operating Procedure (SOP) - Health Services

Sl. No.	Services	Procedure	Requirements			TAT	Responsible Person		
			Documents	Fees	Others		Name	Email	Contact No
1	General supervision and monitoring in health centers	1.Supervision and monitoring in health centers in quarterly bases 2.Need bases	1. Standard checklist	NA	NA	Two days (4 times a year)	Dorji Gyeltshen	dgyeltshen@trongsa.gov.bt	Tel# 527740 Mobile# 17572256
2	Public health activities (on communicable and non-communicable diseases)	1.Form medical team, 2.Visit gewogs 3.Screening 4.Treatment 5.Awareness	1.Propose Budget 2.Approval from Dzongkhag	NA	NA	Within 1 month of budget received	Dorji Gyeltshen	dgyeltshen@trongsa.gov.bt	Tel# 527740 Mobile# 17572256
3	Ambulance Services	1.Patient or party to 112 2. HHC call to concern Health center & Ambulance 3.Ambulance move 4. Refer IN and OUT	As per policy	NA	NA	30 minutes	Staff on duty		Tel#
4	Air Ambulance	1.Patient or party call to 112 HHC call to concern health center 3. HC consult with emergency physician JDWNRH 4.Emergeny physician decide for referral	As per policy	Free	NA	45-60 minutes	Staff on duty /Medical officer		
5	Air Ambulance	1.Patient or party call to 112 on personal request for referral	As per policy	Payment	NA	-	-	-	-
6	Issuing of medical	a. Registration	1.Registration	Nu: 20	NA	15-30	Concern	-	Tel:

	certificate	b. Medical investigations c. Vision test d. Payment for the certificate	2.Results of medical investigation 3.Vision result 4. Medical certificate			minutes per case (After 1 pm on working days and after 12 pm on Saturday)	units		
7	Issuing of medico-legal certificate	1.Medical checkup/ Postmortem 2. Medical screening 3. Lab. Investigation as require	1.Inquest letter from RBP/ competent Authority 2. From Court inquest letter	NA	NA	30 minutes per case	Medical Officer	-	Tel:
8	Issuing of death certificate in Hospital	1.Death occurred in hospital 2.Medically declared death	1.Admission history sheet 2.Treatment /management history sheet	NA	NA	10 minutes per case	Medical Officer	-	Tel:
9	Issuing of death statement (certificate) in BHU	1.Death occurred in BHU 2.Medically declared death 3. Not issue for home death	1.Admission history sheet 2.Treatment /management history sheet	NA	NA	10 minutes per case	Health Assistant	-	-
10	Issuing birth certificate	1.Delivery took place in hospital/BHU 2.ANC book (birth certificate-attached) 3.Delivery at home – don't certify unless verified t by gewog (Gup/Tshogpa	1.ANC card 2.Delivery admission sheet 3.Verified statement from gewog to issue certificate	NA	NA	10 minutes	Staff on duty	-	Tel:
11	Dental health care	Screening, examination and	1.Registration2		NA	30 -45	Dental	-	Mobile #:

	services	treatment: 1.Pay fees – scaling Nu:165 2.Composit filling-Nu:160	.OPD Card 3.Dental chair & equipment	Nu.165 Nu.160		minutes per client	surgeon / Hygienist		17429085
12	Ophthalmic health care	1.Screening, examination and treatment: 1. Procure eye glass as advised 2. Referral system	1.Registered 2.OPD Card 3. Vision test equipment	NA	NA	5-10 minutes	Ophthalmic Tech.	-	Mobile #
13	Traditional Medicine (steam therapy, medication and education)	1.Screening, examination and treatment of clients and patients as per illness/ disease situation using the existing SOP 2.Cross referral with modern medicine	1.Registered 2.OPD Card 3.Any previous medical prescriptions	NA	NA	30 minutes per client	Druntshe/ sMenpa	-	Mobile #
14	OPD (consultation, minor OT, etc)	1.Screening, examination and treatment of clients and patients as per illness/ disease situation using the existing SOP	1.Registered OPD Card 2.Any previous medical prescriptions	NA	NA	30 minutes per client	HA/Doctor / Nurses		Tel:
15	Laboratory Services	1.Sample collection, testing, screening, reporting as per the prescribing physician/ Doctor/ HA/ Clinical Officer	1.Old Medical Prescriptions 2.Lab. test prescribed by competent clinician	NA	NA	15-240 minutes	Lab Tech.	-	
16	Diagnostic Services (X-ray and Ultrasound)	1.X-Ray/ USG scanning as per the prescribing Physician/ Doctor/ HA/Clinical Officer	1.Medical Prescription 2.Functional X-Ray and USG equipment	NA	NA	40 minutes	X-ray/ USG technician	-	Tel:
17	Nursing (delivery, minor OT, minor OP, patient escort and pick up, etc)	Screening, examination and treatment of clients and patients as per illness/ disease situation using the existing SOP	1.Old Medical Prescriptions 2.ANC card for delivery	NA	NA	Depends on illness/ type of case/	Nurses/ Health workers/ EMT		

						Distance from the nearest ambulance			
18	Pharmacy Dispensing	1.Dispensing of medicines 2.Education on how to take the medicines	1.Medical prescription from an Authorized Prescriber	NA	NA	5 minutes	Pharmacy Technician	-	Tel:
19	EMT services	1.Perform duty with ambulance services 2.Coordinate & mobilize ambulances for patient transportation	As per policy	NA	NA	5-10 minutes	Staff on duty	-	Mobile #:
20	Processing for EOL for staff	1.Staff put up application 2.Verify leave records 3.Sanction approval by DHO 4.DHO office compiles and put up to HR office	1.Duely filled EOL application form	NA	NA	5 minutes per case	Dorji Gyeltshen	dgyeltshen@trongsa.gov.bt	Tel# 527740 Mobile# 17572256
21	Processing Casual leave	1.Staff put up leave application 2.Verify leave records 3.Sanction approval by DHO 4.DH Office compiles and maintain records 5.DH office compile and forward to HR office for credit	1.Duely signed application form	NA	NA	10 minutes	Dorji Gyeltshen	dgyeltshen@trongsa.gov.bt	Tel# 527740 Mobile# 17572256
22	Processing Earned leave	1.Staff put up leave application 2.Verify leave records 3.Sanction approval by DHO 4.DH Office compiles and and forward to HR office for issuing sanction order	1.Duely filled EL application form	NA	NA	10 minutes	Dorji Gyeltshen	dgyeltshen@trongsa.gov.bt	Tel# 527740 Mobile# 17572256
23	Processing transfer of staff	1.Staff put up transfer application from 2. Verify by DHO	1.Duly filled transfer application	NA	NA	20 Minutes	Dorji Gyeltshen	dgyeltshen@trongsa.gov.bt	Tel# 527740 Mobile#

		3. Compile & Submit to HR Office for HRC and further submission to parent Ministry	form 2.Supportive documents						17572256
24	Processing for study leave of staff	1.Staff put up application 2.DHO office verify and compiles 3.Put up to HR office for HRC	1.Must have the reasons and duration 2.Undertaking duly signed on legal stamp 3.Duly filed training forms, audit, police clearances	NA	NA	20 minutes per case	Dorji Gyeltshen	dgyeltshen@tr ongsa.gov.bt	Tel# 527740 Mobile# 17572256
25	Nominations for training/workshops, etc	1.Staff put up application 2.DHO office compiles and put up to HR Office for HRC	1.Invitation letter from agencies or institutions 2.Recommendations from DHO 3.Duly filled training forms, audit & security clearances	NA	NA	20 minutes per case	Dorji Gyeltshen	dgyeltshen@tr ongsa.gov.bt	Tel# 527740 Mobile# 17572256
26	Processing for paternity/ maternity/medical leave of staff	1.Staff put up application 2.DHO office verify and compiles 3.Put up to HR office for issuing office order	1.Birth certificate or authentication letter from a hospital administration for maternity and paternity leave 2.Referral letter or authentication	NA	NA	20 minutes per case	Dorji Gyeltshen	dgyeltshen@tr ongsa.gov.bt	Tel# 527740 Mobile# 17572256

			letter/document s from hospital administration for medical leave						
27	Implementation of capital construction works	1.Proposes budget 2.Coordinate with engineers for estimates and designs 3.Get budget approval 4.Obtain technical sanctions 5.Obtain administrative and financial sanctions	1.Budget approval notification 2.Drawings & designs 3.Technical sanction order 4.Administrativ e and financial sanctions 5.Other documents required by PRR 2009	NA	NA	45 days	Dorji Gyeltshen	dgyeltshen@tr ongsa.gov.bt	Tel# 527740 Mobile# 17572256

Submitted by: (Dorji Gyeltshen)

District Health Officer

Date: 09/08/2018