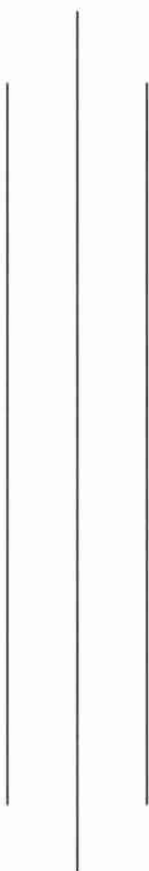


Ambulance Service



Operational Policy

2060/5/18 (4 September, 2003)

Public Health Administration, Monitoring and

Evaluation Division

Ministry of Health and Population



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Ambulance Service Operational Policy

1. Preamble:

Whereas, recognizing the fact that ambulance service is a component of efficient and effective health service, it is necessary to provide clear guidelines to systematize the ambulance service operated by the governmental, semi-governmental and private sector by enabling the existing positive factor of ambulance service operation in order to avoid negative aspects,

Now, therefore, the following policy is hereby made.

2. Ambulance Service Operational Committee:

An ambulance service operational committee consists of the following officials shall be placed in order to make recommendations in regard to operate ambulance service and for make surveillance of the service within the district:

- a. Chief District Officer - Coordinator
- b. Chief of the District Police - Member
- c. Chief of Zonal Hospital -Member (Only for
the district where Zonal hospital is in place)
- d. Member secretary of the branch of local
Red Cross - Member
- e. Chief of the district health / public health - Member secretary

3. Procedure for operation of Ambulance service

- (a) The person or entity desiring to operate the ambulance service has to submit an application in a specified format to the District Health



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District Public Health Office of the District where ambulance service is to be operated. The format of the application shall be as prescribed by the Ministry of Health.

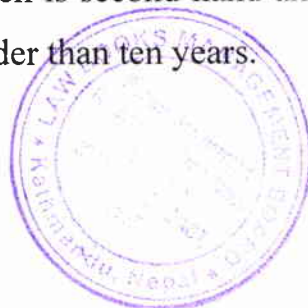
- (b) After receipt of the application in the District Health / District Public Health Office pursuant to Sub-section (1), the member secretary of the Committee shall forward the application to the Committee pursuant to Sub-section (2) and implement as per the decision of the Committee.
- (c) The member secretary shall provide the information to the stakeholder if the application received in connection with implementation is forwarded to the Ministry with recommendation or the matter of failure to forward if any.
- (d) Upon making an inquiry into the application received by the Ministry with recommendation from the concerned District, the Ministry may provide approval and facility for the operation of the service pursuant to this Policy.

4. Managerial aspect:

The association that operates the ambulance service has to be registered in the concerned entity of the Government of Nepal and the objective of the association has to be mentioned as operating ambulance service.

5. Material policy:

- The vehicle to be used as an ambulance has to be as the model as mentioned in the transportation policy.
- The vehicle to be used as an ambulance has to be of right hand drive.
- The vehicle which is second hand and importing as an ambulance should not be older than ten years.



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- Ambulance also shall be the subject to the National pollution standard as other vehicles.
- Siren, hazarded, flickering light including the word 'Ambulance' in Nepali and English should be placed on the ambulance to make identifiable. In addition, there should be mentioned contact phone number on the ambulance making visible.
- The specified objects to be fixed in the ambulance so approved as categorized as 'a', 'b', 'c' and 'd' should be updated.
- The area of work as urban area (metropolis and sub-metropolis), non urban area (excluding urban area) including the distance in order to determine the grounds of capacity and model shall be classified.
- The long route vehicle (exceed than 50 Km) should have more than 1000 C.C. capacity.
- The emblem used in the ambulance should be as per the national or international policy.

6. Human resource policy:

- The driver of ambulance should have a valid driving license with minimum 5 years of experience.
- The driver of ambulance should have his or her health checked up in each year.
- The driver of ambulance should be given medical first aid training.

7. Policy relating to operational procedure:

- The association that operates the ambulance service should have mentioned the contact phone number for obtaining service, the contacting person including service fee etc and be placed making



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visible for all. The ambulance service should be provided round the clock.

- The ambulance should be used only for carrying patients from the spot where he/she got sick or the spot of incident to a hospital or treatment center or the place as recommended by the doctor.
- The ambulance going abroad to carry patient for treatment has to submit an application to the Committee pursuant to Section 2. After submission of the application, the Ministry shall forward the process on the basis of the recommendation of the Committee.
- In regard to the ambulance which has to go abroad to carry a patient is required a prescription of a recognized doctor for the patient. Provided that, if there is an emergency case due to seriousness of a patient, any of the recognized local health institutions of the Government of Nepal also may make such a recommendation.
- If there are two or more ambulances serving in a area, a network of those ambulances should be developed to make arrangement of prompt service to patients in the area.
- The local Red Cross shall be responsible for the arrangement of the network.

8. Record management and report or financial policy:

- A separate record of the income of ambulance should be maintained.
- At least 50% amount of the income of the ambulance of Government Office should be deposited in a separate fund for the purpose of maintenance.



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- Certain percentage of the income of the ambulance may be provided to the driver of the ambulance as an incentive.
- Fee to be collected by the association for providing ambulance service shall be as determined by the Fee Management Committee. The helpless and poor should be provided service with free of cost.
- Fee shall be determined on the basis of urban area and non urban area.
- Details of the number of the patients served by the ambulance operating association and the incomes and expenditures should be updated.
- The income and expenditure made through the ambulance should be audited while the accounts of the association are audited as per the prevailing law.
- The entity who is operating ambulance service have to submit the statement of service provided in a fiscal year to the concerned District Health / Public Health Office in a specified format at the end of the fiscal year.

9. Category of Ambulance:

Since the ambulance service is required as per types of patients and the necessity of the hospitals which is providing different services, the ambulance are divided in three grades. The category of the ambulance is as follows;

Ambulance grade 'a'

Vehicle with medical equipment for advance life support (ALS).

Required medical equipments and human resources



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Additional requirement in the equipment prescribed in 'b' grade ambulance as mentioned below.

- ECG
- Cardiac monitor + Defibrillator
- Incubation goods
- Ventilator
- Nebulizer
- Head immobilization facility
- Catheterization facility
- Length/wt. based chest for pediatrics
- Pulse ox meter
- Radio-communication system
- Trained paramedic/Doctor 1+1 person

Ambulance grade 'b'

Vehicle for carrying patients with Basic Life Support (BLS).

Additional requirement in the equipment prescribed in 'c' grade ambulance as mentioned below.

- First aid or life saving drug
- O₂/ Mask, flow meter
- Iv injection equipments
- Suction machine
- Fracture splint
- Cervical collar
- Spine support
- Air way
- Patient restrain strap



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- Trained paramedic-1

Ambulance grade 'c'

Vehicle for carrying normal patients with Common Life Support where the following materials should be set.

- Medicines and goods of first aid.
- Vehicle where Oxygen cylinder, flow meter and mask may set if necessary.
- Provision of I.V. injection.
- Stethoscope, B. P. Apparatus, torchlight.
- Stretcher Cum bed.

10. Provision relating to Custom and VAT exemption:

- In regard to the exemption of custom and VAT upon importing of ambulance, exemption facility may be provided only in the terms of operation pursuant to this policy and the arrangement of medicine and equipment as specified in the ambulances of three category.
- A recommendation for exemption of Custom and VAT shall be made sent percent to the vehicle so manufactured for the purpose of ambulance or imported as an ambulance and 75% (seventy-five) percent for the vehicle so imported and to modify as an Ambulance.

11. In the case of failure to adopt the policy or misuse of service:

In the event of failure to adopt the policy or misuse of service found, the permission of operational service granted by the Ministry may be suspended or dismissed.




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12. Monitoring process:

- Act of supervision and monitoring of the ambulance service, whether its operational service is carried out pursuant to the prescribed procedure, shall be carried out by at least one step above in regard to the governmental organization and the public health administration, monitoring and evaluation division of the Ministry of Health or the department or regional or the district health office under the instruction of the division in regard to private organization.
- Provision may be made to monitor from the traffic police whether its operational service is carried out pursuant to this policy or not.

13. Performance indicator:

- Following information to the ambulance, the time used to carry the patient from incident spot to the hospital or primary health facility on the basis of distance shall be counted.
- Such indicator mechanism should be maintained by the concerned organization.



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June 02, 2011
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