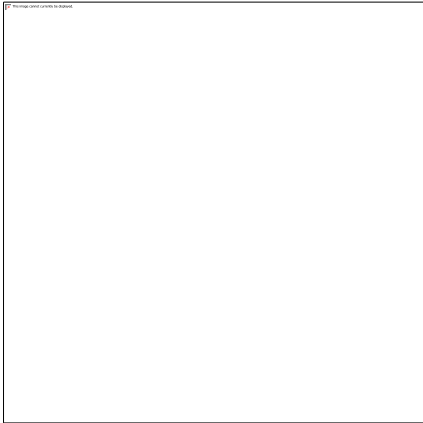


D4V MEDICAL HEALTHCARE - SOP

Fitness & Wellness - Happy Healthcare



D4V Medical Support

Tagline: Fitness & Wellness Happy Healthcare

HEALTHCARE

Overview

D4V Medical support portfolio is one of its kind where in we aim to provide medical and healthcare support to the general public and people in need



2

Vision

Awareness Creation and Availing the existing medical procedures to everyone

Purpose

The objective is to gather the basic medical aids availability and advancements in health care thereby implementing health education programs and providing humanitarian assistance in areas of need to the people

Scope

The following are the Scope of this portfolio under which D4V as an organisation will render the services

- ★ Awareness sessions
- ★ Medical camps
- ★ Medical support under emergencies/Natural disasters
- ★ Doctors Advices / References
- ★ Financial support (liable to conditions stated in this document)

Roles & Responsibilities

Sustainability depends on team building. The team is carefully structured as below for the effective and efficient functioning of the portfolio

★ General Lead Responsibilities

1. The core body leads are responsible for the smooth functioning of the portfolio, delegate tasks with team members, preparation of SOP, maintenance of team and head the portfolio's financial discussions.
2. The lead is also responsible to create future leads thus ensuring the long run of the portfolio.
3. Portfolio functions under the full guidance these leads.

3

4. These Leads are responsible for requests handling, coordination with requestors, sponsors (requests/events), clarifying team's queries on the portfolio and provide status/reports on portfolio as and when the organisation requests for.

★ **Online Coordinating Lead(s)**

Online coordinators are those who are interested and coordinate online activities of the portfolio inclusive of online verification , making calls , online coordination of events/requests and making reports / documentation of all activities.

★ **Field Coordinators Lead(s)**

Field coordinators are those who are interested and coordinate online activities of the portfolio inclusive of field verification, coordinating field activities of the portfolio such as events, campaigns, request verification, volunteers gathering/delegation. The entire team works and execute action plan under the guidance of Field Coordinators Lead

★ **Analysis/Execution Team**

For any project/event/request, the team analyses the need, baseline, pros and cons, discusses with the leads,team, external personnels if needed and provide approval. They also continuously monitor/support the successful execution of the same. Primary and Secondary leads will coordinate the financial requirements if any. The team includes primary/secondary leads, 5 volunteers exclusive to portfolio and 2 general /exclusive to portfolio volunteers who are not leads of other portfolio.

★ **Report & Documentation**

The team will continuously documents all the happenings of the portfolio, creates reports for the event / campaign / request. One person is allocated to 1 event / request /

4

campaign based on interest / availability / participation in the event / campaign / request. The members will delegate a person(s) to provide daily / monthly updates.

★ Volunteer Engagement

The individual/team will act as a PRO for the portfolio in collection of feedback from Volunteers on the portfolio events/campaigns/activities, Suggestions to improve the same and gather new interested members who express willingness to join the portfolio.

Goals

Proposed Action plans:

❖ Plan 1:

- Government Policies/schemes availability -Free,subsidy,based on income
- General data on Private hospital - Special programs/options
- Alternate medications availability. Eg: Homeopathy

❖ Plan 2:

Identification of treatment options in hospitals, various NGOs support for the following

- Cancer - Various types
- Ortho /Orthopedic
- Accidents
- Specific Organ related
- Heart problems
- Organ Donation

(During data collection list might get expanded)

❖ Plan 3:

Awareness sessions monthly to school ,college, corporate and public on the following

- Obesity
- Diabetes/BP
- Heart
- Women health
- Child health
- Old age problems
- Adolescents related issues
- Yoga and Diet
- Meditation

(During data collection list might get expanded)

❖ Plan 4:

- Free medical camps to government schools, colleges, general public, Orphanage/ old age home
- General free health checkup - Every month collect updates across the state to broadcast & coordinate if needed

❖ Plan 5:

Coordination with medical doctors for updates, advices, references,etc...

- Collection of contact details of doctors in each and every area/place department wise

❖ Plan 6:

Special care and support to beautifully challenged (physically/mentally)

❖ Plan 7 : ERT (Future plan)

Planned to get help from this team and take alert team training classes for school NCC students and college NSS students in all districts

Eligibility Criteria

6

(A) Financial Aid

☒ New Financial help Background verification: ☒

The eligibility criteria to support financially any medical requests received from individuals/organisations is as below.

Phase - I

Arrival of Requests details

The following personal details of the beneficiary and details /supporting documents regarding the request are to be sent to medical.d4v@gmail.com

❖ Personal Details Required:

- Name of the Beneficiary / Guardian
- Address
- Beneficiary / Guardian occupation
- Family background description
- Hospital Details
- Amount required
- Last date for payment
- Disability proof (s) (Special case)
- Other proof (s) (Substantiating the reason for request)

❖ Documents Needed:

- ★ Requisition Letter signed by the beneficiary or guardian (in case of minor/beneficiary unable to sign)

Details to be mentioned in the Requisition letter:

- Beneficiary Name and address
- Guardian name
- Family background
- Details on Financial aid request
- Last date of payment
- Hospital / Treatment details
- ★ Hospital ID (If provided)
- ★ Photo ID of Individual and family photo
- ★ Government Address and photo ID proof

NOTE: Proofs accepted includes

ID Proof: License, Voter Id, Aadhaar card

Address Proof: Ration card, License, Voter Id , Aadhaar card

- ★ Hospital Treatment reports - beneficiary's consultation with previous doctors, scan reports as per need has to be produced as documents (Confidentiality is ensured)

PHASE 2:

Eligibility criteria for processing a medical request by Medical Team.

If the beneficiary's explanation to the below criteria are approved by Medical team leads/analysis team members, request will be processed.

Basic Inspection:

1. Beneficiary is Willing to change hospital /doctor if D4V suggests a low cost or as an alternative hospital / doctor
2. Beneficiary should provide acceptable reason / explanation for taking treatment in private hospital if he/she have'nt chosen to go to government hospital
3. Beneficiary's point of view /acceptance to avail treatment in government hospital If possibility of treatment at a lower cost is available
4. Beneficiary's statement if he/she will be flexible to change at least check that option for once If any other references given through D4V
5. Details on insurance policies (self/children/siblings), bank/personal/third party loans applied or willing to apply if offered for
6. Details on any other volunteering organization's support on the request
7. If the request is for persons with any disability Beneficiary's statement on availing special Government subsidy/ loan /support available for person with disabilities
8. No objection from the beneficiary to share the personal details to doctors for getting advice as well as to broadcast in case need arises or for monetary help (Name/photo can be encased if beneficiary doesnt want to reveal identity)

Primary Clauses for selection after Basic Inspection

[More details may be updated after discussion with Finance/committee on costs]

Initially Medical team has cordially decided to take up small requests with amount less than Rs.15000 and work on primary goals data collection for efficiently improve the selection criteria and also to provide details to beneficiaries to meet the Vision of our portfolio

Eligibility Criteria:

Need to satisfy any 1 of the below criteria and abide by rules/regulations specified in this document

Clause 1 Low Economic background (Family income up-to 50000 per annum)

Clause 2 Deprived of parents/children by death or desertion (includes orphans, deserted children/old age individuals/transgender)

Clause 3 Specially challenged persons (physically challenged, visually challenged, Deaf and dumb)

Clause 4 Individuals or children of Farmers, Daily laborers (maids, construction workers, sanitation workers)

PHASE -3:

The following rules and regulations are followed to execute any monetary request

General Rules and Regulations:

01. Requests outside Tamil Nadu or foreign requests will not be considered.
02. The selection of the Medical requests by the Medical team is final.
03. The final amount for the beneficiary is decided by Medical team and approved by the finance team
04. Depends upon the requested amount amount is collected through broadcast/crowdfunding, will be combined with other NGO by crowd funding method.
05. Suppose request is not applicable for our eligibility criteria, team will act as mediator and redirect to NGO which could process the request (D4V will serve as mediator beneficiary between other NGOs)

Commented [1]: Don't have this point in the SOP. We cant be official mediator.

06. Field verification of beneficiary details and documents by D4V approved volunteers /Reliable source of contacts
07. Core body leads takes the eligible requests to Executive committee for monetary approval after the Analysis/selection approves with no objection from others
08. Request is approved when 3/4 of the executive members provide their sign off and further processing is carried out by Medical team.
09. Minimum amount of Rs.500 will be granted on approval of the request by executive members from D4V's ' Together we can' initiative and a message is broadcasted with all details and documents of the beneficiary to seek sponsors /crowdfunding by through social media and via email to interested sponsors and well-wishers of D4V to raise the beneficiary requested funds.
10. The funds collected is directly paid to the **hospital/beneficiary account (case by case analysis)** by D4V approved volunteer in the presence of the beneficiary.
11. The financial team would send the voucher for the amount being offered by Direction for Volunteers (D4V) People Welfare Association through the approved volunteer to be Duly signed by the beneficiary or his/her parent/guardian (If minor)
12. Requisition letter, Voucher, Thank you/receival letter will be signed mutually by D4V representative and beneficiary and the same would be send to finance team by Medical support team.
13. Receive copy of fee receipt, supporting pictures of beneficiary along with mutually signed documentation and request closure publishment procedures are carried out
14. Sends Thank note along with the receipt for the amount donated to the sponsors or to doctors in case of medical advice is sought
15. Broadcast request closure message
16. A complete report on the request is documented enclosing all details, reviewed and updated to the Medical database
17. Portfolio assigned individual(s) will do beneficiary follow up after request closure

(B) Events / Campaigns

No objection from anyone is the major criteria. The same will be intimated to Executive committee and their approval/suggestion is considered before announcing the event on behalf of D4V or giving confirmation if done in collaboration with other organisation

10

Budget may be submitted in case monetary support is needed prior to event and All bills will be submitted as proof or for reimbursement (in case no budget amount is collected prior to event or in case if more is spent) to the finance team

!! Do's & Dont's of the medical whatsapp group!!

- ★ Be friendly. Do use it to encourage one another and build each other up.
- ★ Do not get into argument you are free to disagree, but never disrespect.
- ★ Be patient
- ★ Please verify information by yourself as much as possible before posting.
- ★ Please mention all your requests clearly and specifically.
- ★ Kindly update the group once your request/offer is closed.
- ★ We do appreciate all your activities. Please avoid posting pics/videos and if in case its of high importance, post pictures of your achievements/need only as a collage rather than spamming the group with many images
- ★ Please don't post blood details unless its top emergency, but u can request to be added to blood support anytime
- ★ Share all ideas on health care
- ★ Share medical & doctors details/info from them
- ★ All general discussions except for financial discussion would happen in general volunteers group for Medical portfolio. Others discussions if any also would be communicated to general body from time to time

✕ Following are strictly prohibited✕

- ★ Spamming with forward messages
- ★ Don't make fun of/hurt anyone
- ★ Anything suspicious/issues please report to the admins

Kindly follow the rules to get mutual benefits. For Queries, Please contact admins

Milestones

11

- ★ Monthly Target - Awareness session / Medical camp to public, government schools/colleges, corporates
- ★ Annual Target - Overall 10 events/campaigns
- ★ **Medical teams meeting**
 - It Will be held twice in a month con call (During emergency immediately)
 - Physical meet quarterly once

Financial Forum

☒ Minimum amount D4V support/raise for any request after medical team selection - Will be based on Data collection (Work in progress. Core body Suggestion is to take up causes below 5000 initially and extend upto 15000 as stated above)

☒ Core Body Members leading to majority approval will be final

☒ Minimum amount of Rs.500 will be granted on approval of the request by executive members from D4V's ' Together we can' initiative and a message is broadcasted with all details and documents of the beneficiary to seek sponsors /crowdfunding by through social media and via email to interested sponsors and well-wishers of D4V to raise the beneficiary requested funds.

☒ Team will approach sponsors broadcast/raise funds after above 2 processes and coordinate with Finance team as already mentioned in rules section

☒ Event/Campaign budget details/bills will be submitted to finance team as per general organization regulations

ADDING /REMOVING

- ★ Any D4V registered members interested in medical/healthcare portfolio can be part of the team
- ★ No Non-registered members will be added.
- ★ Doctors/Medical students are requested to submit their license/registration/hospital info proving their genuinity

12

- ★ Doctors can be part of general volunteers group if interested or will be part of separate group and based on need either doctors or requestor or beneficiary is given contact details
- ★ Any new members to be added by anyone can approach admins of the group or 8148786883 or portfolio leads
- ★ Removing of inactive members from leads group will be done if found inactive for 6+ months or can request an replacement for temporary period owing to personal reasons
- ★ Removing of inactive members from general volunteers group will be done if found inactive for 12+ months or can request to add/remove for temporary period owing to personal reasons
- ★ Any violations to rules/regulations mentioned in this document will be removed from groups after stating the same in group/general body/Executive committee. Confidential issues may be disclosed only to D4V governing body. Any objections would be discussed and closed as and when need arises
- ★ Adding/removing will be done by Executive committee approved corebody leads/verification team

FAQ's

Commented [2]: Remove the FAQ from SOP

How we get Medical request

1. D4V members/supporters
2. Friends of friends
3. Other Ngo
4. Personal Reference
5. Social media

How many days we need for verification in case of monetary support requests

It depends on the availability of the volunteers and the emergency of the request

Does D4V support all requests?

Medical advice / References are provided based on doctors support available. Monetary support requests are based on eligibility criteria specified above

Who all will be participants in medical team meeting?

13

A open will give be given for all medical team members. Leads can take up meetings separately if needed and same can be later communicated via whatsapp/mail/other means to team

How our reports and documents will be saved

All confidential documents will be password protected (Access limited to selected representative from corebody/DB representative of the portfolio). A general report of the requests will be available across to the team

Do we have limits for request to be accepted in a month

No (Portfolio has rights to deny taking up requests under extreme non/limited availability of volunteers) It also depends on requests/eligibility criteria meeting and Doctor's response

EMERGENCY HANDLING:

Emergencies can arise at any time with respect to medical/healthcare needs. Leads (Any 1 or how many ever available along with an intimation to signatory executive committee member) can approve when both beneficiary and benefactor have no concerns and no D4V monetary is involved. An additional verbal approval will be taken from President/secretary /treasurer on the above situation when D4V monetary is involved. Later everything will be documented as per organization's financial rules.

NOTE: Any terms/conditions to this document may subject to change and the same will updated /circulated on quarterly basis. Major decision would be supported by separate Resolution document duly approved by Core body members. All rights reserved to Medical support team

☒ Fitness & Wellness ☒

☒ Happy Healthcare ☒

