



**STATE BANK OF INDIA OFFICERS' ASSOCIATION
(HYDERABAD CIRCLE)**

(Registered Under Trade Unions Act 1926:No.3396 A.P.)
(Affiliated to All India State Bank Officers' Federation)
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Circular No.33

9th July, 2020

**“REMOTE PATIENT HEALTH MONITORING PACKAGE” INTRODUCED BY PRIVATE HOSPITALS
DURING THE OUBREAK OF COVID-19 PANDEMIC
EXTENSION OF REIMBURSEMENT FACILITY TO OFFICERS OR TIE UP FACILITY WITH THE HOSPITALS**

We reproduce Circular No.96 dated 6th July, 2020 issued by All India State Bank Officers' Federation, the contents of which are self-explanatory.

(B.SUKKAI AH)
GENERAL SECRETARY

We have sent a communication to the Dy. Managing Director (HR) & Corporate Development Officer, State Bank of India, on the captioned subject.

A copy is enclosed for information.

Yours comradely,
Sd/-
(Soumya Datta)
General Secretary

No. 6524/50/20

Date: 06/07/2020

The Deputy Managing Director (HR) & CDO,
State Bank of India,
Corporate Centre,
Madame Cama Road,
Mumbai – 400 021.

Dear Sir,

**“REMOTE PATIENT HEALTH MONITORING PACKAGE” INTRODUCED BY PRIVATE HOSPITALS
DURING THE OUBREAK OF COVID-19 PANDEMIC
EXTENSION OF REIMBURSEMENT FACILITY TO OFFICERS OR TIE UP FACILITY WITH THE HOSPITALS**

You are aware that we have been consistently sending communiqués incorporating cogent suggestions in connection with the prevailing pandemic situation for welfare of employees. It is indeed heartening to note that several of our suggestions were accepted and implemented by the Bank, which has provided succour to the entire fraternity from the attack of deadly Novel Corona Virus. We are proud that the bank is concerned and sensitive to the needs and aspirations of its employees.

02. A **“Remote patient health monitoring system”** has already been developed by some hospitals which can be installed at home premises for attending to persons undergoing isolation either for suspected inspection or as a precautionary quarantine. People who show symptoms of infection get enrolled with the hospital. The hospital will assess their complaints and if found necessary, will provide these individuals with a kit to help monitor their health parameters regularly. Patient health parameters, along with patient location, are uploaded on a regular basis on to a centralized command and control centre on cloud using either the patient's mobile phone or integral GSM SIM Card. It helps the hospitals free up capacity within its facilities with fewer patients seeking admission. Remote health monitoring technology is essential for balancing scares and precious health care workers and is monitored from home by the hospital team.

03. We understand that a few private hospitals have introduced **“Remote Monitoring Package”** in order to extend the facility of long distance consultation and round the clock screening of the patients affected by pandemic COVID-19 with mild symptoms who can be treated at home. The package will include online and telephonic consultations, monitoring of health parameters through instruments like pulse oximeters, digital thermometers etc. to be provided by hospitals and occasional visit of patients at their home by doctors from the hospitals.

04. In this connection, some private hospitals in Kolkata and other cities also have already introduced provision of such Satellite and Remote Monitoring facility of Home Quarantine service. The salient features and the cost of such services being provided by some hospitals are indicated below.

i	COVID + report to be shared through WhatsApp to the Coordinator of the Hospital.
ii	Video consultation with any senior Internal Medicine Consultant - as per fees of that Consultant (Rs.800/- to Rs.1000/-) for primary health assessment and advise for Home Quarantine.
iii	10 days Package of Rs.5000/- includes online Nursing monitoring for everyday and consultation with Sr. Internal Medicine Consultant on every alternative day through Video conference.
iv	Patient must have Digital Thermometer and Fingertip Pulse Oximeter at home. Approximate Cost are Rs.310/- and Rs.4000/- respectively. Patients with Hypertension need to have BP machine as per doctor's advice.
v	Investigation and medicine if prescribed by Consultant will be charged extra. Home collection of samples and home delivery of medicine will be arranged by the hospital.

05. Sir, you are aware that number of patients affected by pandemic COVID-19 is increasing exponentially and the country is perhaps several weeks away from the peak as predicted by experts. The number of cases in the country is approaching 7.0 lakh with record surge every day and there is enormous strain on the present infrastructure facility at healthcare centers. As a measure of making beds available to the severely affected patients, some hospitals have introduced this facility of treatment from home for the mildly affected patients.

06. As per the current reports, the number of corona positive cases are rising among the employees and their family members alarmingly across the country and in the absence of requisite bed and logistical support in the hospitals across the country, the positive and asymptomatic patients will not be able to get admission into the hospitals as the limited number of beds still available at hospitals is being kept reserved for critical Covid patients. In this grave situation, we are of the view that our officers and their dependent family members with mild symptoms and asymptomatic patients should be allowed to avail the facility of **“Remote Patient Health Monitoring Package”** offered by the reputed private hospitals so that their treatment can be started immediately, and in case their conditions worsen, the Doctors will arrange for shifting them to hospital immediately as per information received so far.

08. Incidentally, such type of remote medical treatment is neither covered under **“Domiciliary Treatment”** nor under “Hospitalization Treatment”. So, the extension of reimbursement facility by bank or tie up with the identified hospitals for such package will immensely benefit the employees during this trying and testing time. We have also learnt through media reports that **medical treatment of COVID-19 patients in Hospital may not be mandatory for availing Insurance coverage.**

09. Incidentally, in some centres, Bank has made tie up arrangement with some reputed hospitals for arranging self-isolation rooms in some reputed hotels for our employees and their family members, but this facility does not come under the purview of PTP facility. So for the benefit of the staff and mitigate their financial hardship, this kind of arrangement should be covered under PTP facility.

10. In view of the foregoing, we urge upon you to consider our suggestion favourably and arrange for **introducing the facility of reimbursement of Remote Monitoring Package under “Domiciliary Treatment”** and/or making tie up facility with the identified hospitals so as to enable the employees who get affected while on duty and also their dependent family members who get contaminated to avail the satellite medical treatment urgently. We, therefore, solicit an in principle approval from Corporate Centre specifying the cost ceilings after which the respective Circles can work out the tie-up facility.

11. We do expect that Corporate Centre will definitely come out with a positive response to our request for the welfare of the Bank employees who are toiling hard and rendering yeoman service to the customers in this unprecedented situation.

‘Stay Safe, Stay Healthy’

With regards,

Yours sincerely,

Sd/-

(Soumya Datta)

General Secretary