

SCHEDULE IV

EMERGENCY HOSPITALISATION PROTOCOL

(Under Regulation 7.7 Emergency Hospitalisation)

This Schedule may be amended by resolution of the Council of Wardens to reflect changes in hospital tie-ups, insurance arrangements, contact roles, IHC procedures, or operational experience, without requiring amendment of the principal Regulations.

The Institute shall exercise reasonable care and best efforts in facilitating emergency medical response but shall not assume liability for independent medical decisions made by external healthcare providers. Medical response shall not be delayed for administrative approval. Preservation of life and health shall take precedence over procedural formalities at all times.

A. Immediate Medical Response

- In all cases of illness, injury, collapse, accident, or medical distress, the affected resident shall be taken to the Institute Health Centre (IHC) as the first point of medical evaluation.
- The first-level respondent being the roommate, a nearby resident, the Caretaker, Guard, or any responsible person present shall immediately escort or transport the resident to the IHC without delay. If multiple persons are present, one shall escort the resident while another simultaneously informs hostel authorities.
- No prior administrative approval shall be required to take a resident to the IHC.

- Where the resident is immobile, unconscious, severely injured, or otherwise unable to be transported:
 - The first-level respondent shall immediately inform the Caretaker or Guard
 - The Caretaker or Guard shall immediately contact the IHC at **0532-292-2310**
 - Ambulance activation shall not require approval from any administrative authority
 - Direct communication with the IHC shall be sufficient for ambulance activation

B. Trigger Condition for Protocol Activation

This Protocol shall be activated immediately when any of the following conditions is met:

- The IHC Medical Officer determines that the condition constitutes a medical emergency; or
- The IHC Medical Officer advises hospitalisation; or
- The resident is directly transported to a hospital in emergency circumstances

Medical determination shall rest exclusively with the IHC Medical Officer and shall not require administrative concurrence.

C. Mandatory Notification by IHC

- Upon declaring a case as emergency or requiring hospitalisation, the IHC shall immediately inform at least one of the following: Hostel Caretaker; Assistant Warden; or Hostel Supervisor.
- At least one responsible hostel authority must be successfully notified before the protocol proceeds.

- The IHC shall maintain an updated institutional contact registry containing the phone numbers of Caretakers, Guards, Assistant Wardens, Supervisors, and Wardens for all hostels.
- Hostel authorities shall ensure that contact details are updated at the beginning of every semester. Failure to update contact details shall be treated as an administrative lapse.

D. Hospitalisation Response Chain

Step 1 Caretaker / Guard / Assistant Warden

- Immediately proceed to the IHC or hospital location
- Confirm medical referral and hospitalisation requirement
- Coordinate admission formalities with the CoW Office
- Ensure that documentation gaps do not delay admission
- Inform the Warden without delay
- The Caretaker or Guard shall remain physically present with the resident until relieved

Step 2 Warden

- Immediately activate parent or guardian notification
- Communication shall include: nature of emergency as medically informed; name and location of hospital; current status of the resident; and contact details of the institutional representative present
- Nominate institutional escort where not already present
- Escalate to Chairman, CoW in serious cases

Step 3 Escort and Accompaniment

- One authorised institutional representative Caretaker, Guard, Assistant Warden, or Supervisor shall accompany the resident to the hospital
- One responsible student companion, preferably of the same gender, may also accompany; absence of student companion shall not delay transport
- The institutional representative shall coordinate admission formalities, ensure activation of insurance coverage, and remain present until:
 - the parent or guardian arrives; or
 - the resident is stabilised and admitted; or
 - further administrative instructions are received
- Under no circumstances shall a hospitalised resident be left unattended during admission

E. Insurance and Documentation Activation

- The institutional representative, in coordination with the CoW Office, shall ensure the resident's Institute ID and insurance card are produced, inform the hospital of insurance coverage, and coordinate with the hospital's insurance desk or TPA for cashless admission at network hospitals.
- **Network hospital:** Cashless treatment is available only at hospitals empanelled under the Institute's insurance policy. The institutional representative shall make reasonable efforts to take the resident to a network hospital unless the emergency requires immediate stabilisation at the nearest available facility.
- **Non-network hospital:** Where hospitalisation occurs at a non-network hospital due to emergency circumstances, admission shall not be delayed under any circumstances. The resident or their parents or guardians shall bear expenses directly and may claim reimbursement after discharge, subject to in-

insurance rules. All bills, prescriptions, diagnostic reports, and the discharge summary must be preserved for submission to the insurance provider.

- The CoW Office shall record that hospitalisation has occurred and shall facilitate communication between hostel authorities and parents or guardians.

F. Parent and Guardian Communication

- Parents or legal guardians shall be informed immediately in all hospitalisation cases.
- Notification shall be made by the Warden or an authorised representative of the CoW Office or Dean (Student Affairs) Office.
- All communication shall be recorded and handled confidentially.

G. Role Clarity During Hospital Stay

Stakeholder	Responsibility
Caretaker / Guard	Immediate response; physical accompaniment to hospital
Assistant Warden / Supervisor	Transfer supervision and operational coordination
Warden	Parent notification and escalation to Chairman, CoW
CoW Office	Insurance coordination and documentation
Dean (Student Affairs) Office	Administrative oversight in serious or protracted cases
Accompanying Student	Support, communication, and presence

H. Night-Time Emergency Response

- Caretakers and Guards shall be present in every hostel 24×7 and shall act as first institutional responders during night-time emergencies.

- The IHC at **0532-292-2310** shall remain operational and manned 24×7.
- Ambulance activation authority rests with the IHC. No administrative approval is required.
- If the Institute ambulance is unavailable, the Caretaker or Guard shall immediately arrange any available vehicle. Medical transport shall not be delayed.
- The night-time escalation chain shall be:

**Resident → Caretaker / Guard → Assistant Warden → Warden →
Chairman, CoW**

- For female residents at night: a female companion shall accompany where available. Where no female companion is available, the Caretaker or Guard shall accompany alone. Safety and immediacy shall take precedence over all other considerations.
- All provisions of this Protocol apply equally during night hours.

I. Post-Admission Process

Within 24 hours of hospitalisation:

- A brief incident note shall be prepared by the Warden
- Insurance activation status shall be recorded by the CoW Office
- Parent communication shall be documented
- The CoW Office shall create a confidential medical case file entry

Upon discharge:

- The resident shall submit the discharge summary to the IHC
- A fitness certificate may be required before resuming hostel stay
- Case closure shall be recorded formally by the CoW Office

Annexure to Schedule IV Empanelled Hospitals, Insurance Provider and Emergency Contacts

(To be updated annually by CoW Office by resolution; does not require amendment of Schedule IV or the principal Regulations)

Item	Details	Last Updated
IHC Emergency Line	0532-292-2310	—
Empanelled Hospitals	To be inserted by CoW Office	—
Insurance Provider	To be inserted by CoW Office	—
TPA Name and Contact	To be inserted by CoW Office	—
Institute Ambulance Contact	To be inserted by CoW Office	—