

Minimum Standards for Dispensary of Ayush

1. Definition:-

- a. A dispensary may be defined as a clinical establishment providing, consultation, prescription and examination to outpatients including dispensing of medicines by a single or more than one Registered Ayurveda / Unani / Siddha / Sowa-Rigpa / Homeopathy practitioner(s) / duly certified Yoga & Naturopathy practitioner(s) as per the relevant statute of the concerned State/UT.
- b. A few minor procedures like dressing, etc. may be provided in dispensary not requiring observation or short stay.
- c. Dispensing of medicines shall be done by qualified professionals to out- patients.

2. Scope (as applicable):-

- a. These set of common minimum standards framed are applicable to a single Registered Ayurveda / Unani / Siddha / Sowa-Rigpa / Homeopathy practitioner / duly certified Yoga & Naturopathy practitioner as per the relevant statute of the concerned State/UT or more than one Registered practitioner/ duly certified Yoga & Naturopathy practitioner who are providing patient care services.
- b. To provide consultation, prescription and examination to outpatients by a single Registered Ayurveda / Unani / Siddha / Sowa-Rigpa / Homeopathy medical practitioner / duly certified Yoga & Naturopathy practitioner as per the relevant statute of the concerned State/UT or group of Registered practitioners/ duly certified Yoga & Naturopathy practitioners as per the relevant statute of the concerned State/UT who are providing patient care services.
- c. To deliver primary service in health education and health promotion and rehabilitative health care services.

3. Infrastructure

- a. The physical facility shall be developed and maintained to provide safe and secure environment for patients, their families, staff and visitors. It shall be situated in a place having clean surroundings and shall comply with local byelaws in force, if any, from time to time.
- b. The minimum space requirement for carrying out the basic functions of the facility shall be as per *Appendix I*.
- c. The area shall be well illuminated, ventilated and clean with adequate water supply.
- d. The dispensary shall have a prominent board or signage displaying the name of the dispensary in local language at the gate or on the building of the dispensary.
- e. The following other signage shall be well displayed in the language understood by the local public in the area:
 - a) Name of the doctor(s) with registration number(s).
 - b) Fee structure of the various doctors or specialists
 - c) Timings of the dispensary (For e.g. from 8am -2pm)
 - d) Services provided within the facility

e)Certificate of registration under CE Act.

4. Furniture & Fixtures

4.1 Furniture and fixtures shall be available in accordance with the activities and workload of the dispensary.

4.2 The furniture and fixtures shall be functional all the time. For indicative list of items refer to *Appendix I* (The list is indicative and not exhaustive).

5. Human Resource Requirements

5.1 A single general practitioner or group of general practitioners or specialist doctors as per the scope of the dispensary shall be registered with State or National Commission for Indian System of Medicine and Homoeopathy. In case of Yoga & Naturopathy practitioners, they shall be duly certified as per the relevant statute of the concerned State/UT.

5.2 The services provided by the medical professionals shall be in consonance with their qualification, training and registration.

5.3 If dispensing is done by paramedic like pharmacist, he shall be qualified and trained.

6. Equipment or instruments or drugs

6.1 The dispensary shall have essential equipments as per *Appendix I*

6.2 Other equipment as per the scope of service being practiced shall also be available.

6.3 Adequate space for storage of equipment and medicines shall be provided and if available medicines shall be stored as per manufacturer's guidelines. The equipment shall be of adequate capacity to meet work load requirement.

6.4 All equipment shall be in good working condition at all times. Periodic inspection, cleaning, maintenance of equipment shall be done.

7. Support Service

7.1 In a dispensary, minimum one support staff must be available to meet the care, treatment and service needs of the patient. However number may depend upon the workload and scope of the service being provided by the clinical establishment.

8. Legal or Statutory Requirements

8.1 Registration of doctor with respective State Medical Council/Board or Board of Ethics and Registration.

8.2 Existing Biomedical Waste Management Rules, 2018 amended from time to time as applicable to various Ayush clinical establishments.

8.3 Registration of the dispensary under the appropriate registering authority.

9. Record Maintenance and reporting.

9.1 Every Clinical Establishment shall maintain medical records of patients treated by it and health information and statistics in respect of national programmes and furnish the same to the district authorities in form of quarterly reports.

9.2 All clinical establishments shall be responsible for submission of information and statistics in time of emergency or disaster or epidemic situation or as required from time to time by National Council, Clinical Establishments Act 2010.

9.3 Medicine Records and Registers.

10. Basic processes

10.1 Registration.-Every patient visiting the dispensary shall be registered preferably by ABHA number.

10.1.1 Patient shall be guided and informed regarding Patients' rights and responsibilities *Appendix 2*

10.2 Assessment

10.2.1 Every patient shall undergo assessment, during the course of assessment, the patient findings, medications and investigations should be documented with working diagnosis, legibly in the assessment or OPD prescription with the signature of the consultant or Specialist or Super Specialist with date and time.

10.2.2 Medicines shall be dispensed by qualified doctor or pharmacist as allowed by law.

10.2.3 No medicines shall be dispensed from pharmacy store without a written prescription order of doctor, except in emergency cases. Medication dispensing shall be done with care to prevent any medication error. Following shall be checked before dispensing of medication. These checks shall be done at store level.

10.2.3 Medicine prescribed.

10.2.4 Dose of prescribed medicine.

10.2.5 Expiry date.

10.2.6 Labels (if reconstituted drugs).

10.2.7 Labeling shall be done for every prepared or reconstituted medication, which shall include name, date of preparation, strength and frequency of administration of drug.

11. Infection Control

11.1 The dispensary shall take all precautions to control infections like practicing hand hygiene etc.

11.2 The dispensary shall have availability of clean water for hand washing or should be maintained throughout the working hours of the dispensary.

11.3 Sanitation and hygiene of the toilets if available shall be maintained.

11.4 Mopping of all patient care areas with disinfectant shall be done at least once a day

12. Safety Considerations

12.1 Effort shall be made to take care of patient safety aspects like patient fall, etc.

12.2 Effort shall be made to keep dispensary pest and termite free.

13. Biomedical waste Management

13.1 Existing Biomedical Waste Management Rules, 2018 amended from time to time as applicable to various Ayush clinical establishments

13.2 Dispensary waste generated should be segregated at source.

13.3 Needles and sharp waste should be stored in puncture proof, leak proof and tamper proof containers (as per applicability).

14. First aid

14.1 Provision shall be made for providing First Aid.

14.2 Contact details of ambulance, referral hospital etc. shall be available in case of emergency.

Minimum Standards for Dispensary

Sn	Requirement	
1	Physical infrastructure	Space–100 sq. ft (Minimum) Dispensing counter – as per requirement.
2	Human resource	(a) One Registered Ayurveda / Unani / Siddha / Sowa-Rigpa / Homeopathy practitioner/ duly certified Yoga & Naturopathy practitioner as per the relevant statute of the concerned State/UT (Minimum) (b) One pharmacist(Minimum) (c) One multipurpose worker (optional)
3	Equipment	Stethoscope – 1 B.P. apparatus – 1 Torch – 1 Thermometer – 1 Tongue depressor – 1 Weighing machine – 1 X –Ray view box – 1(Optional) Hammer – 1 (Optional) Others as required
4	Furniture requirement	Doctor’s table – 1 Doctor’s chair – 1 Chairs for attendants – 2 Examination table – 1 Patient’s stool – 1 Foot step – 1
5	Others	Display the name of doctor with the degree. Registration number of the doctor Fee Timing of the dispensary

Patients' Rights and Responsibilities:

Patients' Rights

A patient and his or her representative has the following rights with respect to the clinical establishment-

1. To adequate relevant information about the nature, cause of illness, proposed investigations and care, expected results of treatment, possible complications and expected costs;
2. To access a copy of case papers, patient records, investigations reports and detailed bill.
3. To have informed consent prior to specific tests or treatment (e.g. surgery and procedure)
4. To seek second opinion from an appropriate clinician of patients' choice, with records and information being provided by treating hospital
5. To have confidentiality, human dignity and privacy during treatment.
6. To have ensured presence of a female person, during physical examination of a female patient by a male practitioner.
7. To have non-discrimination about treatment and behavior on the basis of HIV status.
8. To choose alternative treatment if options are available.

Patients' Responsibilities

1. Provide all health related information.
2. Cooperate with Doctors and other relevant staff during examination and treatment.
3. Follow all instructions.
4. Pay agreed fees on time.
5. Respect dignity of doctors and other hospital staff.
6. Never resort to violence.