

Office Of the Chief District Medical Officer: Nuapada
Department of Health & Family Welfare Department Govt of Odisha

Advt No.....Date.....

CONTRACTUAL APPOINTMENT

Applications are invited from eligible candidates for filling up of various posts under the Chief District Medical Officer, Nuapada to be filled on contractual basis with monthly remuneration mentioned against each post.

Sl No	Name of the Post	Vacancy	Remuneration (In Rs.)	Qualification	Remarks
1	Protocol Manager (PM) under RSBY	UR-1 (DHH-1)	5600/-PM	The Candidate should be a D.Pharm with PGDCA/DCA with adequate knowledge of Computer particularly in MS Office.	
2	Data Entry Operator (DEO) under RSBY	9 (ST-2(1W), SC-1, SEBC-3(1W), UR-3 (DHH-3) Khariar Road-1 Komna-1, Bhella-1 Sinapali-1 Boden-1 Khariar-1)	5200/-PM	The Candidate Should be a graduate with PGDCA	Selection will be done at district level but the engagement order will be issued by the concern RKS institution wise.

Application form and details can be downloaded from the district website www.nuapada.nic.in. Interested candidates fulfilling the eligibility criteria mentioned above are to be applied in the prescribed application form to the undersigned by Registered Post/Speed Post only on or before...~~4.10.13~~...2013. The Undersigned reserves the right to reject any or all the applications and modify/cancel the advertisement with out assigning any reason there of.

Sd/-
Chief District Medical Officer, Nuapada

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22-10-13

Staff structure of RSBY Helpdesk and Terms of Reference (ToR).

(a) PROTOCOL MANAGER

- He/She will be the institutional level nodal person and responsible for overall implementation of RSBY and OSTF in the concerned hospital.
- Liaise with various departments of the hospital and other stakeholders like accountant (OSTF), TPA, insurance Company and department of labour functionaries in the district and CSOs involved in the implementation of RSBY.
- Monitor service quality extended out to the beneficiaries.

Assist Superintendent/Director/Chief district Medical Officer/ Medical Officer in charge /Chief medical Officer to submit insurance claims (in respect of all the RSBY patient for the procedures/services availed), to the insurance Company along with all the required documents.

Qualification:

D.Pharm with PGDCA/DCA with adequate knowledge of computer particularly in MS-Office. Previous work experience of similar kind shall be an added advantage. Applicant having higher qualification can also apply but no additional benefit, advantage will be given.

(b) DATA ENTRY OPERATOR

- Ensure proper record keeping and maintenance of all registers related to RSBY.
- Ensure friendly usage of Hospital transaction software.
- Generation of daily/weekly/monthly reports.

Qualification:

Graduate with PGDCA. Previous work experience of similar kind shall be an added advantage.

Key function of the Front Office,RSBY,Hospital:

- **Oversee the implementation and management of RSBY in the health facility**
 - ✓ Registration of the BPL patient in the Hospital using smart card.
 - ✓ Facilitate use of RSBY benefit through direct guidance and support to beneficiaries.
 - ✓ Assist them by providing accurate information and provide support by handling patient related queries efficiently.
 - ✓ The front office should ensure that there is proper coordination between various department of the hospital while administering treatment to RSBY patients so that they are able to get proper feedback on the treatment which can facilitate assessment of credit balance of the insurance amount and the financial implication of the treatment on the beneficiary if any.
 - ✓ Coordination with the **RSBY Cell, DHS, Health and Family welfare Department and OSTF Cell, Dept. of Health & Family welfare.**
 - ✓ Coordination with District labour office, TPA, Insurance Company and account (OSTF).
- **Record keeping, register maintenance, weekly and monthly reports.**
 - ✓ Maintenance and updating of patient database for facilitating information to the TPAs and District Head Quarter server.
 - ✓ Track patient movements and update user information.
- Ensure improvement of quality of service in terms of informing the patient of their eligibility and services available and providing them assistance with regard to the RSBY and OSTF services offered.
- Payment of Transportation allowance to the patient.
- Completion and updating of all records of the beneficiary.
- Ensure the accuracy and completeness of claims filled up, thus facilitating quicker reimbursement to the hospitals.
- Safe maintenance of equipment of the front office.
- Facilitate monthly review session between insurance companies, RSBY nodal agency and all CSOs involved in RSBY.

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Key responsibilities of RSBY-OSTF Helpdesk

- Welcome the patients and help them understand the services available and the procedure for registration / treatment/admission.
- Register all patients as per the registration protocol after due verification of the documents/ smartcards.
- Generate route slips for each patient, and provide guidance regarding the procedure that they are required to undergo and ensure that all services provided have been checked out properly.
- Review and verify patient coverage of insurance and compute the charges to be paid by the patient if any.
- Coordinate with the various departments like the consultation rooms, diagnostics and get a feedback on the treatment advised to the patients and the cost involved for the same, so that the beneficiary can be advised on the cost implication and the credit balance on his insurance.
- Handle and synchronise user data and conversion of the same into an effective database with timely updating of all the relevant patients details and information.
- Ensure the correctness and completeness of the claims filled up and coordinates with insurance companies or TPAs and transmits the relevant data, forms and information to them.
- Coordinate with the project office of the TPAs on a daily basis.
- Ensure effective communication.

Job requirement for Staff of RSBY-OSTF Helpdesk:

- Ability to work under pressure.
- Ability and willingness to ensure treatment of all RSBY-OSTF patients with almost kindness and consideration in the most trying situation.
- Ability to multitask.
- Strong coordination capability.
- Effective communication skills.
- Knowledge of data entry, book keeping and office functions.
- Ability to relate to public regardless of ethnic, religious and economic status.

Reporting

- Process reporting to the Director/superintendent/Chief district Medical Officer, Chief Medical Officer/ Medical officer in charge of the concerned health facility.
- Final reporting to RSBY Cell, Directorate of health Services, HoD Building, Odisha, Bhubaneswar.

Performance Indicators

- Number of claims duly completed and verified vis a vis the number of patients registration. (100%)
- Submission of claims to the TPA/Insurance Company within
 - ✓ 12 hrs of discharge (70%)
 - ✓ 24 hrs of discharge (95%)
- Percentage of the claims rejected by the insurance agency as against the number of claims submitted to them. (Less than 5%)
- Review of feedbacks placed in the suggestion boxes.
- Apart from the above, the Department will also carry out periodic external quality checks with regards to the overall coordination, cleanliness, attitude, patient friendliness and efficiency of the RSBY-OSTF front office.

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Remuneration:

1. Protocol Manager (PM): Rs. 5600/- PM
2. Data Entry Operator: Rs. 5200/- PM
3. Attendant: Rs. 4000/- PM (Maximum)

Engagement:

The engagement of the staff for RSBY Helpdesk should be on purely temporary basis and till RSBY implementation in the concerned district is in effect. RKS/SBS will recruit through open advertisement through a transparent manner and following ORV act.

Preference:

The PM and DEOs currently working in different health institutions, through outsourcing agency, may be given preference as they are trained on RSBY hospital transation software and working in the same post last one year or more, subject to that they are fulfilling the required eligibility criteria and pass the required test (s).

The PM and DEOs currently working under RKS/SBS shall be preferred for engagement, if they qualify in the test. If they fail to qualify, then concerned RKS/SBS shall engage others as per the merit list.

NB: Protocol Manager and DEOs currently working through outsourcing agency are required to submit "No Objection certificate" from their concerned employers.

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APPLICATION FORM

Advertisement No.		Photograph					
Name of the Post							
1.	Applicant Name :						
2.	Father's Name :						
3.	Date of Birth :	4. District of Domicile: 5. Sex :					
6.	Age as on :						
7.	Please mention if SC / ST / UR :-						
8. Present Contact Address: Permanent Contact Address:		9. Contact Telephone / Mobile No. :-					
10. Email Address:							
11. Languages spoken / written:							
12. Academic and Professional Qualification details :							
Exam Passed	Name of Board / University	Year of Passing	Marks (excluding 4 th optional)			Duration of Course	Full / Part Time
			Full Mark	Marks Secured	% of Marks		
13. Employment Record :-							
Years of post qualification experience :-							
Total years of experience :-							

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14. Experience Details (starting from present employment):-

Name of the employer	Post Held	From Date	To Date	Total		Job Description	Remuneratin
				Year	Month		

Declaration : I do hereby declare that the information furnished above are true to the best of my knowledge and belief and that, if at any stage, it is found that any of the above material informatin is false / incorrect or is supressed by me my candidature / appointment under Chief District Medical Officer, Nuapada is liable to be rejected / terminated. I also declare that I have never been disengaged from service under the employer on administrative ground such as disobedience / poor performances / misbehaviour / criminal activity etc.

Further I undertake that I shall produce all original certificates / documents insupport of the above information at the time of interview / certificate verification.

Date :
Place :

Full Signature of the applicant

Note:

- 1. The following documents are to be enclosed along with the application:**
 - a. Two copies of passport size colour attested photograph.**
 - b. Attested photo copies of all mark sheets & certificates in proof of the claim made by the candidate relating to his/her educational qualification.**
 - c. Attested photocopies of Experience Certificate.**
 - d. Attested Copy of Fresh Residence Certificate & Employment Exchange Number**
 - e. Attested photocopy of Caste certificate (for SC / ST candidates).**
- 2. No Objection Certificate from the Current Employer**
- 3. Application form & attested photo copies of all mark sheets & certificates (for each individual post) should be put into a cover super scribed as .APPLICATION FOR THE POST (NAME OF THE POST)..**

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