

**GOVERNMENT OF ASSAM  
HEALTH & FAMILY WELFARE DEPARTMENT  
DISPUR ::: GUWAHATI**

No. HLA.279/2020/34

Dated Dispur the 29<sup>th</sup> April, 2020

**From :** Shri Anurag Goel, IAS  
Commissioner & Secretary to Govt of Assam  
Health & Family Welfare Department, Dispur.

**To :** 1. All Joint Director of Health Services, Assam  
2. All Superintendents, Medical College & Hospitals, Assam


**Sub :** Delivery of non COVID essential services at Govt. and Private Health Facilities

Sir,

Inviting reference to the subject, I would like to inform you that MoHFW, Govt. of India has issued directions regarding delivery of non COVID essential services that are to be provided at all health institutions including private hospitals, the copy of which is enclosed herewith. The Ministry of HFW referred various guidelines issued from time to time in respect of COVID-19 treatment and management which may be downloaded as and when required for further guidance on the matter.

You are requested to ensure that all Govt. institutes and private hospitals including clinics remain functional during the lockdown period and afterwards and essential health care services like dialysis, blood transfusion, chemotherapy, RCH, immunization, communicable diseases, vector borne diseases are not denied at such health facilities. Health care providers in such facilities may be advised to take necessary precautions for personal protection as per COVID-19 management/ treatment protocol.

Encl: As stated above.

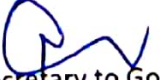
  
Commissioner & Secretary to the Govt of Assam  
Health & Family Welfare Department

Memo No. HLA.279/2020/34-A

Dated Dispur the 29<sup>th</sup> April, 2020

**Copy to:**

1. The Chief Secretary, Govt. of Assam.
2. Principal Secretary to Hon'ble Chief Minister, Assam.
3. The Mission Director, National Health Mission, Assam.
4. All Deputy Commissioners with a request to ensure compliance of the above instructions.
5. The DHS/ DME, Assam with a request to ensure compliance of the above instructions.
6. P.S. to Hon'ble Minister, Health & F.W. Department, Dispur.
7. P.S. to Principal Secretary, Health & F.W. Department, Dispur.

  
Commissioner & Secretary to Govt. of Assam  
Health & Family Welfare Department

(3)



भारत सरकार  
स्वास्थ्य एवं परिवार कल्याण विभाग  
स्वास्थ्य एवं परिवार कल्याण मंत्रालय  
Government of India  
Department of Health and Family Welfare  
Ministry of Health and Family Welfare  
D.O. No. 7(23)/2020-NHM-I  
28<sup>th</sup> April 2020

प्रीति सूदन, आईएएस  
सचिव  
PREETI SUDAN, IAS  
Secretary

Dear Colleague,

At the outset, I compliment you and your team for the hard work and commitment towards overcoming the challenges posed by the COVID-19 pandemic. I also acknowledge the exceptional work done by your team under your leadership for containment of COVID-19 outbreaks and accelerated scaling up of the Dedicated COVID facilities for providing assured and quality services to COVID-19 patients.

You would agree that while it is the need of the hour to keep our health systems in a state of readiness to surmount any possible surge in COVID-19 cases, it is also important that the **non-COVID essential services are also provided to those who need them.** I had recently written to the States\UTs on ensuring non-COVID essential health services and had enclosed a guidance note also. This is available at Guidance note for enabling Delivery of Essential Health Services during the COVID 19 Outbreak (20.04.20). It includes essential services for RCH, immunization, communicable diseases such as TB, Leprosy and vector borne diseases and non-communicable diseases such as cancer and dialysis. The Ministry has also issued detailed guidelines with SOPs for dialysis (Revised Guidelines for Dialysis of COVID - 19 patients (07.04.20) and blood donation and transfusion (Advisory for Voluntary Blood Donation during COVID- 19 scenario(09.04.20). Hon'ble Health Minister has also written to Health Ministers of all states to ensure assured and uninterrupted blood donation and transfusion services for people with blood disorders such as Thalassemia, Haemophilia and Sickle Cell Anaemia (20.04.20). I am sure that these guidelines are being scrupulously implemented in your state\UT.

In this regard, I would like to draw your attention to certain reports received in this Ministry that many hospitals in the private sector, are hesitating in providing critical services such as dialysis, blood transfusion, chemotherapy and institutional deliveries to their regular patients either on account fear of contracting COVID-19 or they are keeping their hospitals\clinics being closed. It is also noticed that at many places the hospitals\clinics are insisting on a COVID-19 test before providing services.

You would appreciate that for patients who need these critical services, it needs to be ensured that all the health facilities, especially those in private sector, continue to be functional and provide such services so that such patients do not face any hardships. Accordingly, I request you to please ensure the following -

1. The Ministry of Home, vide their order no. 40-3/2020-DM-I(A), dated 15.04.20 (copy enclosed), have provisioned that all health services should remain functional during the period of lockdown. It is requested that movement of service providers may be facilitated, especially those working in the private sector.

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Room No. 156, A-Wing, Nirman Bhawan, New Delhi-110 011  
Tele : (O) 011-23061863, 23063221, Fax : 011-23061252, E-mail : secyhw@nic.in



2. The Indian Council of Medical Research has issued Guidelines for COVID-19 testing (17.04.20). These protocols may be widely disseminated among the healthcare service providers and it may be emphasized that testing for COVID-19 has to be as per the protocols. Instead, the healthcare providers may be advised to take necessary precautions for personal protection as per Ministry's Guidelines on rational use of Personal Protective Equipment (24.03.20). Guidelines for Infection Prevention and Control in Healthcare Facilities (25.01.20) may also be widely disseminated among the healthcare institutions, both public and private.
3. The Ministry has issued Guidelines to be followed on detection of suspect or confirmed COVID-19 case in a non-COVID Health Facility on 20.04.20. These guidelines have been issued to facilitate continuance of services in such health facilities after disinfection as per the SOPs specified in the guidelines. The enforcement machinery in the state\UT may be suitably sensitized about these guidelines and may be directed that the guidelines are implemented in true letter and spirit to obviate the fear of closure of health facilities for prolonged periods of time.
4. Detail advisory on the use of Hydroxy-Chloroquin as prophylaxis for SARS-CoV-2 infection (23.03.20) have also been issued. Sufficient availability of Hydroxy Chloroquin (HCQ) has been ensured.
5. Helplines set up by the States/UTs should receive grievances regarding denial of critical services specially on account of insistence on testing. The Helpline staff should be trained to respond to queries pertaining to critical services. Quick resolution of grievances may also be ensured.

I request you to please ensure that above measures are taken in consultation with the healthcare fraternity in your State\UT to allay the fears, alleviate uncertainty and to ensure that all the health facilities, especially those in private sector, both clinics and hospitals, do remain functional and that anyone needing any essential critical services including dialysis, blood transfusion, chemotherapy and institutional deliveries, is not denied such services.

*Preeti Sudan*  
 Yours sincerely  
*Pda.*  
 (Preeti/Sudan)

Encl: As above.

To,

Chief Secretaries\Administrators - All States\UTs