

**Memorandum of Understanding (MoU) between Yenepoya Medical College Hospital and  
NGOs/Institutions to manage Patient Information and Guidance Centers (PI&GC) on  
shared basis in the selected regions of Karnataka and Kerala States**

This Memorandum of Understanding is executed this day, the 2<sup>nd</sup> August 2017

Between

Yenepoya Medical College Hospital  
University Road, Deralakatte-Mangaluru  
(Hereinafter referred to as YMCH)

Duly represented by

Dr.Mohammad Amin Wani  
Chief Operating Officer/Medical Superintendent  
(Hereinafter referred to as COO/MS)

And

Sri Krishna Hospital Kakkinje  
(Hereinafter referred to as Institution)

Duly represented by

Dr.Murali Krishna Irvathraya  
Managing Director

Hereinafter referred to as Authorized Representative (AR)

For managing

**PATIENT INFORMATION AND GUIDANCE CENTRE OF YMCH**

Under the terms of reference laid down hereunder

## **TERMS OF REFERENCE**

### **CONTEXT**

Yenepoya Medical College Hospital (YMCH), University Road, Deralakatte, Mangaluru is desirous to promote Patient Information and Guidance Centers (PI&GC) in the selected regions of Karnataka and Kerala States. In view of this YMCH has decided to identify bonafide Individuals/NGOs/Institutions for managing such centres on shared basis in specific geographical regions of Karnataka and Kerala States. Hence this MoU has been executed.

### **RESPONSIBILITIES OF YMCH**

1. YMCH shall take responsibility of printing and supplying publicity material related to the facilities and services of YMCH from time to time to the AR for dissemination to the public through the Information Centre.
2. YMCH shall provide the Hospital Referral Cards to the AR for issuing to patients who are referred to YMCH.
3. YMCH shall provide treatment for such referred patients by AR in the OP and IP of YMCH as per norms governing PI&GC (Annexure-A).
4. YMCH shall supervise and monitor implementation of work of PI&GC through the Departments of Medical Social Work and Marketing.
5. YMCH shall issue authorization letter and ID cards to each AR and it is incumbent on every AR to maintain the same in the PI&GC.

### **RESPONSIBILITIES of THE AR**

1. AR shall strive to give publicity for the services/facilities of YMCH through Patient Information and Guidance Centre for the benefit of patients and general public in the region.
2. AR shall prominently display a sign board received from YMCH in front of the PI&GC.
3. AR shall keep the PI & GC open at least for 6 hours per day according to the convenience of patients( For e.g.10-12am and 4-7pm). AR shall prominently display the working timing of PI & GC in front of it for the benefit of users.
4. AR shall disseminate information about the services available at YMCH and guide every patient who visits PI&GC with issuance of authorised Patient Referral Card. However this card shall not be issued to patients who already have Yen Arogya cards of Yenepoya Medical College Hospital.
5. AR shall maintain register of patient referral details in the PI&GC as per the proforma supplied by YMCH. The same details shall be sent (by email or post) to YMCH by 10<sup>th</sup> of

