

**Memorandum of Understanding-(MoU) between Yenepoya Medical College Hospital and  
NGOs/Individuals 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 26<sup>th</sup> July 2018

Between

Yenepoya Medical College Hospital  
University Road, Deralakatte Mangalore  
(Here in after referred to as YMCH)

Duly represented by

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

And

Mr. Shivaraj Naik, S/O Mahabaleshwara Naik, Sri Vignehwara Agencies,  
Siddapura Tq, Uttarakannada

For

PATIENT INFORMATION AND GUIDANCE CENTRE  
FOR 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 for managing such centers 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 Centres.
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 rules governing PI & GC.
4. YMCH shall issue authorization letter and ID cards to each AR and it is binding that every AR shall maintain it 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 4-7 pm). 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 authorized Patient Referral Card. However this card shall not be issued to patients who already have Yen Arogya Cards.
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 every month in the proforma prescribed by YMCH.
6. AR shall under no circumstances not collect any kind of fee from patients as service charges/contribution.

7. For grivevances if any the AR shall submit a written complaint to the Chief Operating Officer for verification and redressal.

#### AMENDMENT AND ARBITRATION

Amendment if any to this MoU can be made by mutual consent of the two parties in writing only.

Any dispute arising out of or in connection with this MoU or in the event of any conflict of interpretation of this MoU, both the parties shall resolve the same mutually in the better intrest of all the stakeholders and the institution.

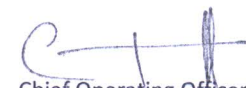
Thgis Memorandum of Understanding will come into force upon affixing of the signature by both the parties and will remain in force for a period of six months from the date of execution and can be subsequently renewed after the performance appraisal of PI & GC by YMCH.

In witness where off, the parties here to have signed this MoU and executed on this day, 26.07.2018 as mentioned above in the presence of the following witnesses. 2

  
Authorized Representative

Place... Siddapur (U.K.)

Date: 26-07-2018

  
Chief Operating Officer  
Chief Operating Officer / M.S.  
YENEPOYA MEDICAL COLLEGE HOSPITAL  
MANGALORE-575018  
for YMCH