

General Guidelines on various aspects pertaining to the Institute Clinic - IIT Palakkad

Respect

Treat clinic staff with courtesy and respect.

Follow Instructions

Adhere to medical advice and instructions given by healthcare professionals.

Appointments

Make appointments in advance when necessary and adhere to appointment schedules.

Cleanliness

Maintain a clean and orderly environment within the clinic, including avoiding excessive noise and respecting personal space.

Emergency

Be aware of emergency procedures and know how to access emergency services if needed.

Special Needs

Inform the clinic of any special needs or medical conditions that may affect treatment.

Student IDs

Students should present their student ID card for verification and access to the clinic

Confidentiality

Understand that medical information is kept confidential and should not be shared without consent.

Reporting

Report any issues or concerns regarding the clinic's services or facilities to the appropriate staff member or department.

Protocol for using the Ambulance Services

- IITPKD Clinic ambulance service is available 24/7 for EMERGENCY PURPOSE ONLY.
- Usage is limited to students, employees, and their official dependents residing on campus.
- Institute ambulance service will be provided only from IITPKD clinic to a secondary or tertiary care/center and not for inter-hospital transport.
- Ambulance will not pick up patients from any hospital outside IITPKD to transport them back to IITPKD or any other location.
- Ambulance will not wait for the patient once she/he is dropped at the secondary or tertiary center.

- Ambulance service will not be provided for residents/students residing outside the campus.
- **Ambulance services are not meant to be used as a mode of transportation either within or outside the campus for any non-emergency medical issues such as planned hospital visits, OPD visits, reviews/follow-up visits, or other such visits.**
- For post-surgical cases - An ambulance will be provided for return pick up of the patient only on the day of discharge, if needed, as per availability, and not for further review visits.
- On-duty medical officer will decide if an emergency requires ambulance service on a case-by-case basis and as per availability.
- The ambulance service usage for non-dependents on campus will depend upon the medical officer's decision after understanding the emergency and as per availability.
- The students and employees of the institute are requested to use ambulance service judiciously with utmost caution so that the neediest do not suffer if an emergency arises. It is also requested that the campus residents be considerate towards medical personnel during this service.
- The number of persons accompanying the patient will be regulated by the duty Medical Officer.
- Ambulance **will not be provided** for the following:
 - For report collections.
 - To transport patients to Airport / Railway stations.
 - For bringing patients for investigations/nebulisation to IITPKD.
 - For OPD patients to go back home unless certified by the treating Doctor.
 - For transporting of goods of any kind inside/outside the campus.
 - For bringing the patient after discharge from outside hospital to residence.
- **Ambulance should not be used as Hearse outside the campus as per RTO rule.**

Guidelines for Issuing Medical Certificates

To maintain fairness and transparency, medical certificates will only be issued under the following conditions:

Acute Illness or Injury

- High fever ($\geq 101^{\circ}\text{F}$), gastroenteritis, or severe vomiting/diarrhea that require hospitalization or cause unstable vital signs.
- Physical injuries that impair mobility (e.g., fractures).

Chronic Conditions

- Documented chronic illnesses requiring treatment due to acute exacerbation or hospitalization (e.g., asthma, diabetes, migraine).

Surgical Procedures or Hospitalization

- Medical certificates will be provided for recovery periods post-surgery or after hospital stays.

Mental Health Conditions

- Valid for severe stress, anxiety, or other diagnosed mental health conditions affecting performance (certified by a psychiatrist).

Infectious Diseases

- Conditions that require quarantine or isolation, such as COVID-19, conjunctivitis, chickenpox, etc.

Maternity or Medical Emergencies

- Certificates will be provided for pregnancy-related issues or other medical emergencies after proper evaluation.

Important Reminders

- Medical certificates will not be issued for mild or self-limiting conditions that do not require rest.
- **No pre-dated certificates will be issued.**
- Misuse of medical certificates for avoiding exams, assignments, or labs will be taken seriously and reported to the administration.

Please use medical certificates only for genuine health issues.