Referral transport Mandatory Disclosure Formats

Note.	To be filled and updated quarterly under NHM Mandatory Disclosure for all category of vehicles defined below.
1	**Patient transport Vehicle** — Vehicle designed primarily for transporting patients but without a trained personnel/ paramedic. This includes State-owned facility level ambulances, which may be used for inter-facility transfers, etc.
2	**Basic Life Support** — Ambulances designed for providing *basic care* to the patients en route. These must be equipped with basic equipment as well as have trained personnel on board.
3	**Advanced life support** — Ambulances designed for providing *emergency care* to the patients en rout. These must be equipped with advanced life saving equipment as well as have trained personnel on board.
4	**Empanelled vehicle** — Vehicles which are empanelled with local NGOs/service providers primarily for transporting pregnant women and sick infants

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Sl. No.	Indicators	Dial 102				Dial 108				Empanelled ambulances		Remarks, if any
		Patient Transport		Basic Life Support		Basic Life Support		Advanced Life support				
		NHM	State + Others	NHM	State + Others	NHM	State+ Others	NHM	State+ Others	NHM	State + Others	
	National Ambulance Service (NAS) Implementation (Yes or No), If yes please attach photos: Yes, Implemented.											
1	**Fleet Info**											
1.1	Total Number of ambulances sanctioned	110	16				30		12			Dial 102 (24x7) service implementation in the pipeline. However, the current available ambulances are functioning as per requirements.
1.2	No. of Ambulances functional out of 1.1	110	16				30		12			
1.3	No. of GPS fitted ambulances out of 1.2	0	0				25		11			
1.4	No. of ambulances linked to call centre out of 1.2	0	0				30		12			
1.5	Operational Agency (State/NGO/Others private agencies). *Also provide name NGO/ private partners seprately,where applicable*	State	State				GVK EMRI		GVK EMRI			
1.7	No.of ambulances having certified trained staff on emergency care out of 1.2	0	0				30		12			
i	EMT	0	0				68		30			
ii	Paramedics / LTs	0	0									
iii	Drivers	0	0				69		32			
iv	Others (including call centre staff, administrative staff, etc.)	0	0				33					**GVK(EMRI):** cannot tag call centre staff/management staff as ALS/BLS

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Sl. No.	Indicators	Dial 102				Dial 108				Empanelled ambulances		Remarks, if any
		Patient Transport		Basic Life Support		Basic Life Support		Advanced Life support				
		NHM	State + Others	NHM	State + Others	NHM	State+ Others	NHM	State+ Others	NHM	State + Others	
2	Call Information											
2.1	Centralised Call Centre (Yes/No). Please specify whether State/District level	No				Yes (State)						**GVK(EMRI):** one common call centre at shillong
2.2	Average no. of calls received per month	NA				17274						**GVK(EMRI):** cannot tag all calls as ALS/BLS
i	% of calls attended (out of 2.2)	NA				99.95%						
ii	% calls where ambulances were dispatched (out of 2.2)	NA				9%						
iii	% ineffective calls (out of 2.2.i)	NA				78%						
3	Operational Details											
3.1	Average Operational cost per month per ambulance	NA				INR 1.10 lacs						**GVK(EMRI):** *** Opex per ambulance per month cannot be segregated for ALS/BLS/Referral as overhead costs like administration/management costs/call centre costs/ office running costs etc are common to all
3.2	Average Km travelled per ambulance per day	27						56		70		
i	No. of ambulances doing < 80 KMs per day	NA						26		8		
ii	No. of ambulances doing > 150 Kms per day	NA						0		1		
3.3	Avg no. of days covered per ambulance per month	NA						29		29		
3.4	Avg no. of trips per ambulance per day	2						1		1.8		
i.	No. of Ambulances doing >5 trips per day	NA						0		1		
ii	No. of Ambulances doing <2 Trips per day *(please provide justification in*	NA						30		11		
3.5	No. of ambulances per lakh population	NA						1.8		1.79		
3.6	No of ambulances per 100 sq. KM	NA						0.14		0.26		
3.7	User Fees (If any with details)	NA						No		No		

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Sl. No.	Indicators	Dial 102				Dial 108				Empanelled ambulances		Remarks, if any
		Patient Transport		Basic Life Support		Basic Life Support		Advanced Life support				
		NHM	State + Others	NHM	State + Others	NHM	State+ Others	NHM	State+ Others	NHM	State + Others	
4	**Performance details**											
4.1	Total cases handled per month per ambulance											
	: Home to Facility	20					28		38			
	: Inter Facility Transfer (IFT)	20					7		7			
	: Facility to Home	31					n.a		n.a			
4.2	Average emergency rescues per month per ambulance (excludes non-emergency such as drop back home) (*Please detail emergency in remarks col)*	8					35		45			
4.3	Average number of pregnant women transported per ambulance per month	34					14		13.5			
4.4	Average number of cases where patient could not be attended at the first health facility destination	NA				18%						**GVK(EMRI):** Includes referrral transport and direct transfers due to various reasons (No doctor, Equipment etc). This is an approximate figure
4.5	Average Response time											
i	Urban (Only for Home to facility, and inter-facility transfer cases)											
	: Call to Scene time	NA					12:22:33		12:20:24			
	: Call to Hospital Time	NA					1:21:29		1:15:46			
ii	Rural (Only for Home to facility, and inter-facility transfer cases)											
	: Call to Scene time	NA					0:31:02		0:47:18			
	: Call to Hospital Time	NA					1:50:10		2:03:15			