

GOVERNMENT OF ANDHRA PRADESH
HEALTH, MEDICAL AND FAMILY WELFARE DEPARTMENT
DR. YSR AAROGYASRI HEALTH CARE TRUST

**NOTIFICATION FOR RECRUITMENT OF AAROGYA MITHRAS, TEAM LEADER & DATA
ENTRY OPERATOR POSTS ON OUTSOURCING BASIS UNDER
DR. YSR AAROGYA SRI HEALTH CARE TRUST IN ERSTWHILE GUNTUR DISTRICT**

Notification No: 01 / 2022.

INTRODUCTION:

Aarogyasri Scheme is the flagship scheme of all Health initiatives introduced in April 2007 by Late. Dr. Y.S. Rajasekhar Reddy Government while he was the Hon'ble Chief Minister of erstwhile state of Andhra Pradesh with a mission to provide quality Healthcare for the poor. The aim of the Government is to achieve "Health for all". In order to facilitate the effective implementation of the scheme, the State Government set up the Aarogyasri Health Care Trust under the chairmanship of the Hon'ble Chief Minister. The trust is administered by a Chief Executive Officer who is an IAS Officer. The Trust runs the scheme, in consultation with specialists in the field of Healthcare.

In order to implement the scheme at District level, the Government of Andhra Pradesh have sanctioned various type of human resources such as District Coordinator, District Manager, Office Associates, Team leaders, Aarogya Mithras and Data Entry Operators to achieve the goals of the scheme and to cater the services to the needy families. Out of which certain category of the posts such as Aarogya Mithra, Team leader and Data Entry Operator became vacant and facing difficulty in successful implementation of the scheme in the District.

Accordingly, the Government of Andhra Pradesh it's represented by the Chief Executive Officer of Dr. YSR Aarogyasri Health Care Trust has issued instructions for filling up of all the vacancies available at various institutions in the District for utilization of their on Outsourcing basis in Guntur District.

In view of the above, the following Aarogya Mithras, Team Leader & Data Entry Operator are needed to be recruited on Outsourcing basis at various institutions under the administrative control of the District Coordinator, Dr. YSR Aarogya Sri Health Care Trust in Erstwhile Guntur District.

S.No	Name of the Post	No. of Posts	Qualification	Gross Remuneration per month
1	AarogyaMithra	20	(a) Qualifications: B.Sc Nursing, M.SC Nursing, B Pharmacy, M Pharmacy, Pharma D, B.Sc Medical Lab Technology with good academic record. (b) Skills: i) Excellent communication skills. ii) Should read, speak and write Telugu and English. iii) Should have computer knowledge and efficient in MSoffice. iv) Shall have basic understanding of Medical / Surgical specialties, and Hospital administration.	Rs.15,000/-
2	Team Leader	1	(a) Qualifications: B.Sc Nursing, M.SC Nursing, B Pharmacy, M Pharmacy, Pharma D, B.Sc Medical Lab Technology with good academic record. (b) Experience: Minimum of 2 years of fulltime experience in hospital services. (c) Skills: i) Excellent communication skills and leadership qualities. ii) Should read, speak, and write Telugu and	Rs.18,500/-

			English. iii) Able to handle difficult and complex situations. iv) Demonstrated experience with and knowledge of computerized data collection, management, reporting and analysis systems, and v) Shall have basic understanding of Medical/Surgical specialities, and Hospitals administration. (d) Additional Qualification: Any PG, Experience in Hospital Administration will be preferred.	
3	Data Entry Operator	1	(a) Qualifications: Any bachelor's degree in computers with good academic record with PGDCA/ CAD/ any other relevant Computer Course. (b) Skills: i) Excellent communication skills. ii) Should read, speak, and write Telugu and English. iii) Should have computer knowledge and efficient in MS office. iv) Shall have basic understanding of Medical Surgical specialties, and Hospitals administration.	Rs.18,500/-

Hence, applications are invited from the qualified candidates for the above said posts who have not crossed the age of '42' years. Age relaxation for upper age limit to those candidates belongs to SC/ST/BC are '5' years and '3' years for Ex-Service Men / Women and 10 years for Physically Handicapped Persons up to a maximum for 52 years. The maximum age shall be reckoned as on 31-05-2022.

The no. of posts notified for recruitment and the remuneration shown against each category is purely tentative and may likely to be increased or decreased.

RULE OF RESERVATION:

AAROGYA MITHRA:-

S.No	Roster Category	No of Posts
1	OC	3
2	OC(W)	2
3	OC-PH(VH)	1
4	OC-EWS	1
5	BC-A	1
6	BC-B	1
7	BC-B(W)	2
8	BC-C(W)	1
9	BC-D(W)	1
10	BC-E(W)	1
11	SC	2
12	ST	1
13	ST(W)	2
14	OC-EX SERVICE	1
	Grand Total	20

TEAM LEADER:-

S.No	Roster Category	No of Posts
1	BC-D(W)	1
	Grand Total	1

DATA ENTRY OPERATOR:-

S.No	Roster Category	No of Posts
1	OC	1
	Grand Total	1

The functions of the Aarogya Mithras are as follows:

Maintenance of Help Desk:

- First point of contact person for beneficiary at Network Hospital.
- Coordinating with patients in a Friendly and Pleasant manner.
- To be in APRON during duty hours and strictly adhere to duty timings
- Maintain patience and empathy while dealing with patients.
- Always keep the CUG (Closed User Group) switched on round the clock and should attend to all the Incoming calls politely.
- Any irregularity or inadequacy noticed should be brought to the notice of their superiors.
- Maintain Help Desk at Reception of the Hospital.

Facilitation and Counseling:

Aarogya Mithra is Friend of Health. Aarogya Mithra is a concept unique to Dr. YSR Aarogyasri Health Care Trust implemented schemes. Aarogya Mithra act as facilitators for the patients. In fact they form face of this scheme in the villages and in the network hospitals.

Identification & Verification of documents

- Receive the patients, verify the documents, register them and direct them to the MEDCO (Medical Coordinator) for further screening and investigations.
- Manually verify patients Ration card, Dr. YSR Aarogya Sri Health card, identity proof and referral card, if any.
- After verification of patient details in online EPDS/Navasakam portal search if details are not available enroll the patient first.
- If the details are available in online card search under Dr. YSR Aarogyasri portal and register the patient.
- Once the registration is done Dr. YSR Aarogyasri Patient Registration form is generated and Aarogya Mithra should sign and hand it over to the patient.
- Facilitate the patient for a cashless treatment

Facilitating the Patient to MEDCO for basic diagnosis

- Should guide the patients to MEDCO.
- Ensure that MEDCO generates DTRS (Diagnostic Test Requisition Slip) for every patient as required.
- Facilitate the patient for free diagnostics.

Admitting the patient if patient needs to convert to IP

- On verifying the test reports MEDCO makes the patient as Out Patient (OP) or Inpatient (IP).
- If the patient is OP, Aarogya Mithra has to counsel the patient that he/she does not require the surgery and can improve the health by taking medicines as prescribed by MEDCO.
- If the patient is IP, Aarogya Mithra has to counsel the patient regarding cashless facilities available in the scheme.
- Responsible for Submitting preauth from his login after raising the preauth from the MEDCO login
- Facilitate early evaluation and prevent delay in approvals by submitting the preauthorization complete in all respects.
- Ensure that patient is on bed from the time Patient is admitted till the approval is obtained.

Maintenance of Registers and regular round to all the NWH Patients

- Regular rounds in the wards and ensure that the patient is getting all the benefits of the Scheme.
- Ensure that Hospital is giving free Quality food, medicines to all the Dr. YSR Aarogyasri Health Care Trust implemented Schemes In-Patients.
- Any complaints or grievances noticed should be escalated to Superiors.

Daily On-bed visits and updating the patient status in online including the feedback provided by the Patient.

Grievance Redressal

- Register the grievance in Aarogya Mithra login and coordination with Network Hospital management for resolve the issues.
- Reporting of the activities to the Team Leaders, District Managers & District Coordinators or any other designated higher authority.
- Any other work as assigned by the District Coordinator/ District Manager in coordination with Trust from time to time.

Discharge facilitation

Ensure that all the updating like surgery, post-operative notes and discharge are done in time on the website by respective hospital MEDCO.

Follow-up medicines facilitation

Aarogya Mithra should ensure that free consultation, investigations & medicines are provided for follow up eligible patients for the identified (130 procedures for Dr. YSR Aarogyasri and Aarogya raksha and 170 procedures for EHS (Employee Health Scheme and WJHS (Working Journalist Health Scheme) follow up procedures.

Coordinate with MEDCO for initiating and submitting claims for every 3 months during follow up process.

Counsel the patients regarding follow up medicine and ensure that the patients get their follow up on the dates provided by MEDCO.

➤ **Any other work assigned by the Trust.**

Dress Code: Every Aarogya mithra has to wear Apron supplied by the Trust to identify himself as a representative of Trust.

Functions of Network Team Leader:

1. Functions of Ensure patients are taken care by the Mithras & NWH till his/ her recovery.
2. Ensure Mithras are maintaining mandatory documents in the case sheet of the patient.
3. Ensure the Mithras are regularly updating the Help desk Register & IP Status register.
4. Ensure patient consultation with the doctor & required OP investigations are done.
5. Ensure conversion of a patient as OP / IP is done by the MEDCO.
6. Ensuring updating of admission notes / clinical notes / Operation notes is done by MEDCO.
7. Ensure Mithras facilitate early submission of Preauthorization.
8. Ensure the NWHs facilitate payment of transportation charges to the patient & obtaining satisfactory letter as per the guidelines given by the trust.
9. Ensure counseling of the patient by Mithra regarding post surgery follow up and feedback is being done.
10. Ensure Mithras are coordinating with NWH for updating of Pending Pre-auth for want of some documents / details from the hospital. NWHs.
11. Ensure quality food is provided to the patients on timely basis by the NWHs.

Functions of Data Entry Operator:

1. To Monitor CC TV Cameras installed in Network Hospitals from District Monitoring Unit.
2. Raise Tickets if any lapses are found.
3. Closing of Tickets after lapses are rectified.
4. Any other work assigned by the Trust.

How to apply :

- a) Candidates can download the prescribed format of application using the website of <http://Guntur.ap.gov.in>.
- b) The candidate in person shall submit filled Application along with all its enclosures as mentioned in the table below, directly at O/o the District Coordinator, Dr YSRAHCT, Guntur on or before the last date i.e. on 22-06-2022 by 05-00 PM sharply.

Address of Aarogyasri District Coordinator Office, Guntur : A/26, Type-4, R&B Quarters, Beside DMHO Office, Collector Bungalow Road, Guntur-522004.

- c) Applications should be submitted walk in by candidate him/herself.
- d) Application shall be super-scribed with "Application for the post of _____ otherwise, the application will be summarily rejected.
- e) Aadhar and Working Mobile numbers are mandatory.

SELF ATTESTED COPIES TO BE ENCLOSED WITH FILLED IN APPLICATION:

1	Filled-in application form with latest Passport size photo affixed.
2	Attested copy of marks memo of SSC (or) equivalent certificate
3	Attested copies of marks memos of all the years of qualifying examination
4	Attested copies of Provisional / Permanent certificate of qualification
5	Attested copy of permanent registration certificate of the respected council / Board
6	Attested copy of latest caste certificate (in case of SC/ST/BC)
7	Attested copy of latest EWS certificate for OC Candidates
8	Attested copies of study certificates from Class-IV to X where the candidate studied
9	Attested copy of experience certificate of the candidate (if applicable)
10	Attested copy of Aadhar certificate of the candidate (mandatory)

NOTE :-

- i) If attested copy of Caste/EWS certificate is not enclosed, the candidate will be treated under Open Category.
- ii) If the Study certificates are not enclosed the candidate will be treated as Non-Local.
- iii) If any of the self-attested copies noted in the table above have not enclosed by the candidate, the application will be summarily rejected.
- iv) Application shall be submitted in the format enclosed to these guidelines only.

SELECTION PROCESS:-

- A) Receipt of applications, scrutiny of applications, with 65% of aggregating on the total merit.
- B) An exam will be conducted to know the computer skills of the candidates and a maximum of '15' marks will be allocated basing on the test result.
- C) Later, interviews will be conducted to the candidates, They will be awarded maximum of '20' marks during the interview.
- d) Rule of Reservations will be followed as per the Rule 22 of AP State and Subordinate Services.

RECRUITEMENT SCHEDULE:-

1	Date of availability of application forms	From 16-06-2022
2	Last date for receipt of applications	Up to 22-06-2022 by 5 pm

- Date & Time of Computer Exam & Interview will be communicated to the Candidates through Phone call/SMS to the Contact Numbers Provided in the Application.
- Candidates who don't Provide working Contact Numbers/Switched off Mobiles/ Not available in Network Area/ Didn't Lift the Calls made from the Aarogyasri District Coordinator Office, there will be no other way to Communicate the Candidates on Computer Exam/Interview. These Candidates will be marked absent in the Computer Exam and name will be removed from List of the Eligible Candidates.
- Interviews to the Candidates can't be rescheduled and who didn't attend the Interview

due to reason mentioned above or any other reason will be marked absent and will be given Zero Marks in the interview.

CONDITIONS ON APPOINTMENT:-

The candidate selected and appointed on Outsourcing basis shall not be regarded as a member of the service in which the post to which he/she is appointed, is included, and shall not be entitled by reason only of such appointment, to any preferential right to any other appointment in that or any other service.

REMUNERATION:-The monthly remuneration will be paid as shown against each category in the above table.

LEAVE :- a) The persons appointed on outsourcing basis are entitled for only one casual leave per month.

b) In terms of G.O.Ms.No:17, Finance (HR-I.Plg-Policy) Department, Dated: 31-01-2019, the married women employees working on outsourcing or on outsourcing basis shall eligible for '180' days of paid maternity leave for the first two deliveries. The paid maternity leave shall be equivalent to the existing remuneration drawn by the above women employees. The statutory benefits such as EPF and ESI and other recoveries wherever admissible shall also be admissible by treating them as "on duty".

OTHER SERVICE CONDITIONS:-

1. No private practice is allowed during the contract period.
2. All the staff shall stay in bonafied head Quarters.
3. Disciplinary control in accordance with provisions of APCS (CCA) Rules, 1991.

DEBARMENT:-

1. Candidates should make sure of their eligibility to the post applied for and that the declaration made by them in the format of application regarding their eligibility in all respects. Any candidate furnishing incorrect information or making false declaration regarding his/her eligibility at any stage or suppressing any information is liable to be debarred from recruitment conducted by the department and summarily rejection of their candidature for this recruitment and future recruitments.
2. The department is vested with conducting recruitment and selection as per rules duly maintaining utmost secrecy and confidentiality in this process and any attempt by any one causing or likely to cause breach of this duty in such manner or by such action as to violate or likely to violate the fair practices followed and ensured by the Department will be sufficient cause for rendering such questionable means as ground for debarment.

DEPARTMENT'S DECISION IS FINAL

The decision of the department/Dist. Selection Committee pertaining to the application and its acceptance or rejection as the case may be, and conduct of counseling and at all consequent stages culminating in the selection or otherwise of any candidate shall be final in all respects and binding on all concerned under the powers vested with it. The department/DSC also reserves its right and modify regarding terms and conditions laid down in the notification for conducting the various stages up to selection duly intimating details thereof to all concerned as warranted by any unforeseen circumstances arising during the course of this process.

(2/2)
Collector & District Magistrate,
Chairman Dr. YSR AHCT,
Guntur.