



भारत हेवी इलेक्ट्रिकल्स लिमिटेड Bharat Heavy Electricals Limited

From : Shilpa Mayenkar, SDGM (HR), BHEL Corporate Office New Delhi

To : **Head of HR, All BHEL Units/Divisions**

No. AA:HR:RE1(C)

Date: 20.05.2023

Subject: Implementation of online referral system for RECHS Beneficiaries at BHEL units/regions not having BHEL-run Hospital.

This is in continuation to the HR Circular No. AA:HR:RE1(C) dated 24.12.2022 wherein it was stipulated that referral by BHEL Doctor is required for Super Specialist consultation in the empanelled Hospitals which are on Negotiated rates/Hospital SoC.

To facilitate the referral to superspecialists consultation in the empanelled Hospitals which are on Negotiated rates/Hospital SoC and referral to empaneled diagnostic labs, a new feature of online approval has been developed in BHEL e-Care Portal, which facilitates the consultation/diagnostic request generation from the user end and further approval by BHEL Doctor/HR.

This new feature can be accessed from the BHEL e-care portal through <https://ecare.bhel.in> and "BHEL eCare" Android mobile app available on google playstore. The application on IOS platform for apple devices will be made available shortly.

With the above new feature, the facility of digitally approved referral letter is being provided in addition to current practice of signed stamped referral letter by BHEL Doctor/HR, for super specialist OPD consultation/OPD diagnostics empanelled on hospital SoC and independent OPD Diagnostic centres/labs. However, this is being implemented only for RECHS beneficiaries as of now.

User Manual of the new feature is also available on e-care portal. This may be given wide publicity amongst RECHS beneficiaries. RECHS beneficiaries should be advised to carry the approval of BHEL, either in soft form or a print out, to be shown/submitted to the Medical Service Provider.

The online referral system is currently being activated only for the locations where BHEL does not have own hospitals. The Units/Regions are advised to use the UHMS for all referrals to ensure integrity of records. Units are required to ensure that hospitals/individual labs are onboarded on the system. A separate email containing an indicative email template to be sent to hospitals/labs, User Manual for beneficiaries, User Manual for BHEL Doctors, User Manual for Hospitals and format for registration of hospitals/labs in UHMS has already been sent.


(Shilpa Mayenkar)