From 15-06-2020 the following SOP are to be followed in CLRI Dispensary in line with the SOP issued by the Ministry of Health and Family Welfare on 4.6.2020.

From 15.06.2020 the working hours of dispensary will be as follows:

08.00 am to 12.00 Noon from Monday to Saturday.

In order to avoid crowding, the dispensary facilities may be availed as follows except in emergency situations:

**Pensioners:** Monday, Wednesday and Friday  
**Employees:** Tuesday, Thursday and Saturday

1. All, including Pensioners and their dependents, can avail dispensary services.
2. **Persons above 65 years of age, persons with comorbidities, pregnant women are advised to stay at home, except for essential and health purposes.**
3. Consultation at dispensary is by **prior appointment only** except in emergency conditions – Please fix an appointment at the numbers given below **one day in advance for consultation** to avoid crowding at dispensary.

**Dispensary Contact Phone Nos:** 044 24437229, 044 24437139

4. In order to maintain staggered presence of persons at dispensary, beneficiaries are advised to visit dispensary **7-10 days well in advance to their due date** of regular medicines.
5. A person with complaints of fever, dry cough, tiredness, sore throat, headache, body pain and aches must report at the dispensary entrance first which will be conveyed to medical officer for assessment.
6. Clinical investigations will not be conducted at CLRI dispensary till further orders.
7. CLRI Director has permitted and approved the extension for purchase of all regular medicines for chronic ailments from any nearby chemists showing the last prescription from the medical officer of CLRI dispensary (without visiting dispensary) by the beneficiaries till 31st July 2020. The cost of OPD medicines will be reimbursed on submission of bills.
8. CLRI Director has permitted and approved the purchase of medicines which are not available at dispensary from any nearby chemists with the prescription issued by the medical officer. The cost of OPD medicines will be reimbursed on the submission of bills.
9. Bills for reimbursement may be submitted at dispensary while visiting the dispensary.
**SOP to be followed at CLRI Dispensary**

Only the beneficiaries will be allowed inside the dispensary. No attender will be permitted to accompany the beneficiaries except the following:

1. in emergency conditions
2. in case of disabled persons
3. in case of chronic bed ridden patients and

**The beneficiaries are requested to**

1. Wear face mask/face cover compulsorily
2. Leave their shoes/socks/sandals outside the dispensary
3. Leave their baggage / luggage near the entrance and not to bring them inside the dispensary.
4. Wash their hands and feet with soap and running water for 20 seconds on arriving at the dispensary.
5. Sanitize their hands using hand sanitizer available at the entrance (foot pedal hand free sanitizer)
6. Undergo thermal scanning at the entrance.
7. To maintain 6 feet social distancing amongst themselves while at dispensary.
8. Throw used tissues / face mask/face cover only in the yellow coloured bins kept near the entrance.
9. Avoid gathering in 5 or more numbers with others.

All are requested to kindly co-operate to avail better service.

By Director, CLRI