Dhirubhai Ambani University

Formerly DA-IICT

STUDENT HEALTHCARE FACILITIES &
STANDARD OPERATING PROCEDURE (SOP)
FOR MEDICAL EMERGENCIES

Ref. No.: DAU/Dean(S)Off. /2025-26/**03**   **Date:** 16 /01/2026
                                                                     02

This document outlines the medical facilities available to students of Dhirubhai Ambani University (DAU) and prescribes the Standard Operating Procedure (SOP) to be followed in the event of a medical emergency on campus, including during off-hours, weekends, and holidays.

1. Medical Facilities at the Institute

1.1 Medical Centre

The University operates a Medical Centre on campus with the services of **three visiting doctors** and **two qualified nurses**. Students may avail consultation services **free of charge**.

The Medical Centre can also be contacted through the generic email ID: medical@dau.ac.in

The contact details and duty schedule of the doctors and nurses are mentioned below.

1.2 Visiting Doctors

Name	Visiting Hours at Medical Centre	Contact Details	Residence Address
Dr. Arvindsinh Vaghela	09:00 AM – 10:00 AM (Mon–Sat)	94266 08600	Plot No 628/1, Sector 6A, Gandhinagar
Dr. Charulata Harshe	12:45 PM – 01:45 PM (Mon–Sat)	94276 00923	Plot 35/1, Sector 2A, Gandhinagar
Dr. Anjana Ved	05:45 PM – 06:45 PM (Mon–Sat)	94294 59829	719/2, Panchshil Park Sector 21 Gandhinagar

1.3 Nursing Staff

Name	Visiting Hours at Medical Centre	Contact Details
Ms. Shivani Vala – Nurse (Female)	08:00 AM – 04:30 PM (Mon-Fri)	6355 761 083
Mr. Chirag Patni – Nurse (Male)	03:30 PM – 12:00 AM (Mon-Fri)	9601846889
Weekend Provision: On Saturdays and Sundays, one nurse shall be available at the Medical Centre during official working hours, i.e., from 9:00 a.m. to 6:30 p.m.		

1.4 Emergency Medical Support

- The University provides a **24×7 ambulance facility** on campus.

- In case of emergencies, the ambulance can be accessed by calling:

    - **Intercom:** 566

    - **Landline:** 079-68261566

1.5 Availability of Medical Facilities Beyond Medical Centre Working Hours

In medical emergencies outside the Medical Centre's official working hours, students may report the matter directly to the **Hostel Supervisors or Security Supervisors**, who shall facilitate immediate assistance and hospital transfer, as required.

Note: "Hostel Supervisor" for the purpose of this SOP shall collectively refer to the **Assistant Manager (Hostel)** and the **Senior Executive (Hostel)**, who are authorised to perform hostel administration and emergency response duties as assigned by the University.

2. Group Mediclaim Insurance Coverage

All students of DAU are covered under the **Group Mediclaim Insurance Policy** as below:

- **Coverage Amount:** ₹4,00,000/- per student

- **Facility:** Cashless hospitalisation (subject to hospital tie-up)

Medi-claim cards can be generated using the following link:
https://www.reliancegeneral.co.in/insurance/self-help/online-r-card.aspx

In cases where cashless treatment is not available, reimbursement claims may be submitted to DAU via email along with valid bills and authorised documents. *(Detailed claim procedures are provided in Annexure-2.)*

3. Empanelled Hospitals

DAU has formal arrangements with the following hospitals, which admit DAU students **without advance deposit** and provide treatment at **concessional rates**.

3.1 List of Empanelled Hospitals

Name of the Hospitals	Address	Contact No.
SMVS	SMVS Swaminarayan Hospital Beside Swaminarayan Dham, Koba-Gandhinagar Highway, Gandhinagar, Gujarat-382007, India.	*Emergency:* +91 73737 33907 *Operator:* +91 73737 33904 +91 73737 33905 *Ambulance:* +91 95374 74444
Apollo Hospital	Apollo Hospital Gandhinagar - Ahmedabad Road, GIDC Bhat, Gandhinagar, Ahmedabad, 382428	*Emergency* +91 8069049761 +91 8401801066
Aashka Hospital	Aashka Hospital Sargasan & Reliance Cross Road, Gandhinagar, Gujarat	*For Booking Appointments :* +917575006000 / +917575009366 *Main Reception :* +919879752777 *Emergency Contacts :* +917575007707 *Patient Coordinator :* +917575007705

4. **Stress Management & Counselling Services**

The University has a **Stress Management Centre** that offers free **confidential counselling services** to students.

4.1 **List of Counsellors**

Name	Availability	Venue
Dr. Nandini Banerjee	Mon-Fri (9:30 am to 6 pm) Ph: +91 079-6826 1620 Email ID: nandini_banerjee@dau.ac.in	Room No. 2110, Faculty Block – 2, DAU Campus.
Ms. Nitu Singh Bhadouria	Thursday, Friday & Saturday (9:30 am to 6 pm) Mob. No: 9723611689 Email ID: nitusingh_b@dau.ac.in	Room No. 4160, Faculty Block – 4, DAU Campus.

In addition to on-campus counselling support, the University has partnered with YourDOST, an online platform for emotional wellness and mental health support that connects users with professional psychologists, counsellors, and coaches for guidance on personal, academic, and emotional concerns. YourDOST offers confidential, stigma-free, and anonymous counselling services, with access to experts via chat, voice, or video and is available 24×7 to support students' mental well-being. These services may be accessed through the official website (https://yourdost.com/) or the YourDOST mobile application.

5. **Key Emergency Contact Numbers**

Name	Tel. No.
Security Supervisor, Main Gate	(+91) 079-68261566
Hostel Supervisors	(+91) 079-68261544 / 9328994140 (+91) 079-68261545 / 9328994142
Prof. Madhukant Sharma, Resident Warden – (HOR Men)	(+91) 079-68261554
Ms. Minalben Patel Resident Warden – (HOR Women)	(+91) 079-68261667 / 9727540450
Prof. Rutu Parekh, Warden – (HOR Women)	(+91) 079-68261553
Prof. Kalyan Sasidhar, Dean (Students)	(+91) 079-68261560
Dr. Krutika Raval, Head - HR & Administration	(+91) 079-68261591
Shri Siddharth Swaminarayan, Executive Registrar	(+91) 079-68261567

6. SOP for Medical Emergencies

6.1 Initial Medical Assistance

In the event of any medical issue or emergency, students may directly approach the on-campus nurse(s) for primary medical assessment and initial treatment.

6.2 Medical Decision & Referral

Based on the initial assessment, the on-campus nurse shall determine:

- Whether consultation with the visiting doctor is required, or
- Whether the student needs to be referred and transferred to a nearby empanelled hospital for urgent care, further investigation, or specialised treatment.

6.3 Emergency Transfer

- If the condition of the student warrants immediate medical attention beyond on-campus facilities, the **on-campus nurse**, in coordination with the **Security Supervisor**, shall initiate ambulance services without delay.
- In **critical cases**, the student shall be **accompanied by the on-campus nurse and/or the Hostel Supervisor/Warden**, as deemed appropriate. The **receiving hospital shall be informed in advance** to ensure preparedness for immediate medical intervention upon arrival.

6.4 Cases Outside Nurse Duty Schedule

In situations arising outside the scheduled duty hours of the on-campus nurse, the matter shall be reported immediately to the Hostel Supervisor/Warden, who shall:

- Arrange necessary first response; and
- Coordinate with security personnel for ambulance services and hospital transfer, as required.

6.5 Reporting to Authorities

The Security Supervisor and/or Hostel Supervisor shall ensure that the incident is promptly reported to the concerned Warden, Manager (Administration), and the Dean (Students) for further necessary action.

7. Definition of Medical Emergency

A medical emergency refers to any illness or injury posing an **immediate risk to life or health**, requiring urgent medical intervention.

Examples include (but are not limited to):
Electric shock, road accidents, poisoning, drug overdose, severe burns, haemorrhage, chest pain, snake/animal bite, food poisoning, asphyxia, hyperthermia, bone fractures, etc.

8. First Aid Advisory

Basic first aid steps **(Annexure-1)** may be administered **only by persons trained in first aid** from a recognised institution. Incorrect intervention may cause serious harm.

Prof. Madhukant Sharma
Resident Warden
Dhirubhai Ambani University
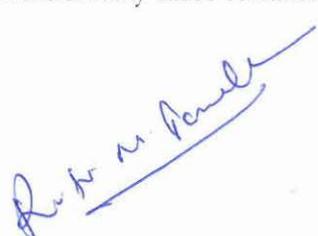
Prof. Rutu Parekh
Non-resident Warden
HoR (Women)
Dhirubhai Ambani University

Kirit Pandya
Manager – Administration
Dhirubhai Ambani University

Krutika Raval
Head - HR &
Administration
Dhirubhai Ambani University

Dr. P. S. Kalyan Sasidhar
Dean (Students)
Dhirubhai Ambani University

Sh. Siddharth Swaminarayan
Executive Registrar
Dhirubhai Ambani University

Annexure-1

FIRST AID TIPS IN CASE OF AN EMERGENCY

(To be done only by a person who has undergone first-aid training course of an approved institution)

Every year many accidents occur. With some care, they can be prevented. In case an accident does happen, you can be of help if you know Basic First Aid.

Do not move the casualty unnecessarily. Keep him warm. Make a diagnosis, decide the treatment, and treat. Remember the ABC of first aid: ensure airway is clear, breathing is present, and circulation is maintained.

1. **Respiration** – If it is failing, give artificial respiration (mouth-to-mouth or mouth-to-nose).
2. **Bleeding** – Arrest bleeding, apply pressure, dressing, pad and firm bandage. Elevate and keep at rest.
3. **Fractures** – Immobilise with padded stiff support covering joints on either side.
4. **Burns and Scalds** – Cool with cold water for 15 minutes. Do not break blisters or apply substances. Cover with clean cloth.
5. **Nose Bleeding** – Sit upright, lean forward, pinch soft part of nose for 10 minutes, apply cold compress.
6. **Bee Sting** – Remove sting using forceps. Apply cold or weak ammonia.
7. **Animal Bites** – Wash with soap and water. Apply loose bandage. Seek medical aid.
8. **Snake Bites** – Keep calm. Wash with soap and water. Apply constrictive bandage on heart side (not more than 20 minutes). Do not incise or suck wound.
9. **Fainting** – Lay down, loosen clothing, raise legs slightly. Do not give food or drink.
10. **General** – If in doubt, do nothing. Wrong action may cause harm.

(Courtesy: St. John Ambulance Association, India)

RELIANCE GENERAL INSURANCE

RCare HEALTH SOLUTIONS

Claim process – Cashless

RELIANCE GENERAL INSURANCE
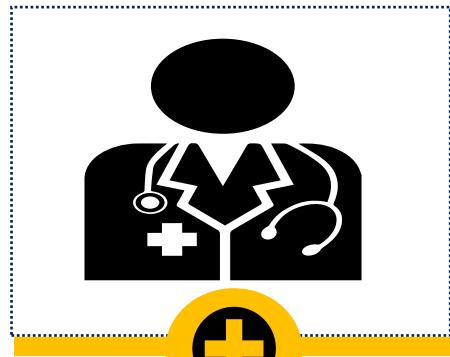
RGI Customer on Doctors Advice plans for hospitalization (Emergency / planned)

Intimate your claim (In any of our claim intimation forums)
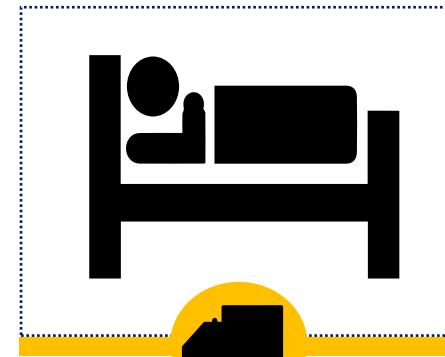
Visit Network Hospital For treatment
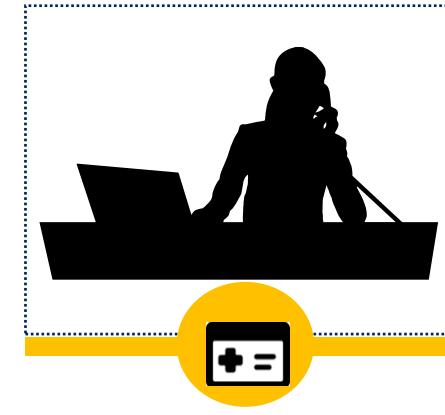
Hospital TPA desk Contact RGI for arranging cashless treatment via Email, Tollfree number or Network Portal
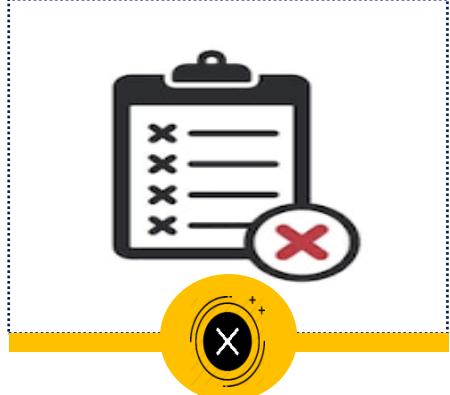
Denial Letter will be sent with proper reason However customer can share the documents for reconsideration

or

Query Letter to hospital sent for document deficiency/Additional Information requirement

or

Pre auth **approval** email/SMS sent to hospital within 4 hours of complete receival of documents
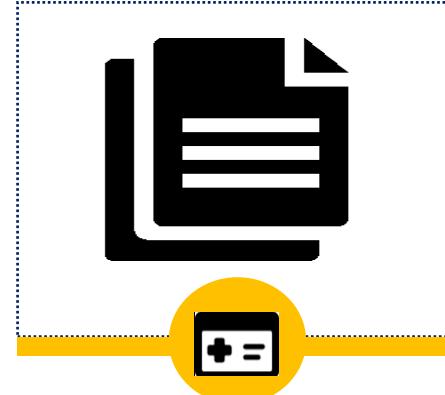
RCare Team reviews the claim and take a decision bases the details provided

List of Documents – Cashless

RELIANCE GENERAL INSURANCE

The following documents to be submitted to the hospital cashless team while admission

- ✓ Duly Completed Pre Auth Form

- ✓ Photo Identity proof of the patient

- ✓ Health Card copy

- ✓ NEFT Details (Only applicable for reimbursement of the deposit amount if any)

- ✓ KYC (Identity proof with Address) of the proposer, where claim liability is above Rs I Lakh as per AML Guidelines

- ✓ Pan Card copy of the claimant/Proposer

- ✓ Any other relevant document asked by cashless team at hospital

- ✓ Retain the photocopy of all the hospital bills/documents submitted to cashless team at the hospital for record purpose

Claim process – Reimbursement

RELIANCE **GENERAL INSURANCE**

Emergency/Planned Hospitalization as advised by Doctor

Intimate your claim

Undergo treatment in the hospital and make payment
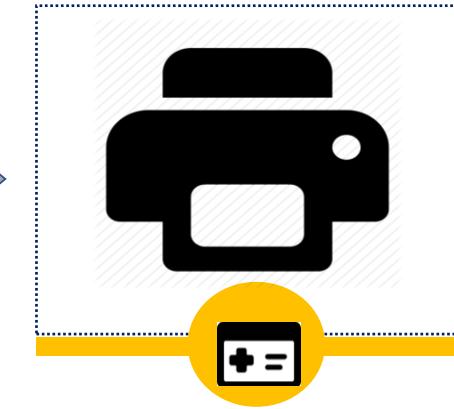
Member to submit all original scan documents* to RCARE within 7 days from date of discharge
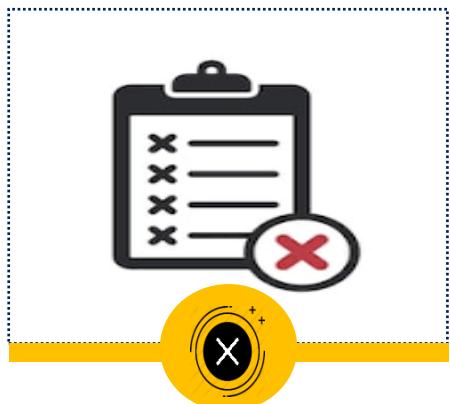
Denial Letter sent to member for claims beyond admissibility under policy along with reasons for the same

or

Query Letter sent for document deficiency/Additional Information requirement where insured to reply within 15 days

or

Settlement letter sent with payment through NEFT within 30 days of receiving entire documents as per T&C

RCare Team reviews the claim and take a decision bases the details provided

List of Documents - Reimbursement

✓ Duly Completed claim form

✓ Photo Identity proof of the patient

✓ Original bills with itemized break-up

✓ Payment receipts

✓ Hospital Discharge summary including complete medical history of the patient along with other details.

✓ Any other Investigation/ Diagnostic test reports etc. supported by the prescription from attending medical practitioner.

✓ NEFT Details (to enable direct credit of claim amount in bank account) and cancelled cheque

✓ CTS 2010 Cancelled Cheque with Insured name printed on Cheque, (if no name is mentioned on Cheque , please share bank statement or passbook copy along with Cheque)

✓ KYC (Identity proof with Address) of the proposer, where claim liability is above Rs I Lakh as per AML Guidelines

✓ Pan Card copy/Form 60 mandatory for the claim amount above 1 Lakh

✓ Legal heir/succession certificate , wherever applicable

✓ Any other relevant document required by Company/TPA for assessment of the claim.

COVID'19 Claims (Additional Documents)

✓ Insured Person Test Report From the ICMR authorized COVID'19 test Centre

✓ Original Home care prescribed certificate by authorised medical practitioner

✓ Home Quarantine Domiciliary summary

Claim Assistance

Intimate Claim to US

Within 24 hours for the emergency Hospitalization/One day prior for Cashless or Reimbursement

RELIANCE selfi	**BroBot**	🌐	✉	📞	(WhatsApp)
Our Smart App on Google Playstore and iOS AppStore	Bro Bot – Any time any where reach 24/7 Claim Assistance	Logon to www.reliancegeneral.co.in	Mail us on rgicl.rcarehealth@relianceada.com	Call us on 1800 3009 (Toll free) or 022 4890 3009 (Paid)	WhatsApp on 7400422200

* Please refer to your policy document for more details on the claim procedure or contact your relationship manager.

Claim Assistance- Self I

Self I

Intimate Claim to US

- Login to **Self I Mobile App** with your credentials or registered mobile number
- Attach Policy with policy number and date of birth.
- Click on to Insta claim
- Select the claimant details displayed
- Select cashless or reimbursement
- Submit the claim

Claim Status Check Through

- Login to **Self I Mobile App** with your credentials
- Click on to Claim status tab
- Click the policy you have initiated the claim in
- Check or track the claim status

Claim Assistance- BroBot

BroBot

Bro Bot

Intimate Claim to US

- Logon to www.reliancegeneral.co.in
- Click on to BroBot doodle in the right hand corner or the front page
- Say hi to BroBot and initiate the conversation by sharing the mobile number and OTP
- BroBot will ask you to select Buy Policy/ Renew Policy /Policy servicing/ Claim related
- Select Claim related and ask for claim intimation
- Brobot will share redirected claim Intimated link to website
- Share the relevant details and submit the claim

Claim Status Check Through

- Logon to www.reliancegeneral.co.in
- Click on to BroBot doodle in the right hand corner or the front page
- Say hi to BroBot and initiate the conversation by sharing the mobile number and OTP
- BroBot will ask you to select Buy Policy/ Renew Policy /Policy servicing/ Claim related
- Select Claim related and ask for claim Status check
- Brobot will share redirected claim Intimated link to website
- Enter the policy number and check the claim Status

* Please refer to your policy document for more details on the claim procedure or contact your relationship manager.

Claim Assistance- Website

Website

Intimate Claim to US

- Logon to www.reliancegeneral.co.in
- Click Claims and Select health claims
- Select Claim Intimation in the quick links in the right hand side of the health claims page
- Select the product and policy number
- Share the relevant details and submit the claim

Claim Status Check Through

- Logon to www.reliancegeneral.co.in
- Click Claims and Select health claims
- Select policy number/Claim number in show my claim status TAB
- Get the claim Status details within no time

* Please refer to your policy document for more details on the claim procedure or contact your relationship manager.

Claim Assistance- WhatsApp

RELIANCE GENERAL INSURANCE

Intimate Claim to US

- WhatsApp with random text Eg: Hi on **7400422200** with your registered mobile number
- WhatsApp gives you 3 options 1) Buy Policy 2) Renew Policy 3) Policy servicing/ Claim related
- Select No 3
- Type in your Query i.e How to intimate the claim
- Our WhatsApp Number shares the link of claim intimation
- Share the relevant details and submit the claim

WhatsApp

Claim Status Check Through

- WhatsApp with random text Eg: Hi on **7400422200** with your registered mobile number
- WhatsApp gives you 3 options 1) Buy Policy 2) Renew Policy 3) Policy servicing/ Claim related
- Select No 3
- Type in your Query i.e How to check the claim status
- Our WhatsApp Number shares the link of claim intimation
- Share the relevant details and submit the claim

* Please refer to your policy document for more details on the claim procedure or contact your relationship manager.

Claim Assistance- Call Centre

Call Centre

Intimate Claim to US

- Dial Tollfree Number 1800 3009
- Select The language
- Enter the policy number following #
- Enter Claim Intimate number or Talk to our service executive for claim intimation

Claim Status Check Through

- Dial Tollfree Number 1800 3009
- Select The language
- Enter the Claim number following # to know the claim status

* Please refer to your policy document for more details on the claim procedure or contact your relationship manager.

Claim Assistance- Webmail

Webmail

Intimate Claim to US

- Write to rgicl.rcarehealth@relianceada.com
- Share your email ex. Claim intimation with policy number and other details if any
- Acknowledgement email followed by Response within 24 hours

Claim Status Check Through

- Write to rgicl.rcarehealth@relianceada.com
- Share your Query i.e to check the claim status by sharing the claim number
- Acknowledgement email followed by Response within 24 hours

* Please refer to your policy document for more details on the claim procedure or contact your relationship manager.

Document Submission

Submission TAT

Cashless

Intimation to be made
- With in 24 hours for emergency
- Prior 48 Hours for Planned Hospitalization

Reimbursement

30

- Scanned Documents to be Submitted With in 7 days from the date of discharge

Submit Through

Cashless

TPA/Hospital will submit the necessary documents to RGICL for claim processing

Reimbursement

Original Scan*documents to be shared to RCare email ID ,Self-i or Website

*Note : Reliance General Insurance company limited will reserve the rights to seek all the original documents in physical form for a period of one year from the date of claim submission.

Reliance General Insurance company limited has right to take the refund of entire claim amount to the insurer if any misrepresentation/concealment of facts by the claimant, related to claim/ hospitalization. Also, the insurance company may take legal action, as deemed fit, if any discrepancy found in the claim.

Thank you