

GOVERNMENT OF NAGALAND
DIRECTORATE OF HEALTH & FAMILY WELFARE : NATIONAL HEALTH MISSION
NAGALAND : KOHIMA

NHM/ NL /18/ Ambulance /Misc/2015-16 /1813

Dated Kma the 20..... Nov 2025

To,

The Chief Medical Officer,
Dimapur, Kohima, Kiphire, Longleng, Mokokchung, Mon, Noklak, Peren, Phek,
Tuensang, Wokha, Zunheboto.

Sub:- Guidelines on National Ambulance Services

Sir/Madam,

With reference to the subject cited above, this is to inform you that the Directorate of Health & Family Welfare, National Health Mission, has formulated and finalized the Guidelines on Ambulance Usage for effective functioning and uniformity in service delivery across all health units.

In this regard, you are requested to kindly instruct all health units under your jurisdiction where ambulances are stationed to strictly adhere to the guidelines. The summary of the guidelines is enclosed for ready reference

This is necessary to ensure proper utilization, timely service, and efficient management of ambulance operations.

.Enclosed Ambulance Guidelines

Yours faithfully


(Dr. KEVEDUYI THEYO)
Mission Director

NHM/ NL /18/ Ambulance /Misc/2015-16

Dated Kma the Nov 2025

Copy to:-

1. The Commission & Secretary, Department of Health & FW for information.
2. The Principal Director, Directorate of Health & FW for information.
3. Office copy


(Dr. KEVEDUYI THEYO)
Mission Director

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Guidelines on Ambulance Usage

The following guidelines are issued to ensure the efficient, safe, and optimal utilization of the ambulance service. All personnel involved in fleet management and patient transport must adhere to these instructions.

1. Purpose

To streamline the daily operation of the ambulance service and ensure availability for patient care, emergency response, and essential transport needs.

2. Minimum Daily Trips

- **Minimum of two (2) trips per day as per the guidelines from NHM MoHFW**, is to be aspired.
- All trips must be authorized, recorded, and justified in the Logbook.

3. Trip Authorization

- All ambulance movements must be approved by the competent authority (e.g., Medical Superintendent, Nodal Officer, or Medical Officer).

4. Logbook and Documentation

- A **daily logbook** must be maintained by the driver and countersigned by the Health Unit In-Charge.
- Each entry must include:
 - Date and time
 - Purpose of trip
 - Starting and ending kilometre reading
 - Signature of requesting officer
 - Patient details (if applicable)
- The logbook should be reviewed Monthly for compliance, filled reporting format to be submit from each Health unit to District Programme Management Unit (DPMU)

5. Driver Responsibilities

- Ensure the ambulance is **clean, roadworthy, and properly equipped** at all times.

- Maintain proper discipline, punctuality, and readiness for immediate deployment.
- Report any mechanical issues to the Health unit Incharge.

6. Fuel and Maintenance

- Fuel usage must be recorded in the logbook and verified regularly.
- Preventive maintenance schedules must be followed as per manufacturer guidelines.
- Any emergency repairs must be reported to the concern Medical officer.

7. Patient Safety Protocols

- Ensure stretcher, oxygen cylinder, first-aid kit, and emergency supplies are available and functional.
- Maintain safe driving speed and follow all traffic regulations.
- Confidentiality of patient information must be strictly maintained.

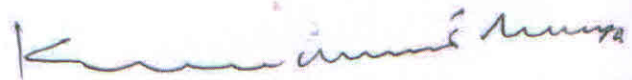
8. Non-Permitted Usage

The ambulance must **NOT** be used for:

- Personal duty or non-official errands
- Transportation of non-medical items unless approved by the concerned Health unit incharge

9. Monitoring and Reporting

- A monthly report on ambulance usage, including total trips, kilometres covered, fuel consumption, and maintenance activities, must be submitted to the District Programme Management Unit for further compilation and submit to State Programme Management Unit.



(Dr. KEVEDUYI THEYO)

Mission Director