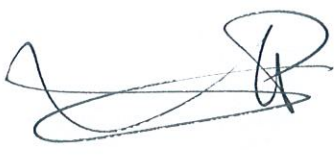



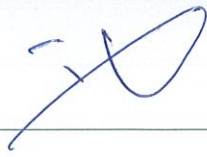


COMPANY STANDARD INSTRUCTION
QAPCO CLINIC MANAGEMENT INSTRUCTIONS




Instruction Number: IN-310-MED-01

Document Classification: Internal

Approved by	Name	Paul Gerardus Vermeiren	
	Position	Chief HSEQ Officer	
	Date	1/09/2020	




Rev.	Date	Prepared by	Reviewed by
02	1/September/2020	 HOM	 HSEQGM



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Revision / Modification History:

Rev #	Date	Section No.	Reason for revision / modification
0	30/09/2016	All	Following medical procedures merged and converted to instruction as per BT requirements & new organization structure. PR-310-MED-01_Handling of Emergency Cases PR-310-MED-02_Medical Equipment Calibration PR-310-MED-03_Daily Open Consultation PR-310-MED-04_Medical Waste PR-310-MED-08_Medicine Prescription & Distribution
1	15/07/2019	6.1	6.1 <ul style="list-style-type: none"> Determination of medical equipment's for medical emergency response. Revision on terminology the escalation of emergency case to MIC medical emergency team
		6.4	6.4 Revision on first aid box check list and location
		6.5	6.5 Additional Medical Responder equipment's
		6.7	6.7 New additional instruction "medical requirement for contractors"
		Annex 3	Revision on ambulance equipment check list
		Annex 4	New medical emergency responder bag check list
2	01/09/2020	6.2	Introduction of roles of firefighting department for monthly first aid box inspections
		7.4	Removal of first aid box focal point/representative responsibilities
		7.8	Revision on medical requirement for contractors regarding fitness to work

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1. OBJECTIVE

The purpose of this instruction is to provide guidance on clinic management including but not limited to clinic operation, medical emergency response, medical waste management, medicine prescription and medical equipment management.

2. SCOPE




This instruction covers all QAPCO clinic activities for both location in Mesaieed Complex Plant and Doha Headquarter.

3. INSTRUCTION SUMMARY

This instruction provides information to relevant internal stakeholders (HSEQ, Line Manager, Employees) and external stakeholders (contractors) on the clinic management, medical emergency response for both QAPCO employees and contractors. It also to ensure clinic operation is running as per company operation need.

4. ABBREVIATIONS / DEFINITIONS

#	Abbreviation / Key word	Definition summary
1	Calibration	The action or process of calibrating an instrument or experimental readings
2	SAP EHMS	A module in QAPCO SAP for reporting incidents and further investigation / follow-up record
3	HOM	Head of Medical
4	HSEQGM	HSEQ Group Manager
5	CHSEQO	Chief HSEQ Officer
6	QP-MIC	Qatar Petroleum – Mesaieed Industrial City

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5. DOCUMENT REFERENCES

#	Document ID	Document name	Summary of dependency or use
1	Labour Law State of Qatar No. 14, 2004	Part ten: Safety, Vocational Health and Social Care, - Article 104	Requirement of medical nurse and first aid box in the workplace
2	QAPCO HSEQ Policy	QAPCO Health, Safety, Environment & Quality Policy	Company Policy
3	PR-PSS-139	Emergency Response Plan Mesaieed Facility	Emergency response team
4	PR-251-SF-04	Planned General Site Inspection Tour Procedure	First aid box availability
5	PR-QSS-110	Incident Reporting & Investigation Procedure	Reporting of incident

6. RESPONSIBILITIES

6.1 EMERGENCY CASE HANDLING

- Head of Medical section directs the clinic staff to provide urgent & immediate care and medical service to every emergency case whether illness or injury.
- Medical staff make sure that the preventive maintenance of all the medical equipment are done and all of them are safe to use with good working condition.
- Medical staff are responsible for meeting any sort of injuries or medical emergencies inside the plant, stabilize or transport according to the triage level of the case, 24 X 7 round the clock.
- Fire Fighting Dept. is responsible for receiving and interpreting the emergency call information and transfer it to the Medical section and to send the ambulance to clinic to convoy Medical staff to the scene.




6.2 FIRST AID BOX MAINTENANCE

Fire Department Staff

It is the responsibility of the fire department for the monthly inspection and replenishment of medical supplies for first aid boxes, or when notified by the department/individual of any first aid box usage.

All keys will be removed from each box and replaced with an easily breakable securing tag. These tags will assist in identifying whether the contents of each box have been used between inspections.

During monthly inspections the following must be checked:

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- All supplies must be in an orderly manner.
- All supplies must be inspected to ensure they are within their expiry date.
- The numbers of each item are in accordance with the contents list inside each box.
- Any shortfalls will be replaced and recorded on the monthly inspection spreadsheet.

Medical Department

- It is the responsibility of the medical department to provide sufficient medical supplies to the fire department to fulfill the monthly inspection process.
- It is the responsibility for all the employees and partner to inform the fire department of and usage of first aid equipment to ensure sufficient availability at any time.

Medical Waste




- Medical staff is responsible for managing collection and disposal of medical waste.

7. INSTRUCTION METHOD

7.1 HANDLING OF EMERGENCY CASE FOR EMPLOYEES AND CONTRACTORS PARTNER STAFF

As soon as the emergency case arrives at the clinic, the following actions shall be taken:

- Immediate investigation and urgent necessary treatment to be applied, according to the priority principle in first aid.
 - * Preserve life
 - * Limit worsening of the condition
 - * Promote recovery
- Once medical staff received emergency call either on emergency hot line or normal line to response at the plant, medical staff will go to the accident place by ambulance and bring emergency response bag equipped with complete trauma set and heart attack management set.
- All information about accident or incident such as total casual, victim condition, location of accident, person reported, must be acknowledged clearly.
- In case of medical emergency cases that cannot be tackled with the resources available in QAPCO clinic; Medical staff should contact MIC medical emergency to get additional support.
- All emergency cases should be reported to Head of Medical Section and well recorded in emergency log book.
- All emergency cases which need further investigations should be referred to QP-MIC with a filled **Referral Form (Annex-1)**

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- If the case is considered to be in need of ambulance transport, the Fire Fighting Section is requested to arrange transportation.
- In case of accidents that need immediate transfer to QP Medical Center, the transfer of injured person from QAPCO to QP-MIC medical center will be through QP-MIC ambulance.
- For accident cases, the concerned department shall report through SAP EHMS system (Refer to PR-QSS-110) & medical section shall circulate IFAR (Initial First Aid Report) to the defined HSSE Management in QAPCO.

7.2 MEDICAL EQUIPMENT CALIBRATION

- The portable glucometers shall be checked weekly and record will be kept. Annually they will be sent to Bio-engineering department Hamad Medical Corporation for calibration and calibration record shall kept valid.
- ECG recordings are being sent to Hamad Hospital for comparison for every case that is being referred to for a heart problem. Feedback will be obtained for all these cases regarding the validity of our ECG recording. ECG machine itself shall be sent to Hamad Hospital for calibration on an annual base. A record for these calibrations is maintained.
- The weighing scale is tested daily. Once per year, the scales are calibrated by standard weights obtained from the Instrument Section and should be recorded.
- The clinic has many types of machines such as Sphygmomanometers for measurement of blood pressure. Cross calibration of such machines is done, at least, once per month by comparing the results of measurement of the same patient on all similar machines. If any discrepancy of more than 5 mm Hg is observed, the instrument will be sent to the Bio-Engineering Department in Hamad Hospital for maintenance and calibration. Beside the annual calibration a record for these calibrations is kept valid.
- It has to be observed that batteries need to be changed regularly according to the signal given by the machines.
- All other equipment should be tested every day such as oxygen cylinders, thermometers and suction machine.
- Emergency equipment in ambulance should be checked at least every week and/or after every usage.

7.3 DAILY OPEN CONSULTATION INSTRUCTIONS

- The clinic will make every effort to evaluate every request for consultation on the same day as it is presented. If the clinic staff is busy, and the case is not a medical emergency, the employee will be given an appointment as near as possible.
- The employee shall be requested to report for consultation either in the morning between 0800 and 11.00 hrs. or in the afternoon between 1300 and 1430 hrs., unless a prior appointment is made.

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- The employee shall report to the clinic administrator / Secretary when attending the clinic for consultation.
- Every consultation is recorded in the employee's file, daily record sheet and computer, by the nurses.
- At the end of each day, the coded parameters of the consultations are entered into the computerized files by nurse on duty.
- In case of unfitness of work; the employee doing the consultation shall report to his direct superior or the section concerned, whether this concerns 100% unfitness (Sick Leave Part in Medical Attendance Form) or a need for restricted work only.
- After consultation, if the employee is found disable to work, medical staff shall issue the report on the form attached **Medical Attendance Form (Annex-2)**.
- In cases where information about possible negative work environment factors are obtained, the Head of Medical Section shall inform in writing the section concerned.
- In cases of need for further specialist investigation, the medical staff shall issue the appropriate referral letter.

7.4 FIRST AID BOX INSTRUCTIONS

- All QAPCO First Aid boxes will be maintained by the firefighting department in accordance with this procedure requirement. First aid boxes shall be located where easily accessible for the prompt treatment of any worker at all times when work is in progress and will be secured by the means of an easily breakable tag.
- All inspections will be recorded on the **First Aid Box Check Sheet (Annex-5)**.
- Once completed the record of the inspection will be recorded on the inspection spread-sheet held at firefighting.
- At the month-end a copy of the completed spreadsheet will be sent to Head of Medical for record keeping purposes.
- First aid box should be clearly identified by a suitable sign or label. A list of the **First Aid boxes locations** at QAPCO sites is attached **Annex-6**.




7.5 MEDICAL RESPONDER

Medical responder is licensed and competent medical practitioner that support Emergency Response Team in the event of emergency.

Medical responder SHALL bring medical emergency drugs and equipment's in addition to the equipment's available in the ambulance (**Annex-3**).

- **Medical Emergency Bag**

List of emergency bag as follows (**Annex-4**):

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- a. 1-unit Emergency cover
- b. 1 pc Universal scissor – 15.5 cm
- c. 2 Face mask, small size
- d. 2 pcs silicon resuscitator bag with mask, adult size
- e. 1 pc teeth screw driver
- f. 1 tongue holding forceps
- g. 1 set oxygen tube – 120 cm
- h. 1 set (10) mixed guedel airways
- i. 1 pc stethoscope
- j. 1 pc sphygmomanometer
- k. 1 set laryngoscope (3 pcs) – blades 2,3,4
- l. 1 set hand suction unit
- m. 1 pc pen light
- n. 1 pc tourniquet
- o. 1 pc forceps – 20 cm
- p. 1 pc digital thermometer
- q. 1 pack disinfectant wipes – 100 wipes
- r. 1 pc emo control elastic bandage
- s. 10 boxes gauze bandage 3.5 m x 7 cm
- t. 6 boxes sterile adhesive dressing 10 x 10 cm
- u. 1 pc pulse oximeter
- v. 3 pack instant ice bags

7.6 MEDICAL WASTE INSTRUCTIONS

Take all necessary precautions during routine medical works, such as:

- Medical staff should always use medical gloves, mask, etc.
- Dealing carefully with medical wastes.




Special Medical Waste Containers are purchased from Hamad General Hospital for the collection of wastes.

Sharp box container used for sharp objects such as needles, blades etc.

Other biological hazards or contaminated waste will be collected on special yellow plastic bag.

Once the container is full, the nurse collects it and arranges to deliver it to the Hamad Hospital “Medical Waste Department”, who will manage to dispose them off and the sender shall fill a special **Medical Waste Form** as attached (**Annex-7**) to hand over medical waste.

All the medical waste file should be well documented and recorded.

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7.7 MEDICINE PRESCRIPTION AND DISTRIBUTION INSTRUCTIONS

- Medical section will provide some of emergency and nonemergency medicine, chronic diseases' medicines such as hypertension; diabetes etc. shall be provided only for short period (maximum of 3 days) except of using Insurance card, in such case we will follow Insurance company procedure (Maximum 3 months) and the value of these medicines shall be reimbursed from Insurance company.
- All medicines are strictly and only prescribed and handled by Head of Medical Section; except drugs for minor symptoms like headache, colic, diarrhea, constipation and so on.
- All medicines should be prescribed by a Doctor or Head of Medical Section
- Medicine administration to employees either preventive or treating drugs will be given for 3 days or one course medication before the employee get further assessment by a specialized physician.
- Nurse on duty will collaborate with Doctor on providing medication to the patient.
- Medicine intake is not allowed to any employee without physical examination on his attendance to the medical section

7.8 MEDICAL REQUIREMENTS FOR CONTRACTORS

- Requirements for fitness to work for contractor worker shall refer to Fitness to Work Procedure PR-310-MED-02
- **Contractor Facilities**
 - A. First aid certified persons: 1: 25
 - B. First aid boxes to be available
 - C. One nurse for population above 100 (with small first aid facility)




This scope is applicable for all long-term contractors (more than 30 days)
- All emergency cases will be handled by QAPCO medical

7.9 FOLLOW UP & RECORDS

After finalizing treatment of emergency cases, the involving staff shall discuss and evaluate the case. The investigation done and the treatment given should be discussed and analyzed and the main items should be included in description of the case's medical file if needed.

Calibration Records.

Each check or calibration procedure has to be recorded and filed in a special calibration file.

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At the end of each month, an electronic report is issued based on the computer files. This shall contain information about the distribution of departments, number of consultations, follow-ups, sick leaves, and referrals to specialists, admission and accident cases. This report will form the basis for evaluation of the overall health situation in the company.




First Aid Box inspected and maintained by FF & Emergency Department:

Records of first aid box inspections will be completed and retained by FF & ER Department and communicated to the medical section.

8. RECORDS

The following records shall be maintained in support of this Instruction:

#	Record ID	Record name	Responsibility
1	--	Referral Form records	Medical Section
2	--	Medical attendance records	Medical Section
3	--	Ambulance checklist records	Medical Section
4	--	Medical emergency check list records	Medical Section
5	--	Records of first aid box inspections	Fire Fighting & Emergency Department and Medical Section
6	--	Calibration records	Medical Section
7	--	Medical waste records	Medical Section
8	--	Medical records	Medical Section

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9. APPENDIX

9.1 ANNEX 1: REFERRAL FORM

QAPCO INFIRMARY

REFERRAL TO.....

Patient's Name :

No..... Date.....

Main Complaints :

.....

.....

.....

Referred for your Kind Management Your Opinion below :

Medical Doctor

Diagnosis :

.....




Treatments:.....

.....

Fit / Unfit :

Date..... Time.....

Sign

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9.2 ANNEX 2: MEDICAL ATTENDANCE FORM



MEDICAL ATTENDANCE FORM

Name : No. : Date :

Dept. : Tel. : Time :

Job : Supervisor : Sign. :

For INFIRMARY USE ONLY

THE PATIENTS IS :




Fit for work : Referred To :

Unfit for :

Next Visit :

Others :

: Time in : Out : Date :

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9.3 ANNEX 3: AMBULANCE CHECK LIST






QAPCO MEDICAL SECTION AMBULANCE EQUIPMENT CHECKLIST

No	UNIT / WEEKS	I WEEK	II WEEK	III WEEK	IV WEEK	V WEEK	REMARKS
TRAUMA / ORANGE KIT							
1	Alcohol Swab	1 box					
2	IV Administration Set Macro	1					
3	IV Cannula G 18	1					
4	IV Cannula G 20	1					
5	IV Fluid Normal Saline 500 ml (Fridge)	1 btl					
6	Disposable Forcep	2					
7	Syringe 3 ml	3					
8	Syringe 5 ml	3					
9	Tegaderm IV Dressing	5					
10	Tourniquet	1					
11	Band Aid	1 pack					
12	Dressing Steril 3'	1 pack					
13	Burn Dressing	2					
14	Crepe Bandage 4'	2					
15	Crepe Bandage 6'	2					
16	Examination Gloves	4 Pair					
17	Eye Pad	2					
18	Gauze Swab 4"	1 pack					
19	Tape Cloth 10"	1 roll					
20	Mouth Piche Resuscitation	2					
21	Scissors	1					
22	Spigno Manometer Omron	1					
MOUNTED EQUIPMENTS							
23	Cervical Collar Regular	2					
24	Cervical Collar Soft	2					
25	Air Splint	3					
26	Nasal Canule	2					
27	Non ReBreathing Mask	2					
28	Oxygen Central & Outlet Flowmeter	1					
29	KED	1					
30	Strecher	1					
31	Scope Strecher	1					
32	Air Splint	3					
33	Suction Catheter	1					
34	AED Defibrillator	1					
35	Chemical Suite	1					
Other							
	Ambulance Cleaness						
	Checked By						
	Date & Sign						

ACKNOWLEDGE BY

DR. MUHAMMAD INOKY
HEAD OF MEDICAL

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9.4 ANNEX 4: MEDICAL EMERGENCY BAG CHECK LIST






QAPCO MEDICAL SECTION MEDICAL EMERGENCY BAG CHECKLIST

NO	ITEMS	UNIT	I WEEK	II WEEK	III WEEK	IV WEEK	REMARK
1	Emergency cover	1 unit					
2	Universal scissor 15.5 cm	1 pc					
3	Face mask, small size	2 pcs					
4	Silicon resuscitator bag with mask, adult	2 pcs					
5	Teeth screw driver	1 pc					
6	Tongue holder forceps	1 pc					
7	Oxygen tube = 120 cm	1 set					
8	Mixed quedel airways	1 set (10 pcs)					
9	Stetoschope	1 pc					
10	Laryngoscope - blades 2,3,4	1 set					
11	Hand suction unit	1 set					
12	Pen light	1 pc					
13	Tomiquet	1 set					
14	Forceps	1 pc					
15	Digital thermometer	1 pc					
16	Disinfectant wipes	1 box (100 pcs)					
17	Emo control elastic bandage	1 pc					
18	Gauze bandage 3.5 m x 7 cm	10 boxes					
19	Streile adhesive dressing	6 boxes					
20	Pulse oximeter	1 pc					
21	Instant ice bags	3 pcs					
	Checked by						
	Date & Sign						

ACKNOWLEDGE BY

DR. MUHAMMAD INOKY
HEAD OF MEDICAL

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9.5 ANNEX 5: FIRST AID BOX CHECK SHEET (1 OF 3)

Department: _____




Location: _____

FIRST AID BOX CONTENT			
NO	ITEM	SYMPTOMS	QUANTITY
1	Crepe Bandage	Elastic wrap bandage for sprain, strain, injury, fracture	2 medium
			2 small
2	Hand Plaster	Small wound dressing	50 pieces
3	Gauze	For wound dressing	50 pieces
4	Alcohol Swab	Antiseptic cleaning skin	50 pieces
5	ORS / Oral Rehydration Solution	Treatment of Dehydration	10 Sachets
6	Triangular Bandage	Temporary stabilization for sprain, suspect fracture, etc.	2 pieces
7	Disposable gloves	To support the examination and wound dressing	3 pairs

First Aid Box Check Sheet (3 of 3)




DATE	CREPE BANDAGE	HAND PLASTER	GAUZE	ALCOHOL SWAB	ORS	TRIANGULAR BANDAGE	DISPOSABLE GLOVES	CHECKED BY	SIGN

NOTE: Please write in columns the current available quantity in the First Aid Box on the date of checking

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9.6 ANNEX 6: QAPCO FIRST AID BOXES LOCATIONS LIST

SERIAL NO.	LOCATION	NO. OF FIRST AID BOXES
01	LDPE 3 (CCR)	01
02	LOGISTICS BAGGING	01
03	LOGISTICS MEETING ROOM	01
04	UTILITY (CCR)	01
05	ETHYLENE PLANT (CCR)	01
06	LOGISTICS B- 19 CR	01
07	MAINTANANCE CLEANING YARD	01
08	MAINTANANCE R106, R104, R108, R111, R113, R97	06
09	ELECTRICAL WORKSHOP	01
10	MAINTENANCE GARAGE	01
11	GSD Catering	01
12	JETTY CONTROL R19	01
13	LDPE 1 & 2 (CCR)	01
14	DOHA OFFICE (GF-FF)	02
15	Admin. building A & B	02
16	L&D Department	01
17	Safety & Firefighting	01
18	TCS (C.Lab)	01
19	warehouse	01
20	Security Building	01
21	Engineering Services Department. Building	01
22	Operations Building	01
23	Old LDPE1,2 Control Room	01
24	Old Utilities Control Room	01
25	Vinyl CCR	01
26	Vinyl Laboratory	01
TOTAL NO. OF FIRST AID BOXES IN QAPCO		33

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9.7 ANNEX 7 : MEDICAL WASTE FORM



QAPCO MEDICAL SECTION

DOHA - QATAR

CONSIGNMENT NOTE FOR TRANSPORT AND DISPOSAL HEALTH CARE WASTE

Serial No:

Waste Generator's Certification	1. The material in item below is to be collected from QAPCO Medical Section and taken to Hamad Medical Corporation		
	2. Waste Description	Total No.	Total Weight
	a. Infectious Waste (Yellow Bags)		
	b. Infectious Sharp (Yellow Box)		
3. Sign on behalf of QAPCO Medical Section:			
DR. MUHAMMAD INOKY Head of Medical 44777528/ 44777588			
Transporter's Certification	4. I certify that I collected the consignment of waste and the information given in the item 2 above is correct, subject to any amendment listed below:		
	5. I collected this consignment on _____ at _____ hrs		
6. Signed: _____ Name: _____ Date: _____			
On behalf of QAPCO Medical Section, Vehicle No: _____			
Address: P.O. Box 50155 Tel No: 44777528			
Disposer's (Destination Facility Certification)	7. I certify that the information given in the item 2 above is correct, subject to any list amendment listed below:		
	Signed : _____ Name: _____ Date: _____		
Position: _____ on behalf of : _____			

