



Community based Monitoring and Planning of Health Services under the National Rural Health Mission



Questionnaire for information on services available in the Sub-Centre (SC)

District :	Taluka :
Name of PHC :	Name of sub-centre:
Date:	Name and phone numbers of any two committee members:
Name of organisation:	1. 2.

Based on the information gathered in the survey, following is the condition of health services available at the Subcentre level

1. If the status of services available at the Subcenter is **good**, then the health report card should be filled in **green colour**.
2. If the status of services available at the Subcenter is **somewhat satisfactory**, then the health report card should be filled in **yellow colour**.
3. If the status of services available at the Subcenter is **serious/bad**, then the health report card should be filled in **red colour**.

Information should be collected by visiting subcenter village. Village health sanitation water supply and nutrition committee, should collect the information about the village first, then it should collect the information about the sub-centre.

This tool was originally developed in Marathi as part of the Community Based Monitoring and Planning process, supported by NHM Maharashtra. The English translation of this tool has been done with support from **Community of Practitioners on Accountability and Social Action in Health (COPASAH)**

Quantitative information about the sub-centre-

Population information about the sub-centre-

Nos.	Quantitative information			
1.	Total population of the sub-centre			
2.	No. of villages which come under the sub-centre			
3.	To which Primary Health Center (PHC) is the sub-centre attached?			
4.	Distance between the sub-centre and the PHC-			
5.	Distance between the sub-centre and the Rural Hospital (RH)-			
	Sanctioned posts	No of Permanent posts	No of contractual posts	No of vacant posts
6	Auxillary Nurse Midwife (ANM) Total sanctioned posts- 2			
7	Multipurpose Health Worker (MPW) Total sanctioned posts- 1			
8	One woman helper Total sanctioned posts- 1			

1. Facilities available in the sub-centre :

Activity: Survey of the sub-centre

A) Building and facilities within it

No.	Issues to be surveyed	Current situation	Points
1.	Building of the Sub-centre	A) The health department has constructed an independent building – 2	
		B) Some rooms in the village have been made available free of cost – 1	
		C) The building is on rental arrangement or there is no building – 0	
2.	Condition of the rooms and building of the Sub-centre (<i>the condition of the walls, the paint, doors, windows of the building/rooms should be checked and points given accordingly</i>)	A) The building /rooms are in a good condition – 2	
		B) The building /rooms are in an okay condition – 1	
		C) The building /rooms are in a bad condition – 0	
3.	Electricity supply facility in the sub-centre	A) There is a separate meter and facility for electricity supply is available - 2	
		B) The electricity is drawn from elsewhere and is available – 1	
		C) There is no electricity – 0	
4.	Facility for drinking water in the sub-centre	A) There is a separate water tank and through tanker/ well/ hand pump etc, 24 hours water supply is available – 2	
		B) The water supply is irregular/water is short in summer/water has to be borrowed from neighbouring area – 1	
		C) There is no facility for water supply at all – 0	
5.	Facility for toilet in the sub-centre	A) The toilet has water, light and cleanliness- 2	
		B) Two of the above facilities exist in the toilet-1	
		C) The toilet has none of the above facilities, or there is no toilet – 0	

No.	Issues to be surveyed	Current situation	Points
6.	Cleanliness in the sub-centre	A) There is cleanliness everywhere in the sub-centre – 2	
		B) There is cleanliness in some places in the sub-centre – 1	
		C) There is no cleanliness anywhere in the sub-centre – 0	
7.	Facility for battery running on solar power in the sub-centre <i>(where arrangement for solar energy has been made, survey should be done there and points given accordingly)</i>	<i>There is no arrangement for solar energy made in the sub-centre...</i>	
		A) The solar battery is in working condition- 2	
		B) The solar battery is not working – 0	

1. Facilities available in the sub-centre :

A) Building and facilities within it (Maximum points: 14)

- Good situation- 12-14 points
- Somewhat satisfactory situation – 9-11 points
- Serious situation – Points lesser than 9

OR

If the response is that 'there is no arrangement for solar energy made in the sub-centre' then, give points as follows:

A) Facilities within it (Maximum points: 14)

- Good situation- 10-12 points
- Somewhat satisfactory situation – 7-9 points
- Serious situation – Points lesser than 7



1. Facilities available in the sub-centre

B) Facility for labour/delivery room

No.	Issues to be surveyed	Current situation	Points
1.	Labour/delivery room in the Sub-centre	A) There is a separate room – 2	
		B) There is a separate facility for delivery but there is no separate room- 1	
		C) There is no facility for delivery– 0	
2.	Arrangements/facilities in the labour/delivery room in the Sub-centre	A) The bed and floor in the delivery/labour room are clean and in proper condition- 2	
		B) Only one of these- bed and floor in the delivery/labour room- is clean and in proper condition- 1	
		C) None of these- bed and floor in the delivery/labour room- are clean and in proper condition- 0	
3.	Disposable kit for delivery <i>[(Contents of the disposable kit- the following minimum things are expected to be a part of the kit- • Cotton • Hand gloves • Soap • New blade Clean thread and cloth pads (sanitary napkins)]</i>	A) The kit contains soap, new blade, clean thread and cloth pads(sanitary napkins) properly- 2	
		B) The kit does not contain one of these - soap, new blade, clean thread and cloth pads(sanitary napkins)- 1	
		C) The kit does not contain any of these -soap, new blade, clean thread and cloth pads(sanitary napkins)- 0	

1. Facilities available in the sub-centre :

B) Labour/delivery room arrangements (Maximum points: 6)

- Good situation- 5 or 6 points
- Somewhat satisfactory situation – 4 points
- Serious situation – Points lesser than 4

1. Facilities available in the sub-centre :

C) Equipment and tools/devices

No.	Issues to be surveyed	Current situation	Points
1.	Kit for dressing of wound <i>(Expected contents of the kit)</i> <ul style="list-style-type: none"> • Cotton • Bandage • Betadine ointment/liquid medicine • Scissor 	A) The kit contains all these – cotton, bandage, betadine ointment/liquid medicine and scissors properly- 2	
		B) The kit does not contain one of these - cotton, bandage, betadine ointment /liquid medicine and scissor- 1	
		C) The kit does not contain any of these - cotton, bandage, betadine ointment /liquid medicine and scissor – 0	
2.	Blood pressure apparatus	A) The B.P. apparatus is in working condition – 2	
		B) The B.P. apparatus is not in working condition, or there is no B.P. apparatus – 0	
3.	Weighing machine	B) There is a weighing machine and it is in working condition – 2	
		C) There is a weighing machine, but it is currently not working, or there is no weighing scale - 1	

1. Facilities available in the sub-centre :

C) Equipment and tools/devices (Maximum points: 6)

- Good situation- 5 or 6 points
- Somewhat satisfactory situation – 4 points
- Serious situation – Points lesser than 4

2. Services available in the sub-centre

Activity – Group discussion with the women from deprived community in the village of the sub-centre

A) Treatment for day to day’s simple illnesses

No.	Issues	Observed situation	Response
1.	Is treatment for day to day’s simple illnesses (<i>cold-fever, cough, vomiting, stomach ache etc.</i>) getting at the sub-centre?	A) Regular treatment and medication is getting for simple illnesses – 2	
		B) Treatment and medication is getting sometimes for simple illnesses-1	
		C) No treatment and medication is getting – 0	
2.	Is treatment given for dysentery and dehydration*? (* <i>weakness in the body occurs due to loss of water from the body in dysentery</i>)	A) Regular treatment and medication is given for this - 2	
		B) Treatment and medication is given sometimes for this- 1	
		C) No treatment and medication is given – 0	
3.	Is dressing done regularly for an injured patient?	A) Dressing is done regularly – 2	
		B) Dressing is done sometimes – 1	
		C) Dressing is not done at all – 0	
4.	Is an injured patient given proper dressing? (<i>proper dressing means the wound is cleaned properly medicine is applied and then bandaged</i>)	A) Proper dressing is done for the patient- 2	
		B) Proper dressing is done sometimes – 1	
		C) Dressing is not done properly at all- 0	

2. Services available in the sub-centre

A) Treatment for day to day’s simple illnesses (Maximum points: 6)

- Good situation- 6-8 points
- Somewhat satisfactory situation – 4 and 5 points
- Serious situation – Points lesser than 4



2. Services available in the sub-centre

B) Services available during pregnancy

No.	Issues	Observed situation	Response
1.	Are all pregnant women registered?	A) Pregnant women are regularly registered - 2	
		B) Pregnant women are registered sometimes - 1	
		C) Registration of pregnant is not done - 0	
2.	Is the weight of pregnant women checked in the sub-centre?	A) Weight is checked regularly - 2	
		B) Weight is checked sometimes - 1	
		C) Weight is never checked - 0	
3.	Is the height of pregnant women being measured in the sub-centre?	A) Height is measured regularly - 2	
		B) Height is measured sometimes - 1	
		C) Height is never measured - 0	
4.	Is the Blood Pressure of pregnant women being checked in the sub-centre? <i>Blood Pressure – The examination done by tying a belt on the upper arm</i>	A) Blood Pressure is checked regularly - 2	
		B) Blood Pressure is checked sometimes - 1	
		C) Blood pressure is never checked - 0	

No.	Issues	Observed situation	Response
5.	Is abdominal examination done for pregnant women after the 5th month of their pregnancy in the sub-centre?	A) Abdominal examination is done regularly - 2	
		B) Abdominal examination is done sometimes -	
		C) Abdominal examination is never conducted – 0	
6.	In the last 3 months how many times did the doctor visit the sub-centre, and provide treatment and medication?	A) In the last 3 months, the doctors visited the sub-centre and provided medication and treatment 3 times - 2	
		B) In the last 3 months, the doctors visited the sub-centre and provided medication and treatment 2 times - 1	
		C) In the last 3 months, the doctors visited the sub-centre and provided medication and treatment only once or not even once – 0	

2. Services available in the sub-centre (Maximum points: 12)

B) Services available during pregnancy

- Good situation- 10-12 points
- Somewhat satisfactory situation – 7 and 9 points
- Serious situation – Points lesser than 7



2. Services available in the sub-centre

C) Delivery Services

No.	Issues	Observed situation	Response
1.	Is the service of delivery available in the sub-centre? Give points according to the no of deliveries conducted in the last 3 months, by checking the delivery register. Total no of deliveries conducted in the sub-centre in the last 3 months-	A) 5 deliveries have taken place in the sub-centre in the last 3 months - 2	
		B) 1-4 deliveries have taken place in the sub-centre in the last 3 months - 1	
		C) Not a single delivery has taken place in the sub-centre in the last 3 months – 0	
2.	Has the referral of seriously ill patient for further treatment been provided by the sub-centre? (In case of serious and complicated delivery the arrangement for referral of the patient to the next level is made free of cost by the sub-centre) No of patients provided with referral services by the sub-centre in the last 3 months -	A) Sub centre made arrangement of vehicle for referring a seriously ill patient further, or the expense undertaken by the patient for vehicle to go to PHC has been reimbursed - 2	
		B) Sub-centre did not make the arrangement for vehicle for referring a seriously ill patient, or the vehicle expense borne by the patient to go to the PHC has not been reimbursed or the patients are being made to bear the expenses for the referral service- 0	

2. Services available in the sub-centre

C) Delivery Services (Maximum points – 4)

- Good situation- 4 points
- Somewhat satisfactory situation – 3 points
- Serious situation – Points lesser than 3

3. Available medicine stock

Activity- By observation

Every Subcentre is given a medicine kit. When the medicines in the kit are over, although the ANM makes demand for the medicines. Still we are required to collect the information about this in the following columns. Do not give any points for this information. Just take the information and fill in the columns. The ANM has a registered to keep a note of the medicines in the kit. Take this registered from ANM to obtain the following information

- Date on which the last medicine kit was received, as noted in the registered.

No.	Medicine List	Quantity of medicines in the last kit as noted in the registered	Quantity demanded apart from that received in the last kit	Actual stock as seen while collecting information		Expiry Date of the Medicine
				If there is a stock of the medicines give 2 points	If there is no stock of the medicines give 0 point	
1.	Paracetamol Syrup Liquid medicine given to children in case of fever & bodyache					
2.	Paracetamol Tab. Medicine given in case of fever & bodyache					
3.	Ferrous Sulphate Tab. Iron tablets given to pregnant women, women and children who have anemia.					
4	Fura.Tab. Tablets to be given in case of diarrhoea					

No.	Medicine List	Quantity of medicines in the last kit as noted in the registered	Quantity demanded apart from that received in the last kit	Actual stock as seen while collecting information		Expiry Date of the Medicine
				If there is a stock of the medicines give 2 points	If there is no stock of the medicines give 0 point	
5.	ORS packet Administered when water and salts in the body are depleted during diarrhoea					
6.	Cotrimexazol Tab. In case of germ infection					
7.	Metronidazole Tab. for amoeba & other germ infections					
8.	Albendazole Tab. This medicine is given in the amebiasis & other germ infections					
9.	Syp. Albendazole Liquid medicine given for worms in stomach					
10	Gamma Benzene Hexachloride lotion Lotion given for application in case of scabies					
Total Points						

3. Available medicine stock in Subcentre (Maximum points – 20)

- Good situation- 18 to 20 points
- Somewhat satisfactory situation – 12 to 16 points
- Serious situation –2 or less than 10 points

4. Residential/quarter arrangements for health workers and their availability

A) Permanent residential arrangement for the ANM, and availability of the ANM

➤ <i>Is there permanent residential arrangement for the ANM in the Sub-centre?</i>	Yes-	No -	<input type="checkbox"/>	<input type="checkbox"/>
➤ <i>Does the ANM stay in the sub-centre permanently?</i>	Yes-	No -	<input type="checkbox"/>	<input type="checkbox"/>

➤ *Facilities in the residential quarters and the condition of the same.*

(If the sub-centre does not have residential arrangement for the ANM, the following questions should not be asked and ‘serious situation’ should be noted in the “Facilities in the residential quarters and the condition of the same” section of the report card)

No.	Issues	Observed situation	Response
1.	What residential arrangement is present for permanent ANMs at the Sub-centre?	A) There is separate independent room - 2	
		B) There is no separate room, but residential arrangement has been made in the Sub-centre room – 1	
		C) There is no residential arrangement at all – 0	
2.	Condition of the room where the ANM stays <i>(Give points after looking at the condition of the walls, door, paint, doors and windows)</i>	A) The condition of the room and the walls, paint, doors and windows, is good – 2	
		B) The condition of one of the following – room, walls, paint, doors and windows- is not good – 1	
		C) The condition of the room, walls, paint, doors and windows, is all bad- 0	
3.	Arrangement of electricity in the residential room of the ANM	A) There is a separate electricity meter and electricity is available - 2	
		B) The electricity has been taken from elsewhere but it is available - 1	
		C) There is no facility for electricity – 0	

No.	Issues	Observed situation	Response
4.	Facility of drinking water in the residential quarters of the ANM	A) There is an independent tank/facility for water from tanker, well, hand pump, and there is 24 hours facility of water - 2	
		B) The water supply is irregular(water is short in summer) - 1	
		C) There is no facility for water supply at all – 0	
5.	Facility of toilet in the residential quarters of the ANM	A) There is water, light and cleanliness in the toilet - 2	
		B) Two of the above facilities are there in the toilet – 1	
		C) None of these- water, light and cleanliness are there in the toilet -0	
6.	Are the medicines required for treating patients available in sufficient quantity(as per the requirement/demand)?	A) All the medicines are provided as per demand (100%)- 2	
		B) Only half of the medicines are provided(50%) – 1	
		C) Less than half of the medicines demanded are provided – 0	

4. Residential/quarter arrangements for health workers and their availability

A) Permanent residential arrangement for the ANM, and availability of the ANM

➤ Facilities in the residential quarters and the condition of the same (Maximum points- 12)

- Good situation- 10-12 points
- Somewhat satisfactory situation – 7-9 points
- Serious situation – Points lesser than 7

➤ **Work responsibility of the permanent ANM**

No.	Issues	Observed situation	Response
1.	How many villages do you visit and work in every month?	<ul style="list-style-type: none"> • Total no of villages - 	
2.	How many wadis and padas (Hamlets) do you visit and work in every month?	<ul style="list-style-type: none"> • Total no of wadis/padas - 	
3.	Is it possible for you to visit and work in every wadi/pada of each of the villages allocated to you every month?	<p>1) Yes <input type="checkbox"/></p> <p>2) No <input type="checkbox"/></p> <p>If the above answer is No, then please ask the reasons and note them :-</p> <p>1.</p> <p>2.</p> <p>3.</p> <p>4.</p> <p>5.</p>	

4. Residential/quarter arrangements for health workers and their availability

B) Permanent residential arrangement for the MPW, and availability of the MPW

➤ <i>Is there permanent residential arrangement for the MPW in the Sub-centre?</i>	Yes-	No -	<input type="checkbox"/>	<input type="checkbox"/>
➤ <i>Does the MPW stay in the sub-centre?</i>	Yes-	No -	<input type="checkbox"/>	<input type="checkbox"/>

➤ *Facilities in the residential quarters and the condition of the same.*
 (If the sub-centre does not have residential arrangement for the MPW, the following questions should not be asked and ‘serious situation’ should be noted in the “Facilities in the residential quarters and the condition of the same” section of the report card)

No.	Issues	Observed situation	Response
1.	What residential arrangement is present for MPWs at the Sub-centre?	A) There is separate independent room - 2	
		B) There is no separate room, but residential arrangement has been made in the Sub-centre room – 1	
		C) There is no residential arrangement at all – 0	
2.	Condition of the room where the MPW stays <i>(Give points after looking at the condition of the walls, door, paint, doors and windows)</i>	A) The condition of the room and the walls, paint, doors and windows, is good – 2	
		B) The condition of one of the following – room, walls, paint, doors and windows- is not good – 1	
		C) The condition of the room, walls, paint, doors and windows, is all bad- 0	
3.	Arrangement of electricity in the residential room of the MPW	A) There is a separate electricity meter and electricity is available- 2	
		B) The electricity has been taken from elsewhere but it is available- 1	
		C) There is no facility for electricity – 0	

No.	Issues	Observed situation	Response
4.	Facility of drinking water in the residential quarters of the MPW	A) There is an independent tank/facility for water from tanker, well, hand pump, and there is 24 hours supply of water – 2	
		B) The water supply is irregular(water is short in summer) – 1	
		C) There is no facility for water supply at all – 0	
5.	Facility of toilet in the residential quarters of the MPW	A) There is water, light and cleanliness in the toilet - 2	
		B) Two of the above facilities are there in the toilet – 1	
		C) None of these- water, light and cleanliness are there in the toilet -0	
6.	Are the medicines required for treating patients available in sufficient quantity(as per the requirement/demand)? <i>(To check whether the medicines demanded are being provided in adequate quantity, check any one letter in the indent and supply of medicines register/file, for the last 6 months, and give points accordingly)</i>	A) All the medicines are provided as per demand (100%)- 2	
		B) Only half of the medicines are provided(50%) – 1	
		C) Less than half of the medicines demanded are provided – 0	

4. Residential/quarter arrangements for health workers and their availability

B) Permanent residential arrangement for the MPW, and availability of the MPW

- **Facilities in the residential quarters and the condition of the same (Maximum points- 12)**
 - Good situation- 10-12 points
 - Somewhat satisfactory situation – 7-9 points
 - Serious situation – Points lesser than 7

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➤ **Work responsibility of the permanent MPW**

No.	Issues	Observed situation	Response
1.	How many villages do you visit and work in every month?	<ul style="list-style-type: none"> • Total no of villages - 	
2.	How many wadis and padas do you visit and work in every month?	<ul style="list-style-type: none"> • Total no of wadis/padas - 	
3.	Is it possible for you to visit and work in every wadi/pada of each of the villages allocated to you every month?	<p>1) Yes <input type="checkbox"/></p> <p>2) No <input type="checkbox"/></p> <p>If the above answer is No, then please ask the reasons and note them :-</p> <ol style="list-style-type: none"> 1. 2. 3. 4. 5. 	

C) Work responsibility of the ANM appointed on contractual basis

No.	Issues	Observed situation	Response
1.	How many villages do you visit and work in every month?	<ul style="list-style-type: none"> • Total no of villages - 	
2.	How many wadis and padas do you visit and work in every month?	<ul style="list-style-type: none"> • Total no of wadis/padas - 	
3.	Is it possible for you to visit and work in every wadi/pada of each of the villages allocated to you every month?	<p>1) Yes <input type="checkbox"/></p> <p>2) No <input type="checkbox"/></p> <p>If the above answer is No, then please ask the reasons and note them :-</p> <p>1.</p> <p>2.</p> <p>3.</p> <p>4.</p> <p>5.</p>	

**5) Situation regarding the expense of the untied funds* provided to the sub-centre (Rs. 10,000/-)
(April 2012- March 2013)**

To fill information in the following columns, visit the sub-centre and ask the ANM for the accounts register of the untied funds. **In addition to the details mentioned in the register, please refer to the notings on the bills attached and write them exactly, in the following columns.**

- **Total of last year’s carry forward amount and the amount credited for the year April 2012-March 2013 -**
- **Date on which the amount has been credited to the account –**

No	Date of expense	Details of the expense	Amount of the expense	Write the reasons for non-spending of the funds by asking the ANM



No	Date of expense	Details of the expense	Amount of the expense	Write the reasons for non-spending of the funds by asking the ANM

5. Situation about the expense of the untied funds received by the sub-centre (Rs. 10,000/-)

Last year's balance/carry forward amount and the amount credited for the year -----, total amount – Rs. -----

Amount spent till now
Rs.

Current balance
Rs.

**6) Situation regarding the expense of the annual maintenance funds* provided to the sub-centre (Rs. 10,000/-)
(April 2012 - March 2013)**

To fill information in the following columns, visit the sub-centre and ask the ANM for the accounts register of the annual maintenance funds. **In addition to the details mentioned in the register, please refer to the notings on the bills attached and write them exactly, in the following columns.**

- **Total of last year's carry forward amount and the amount credited for the year April 2012-March 2013-**
- **Date on which the amount has been credited to the account –**

No	Date of expense	Details of the expense	Amount of the expense	Write the reasons for non-spending of the annual maintenance funds by asking the ANM



No	Date of expense	Details of the expense	Amount of the expense	Write the reasons for non-spending of the annual maintenance funds by asking the ANM

**Annual maintenance funds – These funds are expected to be utilised for the sub-centre’s water supply, sanitation arrangement, cleanliness, for clearing different bills, getting equipment, doing repairs, improvements etc.*

6. Situation about the expense of the untied funds received by the sub-centre (Rs. 10,000/-)

Last year’s balance/carry forward amount and the amount credited for the year -----, total amount – Rs. -----	Amount spent till now Rs.	Current balance Rs.
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7) Framework for collecting information about the expense of the Indian Public Health Standards (IPHS) funds available to the sub-centre

(April 2012 - March 2013)

Fill information in the following columns if this sub-centre comes under the IPHS.

- **Total of last year's carry forward amount and the amount credited for the year April 2012-March 2013-**
- **Date on which the amount has been credited to the account –**

No	Date of expense	Details of the expense	Amount of the expense	Write the reasons for non-spending of the IPHS funds by asking the ANM



No	Date of expense	Details of the expense	Amount of the expense	Write the reasons for non-spending of the IPHS funds by asking the ANM



8. Information to be taken from individual, who has been denied health service

If an individual visiting a Government Health Centre for health services, has been denied any health service, then the following information should be collected.

Date-

Name of individual-

Full address -

Age -

Sex-

Date of incident-

1. For what illness did you visit the hospital / health centre?
2. Which hospital / health centre did you go to?
3. What treatment were given to you? *(e.g. only medicines were given, no examination was done, directly sent to other hospital)*
4. What do you think were the gaps in the treatment provided to you?
5. Was the quality of health care compromised / affected due to the non-availability of crucial / important equipment?

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Medical Service given to the patient-

1. Who examined you when you went to the health centre?

- Doctor
- Nurse/ ANM
- Health worker / MPW
- Compounder
- Nobody was present

2. On reaching the health centre, how long you have to wait for examination?-

3. Did you required emergency health care and did not get it? Write the details.

4. Did you get all medicines free from the health centre? Yes - No-

If 'NO', from where were you asked to get the medicines?: -----

5. How much expense for your illness, was undertaken by you or your relatives?-----



6. Did you have to give money in the Government health centre?

If 'YES', how much? ----- Yes- No -

7. Did you get a receipt for your paid money? Yes - No-

8. Were you advised to go to next level hospital / health centre for treatment? Yes- No-

If 'YES' was arrangement made for vehicle?

- Vehicle arranged without asking for money
- Vehicle arranged after taking money
- Vehicle not arranged

9. How much total expense you had to bear in the health centre?

10. How did you manage this expense?

- Through money available with the family
- Money taken from relatives
- Borrowed from others
- Had to sell household items, jewellery, animals
- Had to sell family land

11. Due to gaps in treatment given to the patient, was there any serious impact on the patients' health?
(Due to lack of medicine & emergency services there was risk to patient's life, patient became disabled, patient died)

