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MEMORANDUM OF UNDERSTANDING

BETWEEN

HI-TECH MEDICAL COLLEGE & HOSPITAL, BHUBANESWAR

AND

MISSION SMILE

The Memorandum of Understanding executed on October 16th, 2019, by and between Hi-Tech Medical College & Hospital, Bhubaneswar (Under Vigyan Bharati Charitable Trust hereinafter named as FIRST PARTY (which expression shall unless exclude by or repugnant to the context to be deemed to mean and include its successors-in-office and assign) of the OTHER PART

AND

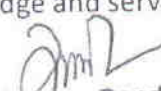
Mission Smile, a non-religious, charitable organization registered as a Charitable Trust Reg no 4850 with the Sub Registrar V, New Delhi / Delhi with its registered Office at S -2 Panchsheel Park, new Delhi - 110017 and its Head office at Plot X 1,2 &3 EP Block, Sector Salt Lake City, Kolkata hereinafter named, called and/or referred to as the 'SECOND PART (which expression shall unless excluded by or repugnant to the context be deemed to mean and include its successors -in-office and assigns) of the OTHER PART.

I:

PREFACE

The Hospital, i.e. the first party was established in 2004 to undertake public charitable work without any discrimination of color, creed, caste, gender or religion. Their main function is to maintain or grant aid to medical, dental, physiotherapy, nursing, educational institutions, college and schools for public benefit for the promotion and spread of knowledge and service delivery to the needy at minimum cost.




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Chief Operating Officer
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Health Park, Rasulgarh, Bhubaneswar

Erstwhile Operation Smile India has registered itself as Mission Smile in July 2015 with the sole purpose of providing specialized corrective facial surgery and related healthcare to children and young adults born with cleft deformity at free of cost. The Second party also provides educational and training services to medical professionals towards the purpose of self-sufficiency.

II: OBJECTIVES

Having felt the dearth of quality and affordable medical services in the field of cleft lip and palate in Odisha and in adjoining areas, the First and the Second Party have decided to collaborate to nurture the desire to impart such medical service in the said field. The Hospital and Mission Smile undertake to work together with the following objectives:

1. To jointly set up a Cleft Care Center at Hi-tech Medical College & Hospital, Bhubaneswar.
2. To provide treatment up to 15-25 patients per month born with cleft lip, cleft palate and other facial deformities, free of cost to the patient.
3. To jointly educate the community and spread awareness about cleft lip and palate through outreach services.

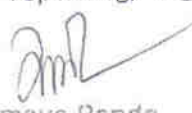
III: CLAUSES OF THE MOU

Both the First and the Second Party undertake to abide by the following clauses, violating which this Memorandum of Understanding shall stand invalid and nullified.

A: Standards of Care

1. Hospital shall provide medical and paramedical professionals with expertise and experience as stated under the Mission Smile Global Standards of Care. These professionals shall include surgeons, anesthetists, pediatricians and nurses. Services of dentists, speech therapist, child life psychologist and community workers may also be taken in account if the case requires any.
2. Selection of above mentioned professionals shall be intimated to Mission Smile, and they would go through the Mission Smile credentialing process and should follow all standard practices and protocols guided by Mission Smile while working at this center.
3. The hospital will ensure presence of two anesthetists attending each surgery.
4. Hospital shall follow the Mission Smile Global Standards of Care guidelines to uphold patient safety and quality of care in pre-surgery checkup, surgery, anesthesia, post-operative care and record keeping, patient photographs, incident reporting, needle prick reporting, age deviation reporting, regular reporting as specified by Mission Smile.




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5. Hospital shall keep the patient records at least for five years or, as per Institute's policy whichever is higher and should provide the same to Mission Smile as and when needed. They should not share or represent any portion of the record, patient story, any research material and photograph to any external agency or individual without prior information to Mission Smile. Hospital shall at all times adhere to the norms as laid down herein, except situations beyond control, unintentional loss of data, damages caused inadvertently.
6. Hospital shall take prior permission before disposal of any of the above mentioned items unless otherwise Mission Smile responds within 30 days.

B: Equipment and Cargo

1. Hospital shall use all standard sets of instrument and equipment prescribed by Mission Smile for the safety of the patient.
2. Mission Smile shall be supplying sevofluorane and sutures to Hospital free of cost every month/quarter or on an as per need basis. These shall be stored at a secure place and would be used exclusively for the treatment of Mission Smile patients and hospital will keep an account of the same.
3. Hospital shall maintain inward – outward register of Sevo and sutures received from Mission Smile and consumed for operating patients treated under this agreement. One of the person nominated by hospital or Mission Smile onsite Coordinator if any shall maintain all the documents including inventory.

C: Funding and Reporting

1. Mission Smile will pay Hospital expenses for the treatment of patients as stated below:
 - i. The cost for inpatient clinical care will be Rs. 5000/surgery to the hospital against the agreed services (this is to include three to four nights stay for each patient at the hospital, drugs and consumables for patients having surgery. This cost shall also include infrastructure provided, general manpower, OT Charge, bed charges, administrative costs, accommodation and food for the patients. Basic investigation (CBC, Grouping & Serology screening) cost will also be included into this.




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- ii. Mission Smile may bring in additional credentialed Surgeon and Anesthetist for their work on Mission Smile's patient with prior approval of Hi-tech Medical College & Hospital.
- iii. Other manpower support (nurses, Para medics) and infrastructure support (Operating rooms, Recovery, equipment, ward space) and drugs and consumables would need to be provided by the hospital according to it's own policy/ norms.
- iv. Surgery for non-cleft patient should not be done in the centre without prior permission from Mission Smile. For any non-cleft surgery, the hospital shall inform the onsite coordinator or Program Manager of Mission Smile providing the detail of the surgery and benefit expected. Mission Smile will not pay for multiple surgeries on a cleft patient unless otherwise approved by the Mission Smile Medical Council. Mission Smile onsite Coordinator or, Program Manager will be taking care of this.
- v. Mission Smile will pay cost of medical and nonmedical incidents and emergencies once they are satisfied that the post-operative care has been as per the protocols and standard medical practice. All incidents should be reported to Mission Smile on telephone followed by in writing in the prescribed form within 24 Hours of the incident.
- vi. Medico-legal responsibilities shall be taken care by the Hospital.
- vii. Arrangement of medicine, supplies, blood or blood component, intensive care facility, other specialist support for emergency situation shall be done by the Hospital according to it's policy and norms.
- viii. Mission Smile shall recruit Centre Coordinator to oversee the whole activities. The Coordinator should have access to all the areas of the services related to Cleft care. The hospital shall provide a room as office space for the Mission Smile Coordination team and a storage space for storing of equipment, cargo, sevo, sutures etc.
- ix. Patients' demographic details, contact information along with surgery detail, details of doctors and services provided detail should be entered daily in the Mission Smile Patient Care Software.




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Surgery performed from 1st to 25th in a month shall be considered as monthly surgery period. Period from 26th to 30th/31st may be considered for centre monthly report generation by coordinator. However, Mission Smile will accept flexibility in this.

1. All the patient data will be stored in software/format provided by Mission Smile and patient data will not be shared to anyone without information to Mission Smile.
 2. Patient data will include surgery details, doctors who operated upon patient, surgical diagnosis, patient name, age, sex, address with postal code and contact number.
 3. Monthly report of Sevo and Sutures supplied by Mission Smile in the format prescribed by Mission Smile shall be submitted along with monthly patient data.
 4. The monthly report should have each patient's 5 photographs in a separate folder with Identification No as under:
 - a. Screening picture focusing surgical surface
 - b. Screening picture of patient with IPD/File No
 - c. Pre-op picture intra-operative with patient ID No
 - d. Post-op picture intra-operative with patient ID No
 - e. Discharge picture of patient with patient ID No.
 5. Centre should preferably maintain separate account head for Mission Smile Funding and expenses on the basis of Project based accounting.
- x. Payment to the hospital will be made by 15th of every month against the invoice raised by the hospital latest by 30th of previous month. **Payment to the hospital will be verified and reconciled every month by Mission Smile after checking of documents, photographs and reports from the Hospital for each patient within the time line.**


D: Monitoring

1. Mission Smile in consultation with Hospital shall put together a monitoring plan, which both parties shall abide by. This would include quality assurance audits by the Mission Smile Medical Council as well as auditing of financial processes.
2. Hospital shall allow visits by Mission Smile trustees, medical council members, employees and other representatives at any given time with prior notice.

E: Branding and Public Relations

1. Mission Smile reserves the right to publicize the collaboration between Hospital and Mission Smile, through the use of literature, photographs, video film productions, press conferences, exhibitions and other media with prior consent of the patients.
2. The hospital will identify opportunities for branding of Mission Smile at the Hospital. That, Mission Smile is providing free surgery to the patients need to be known to the patients through at least three hoardings/ standees outside and inside the hospital and branding material/medium used for external communication.




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3. Both parties agree to be receptive to assisting each other's efforts for publicity and additional partnership for creating awareness.
4. Hospital acknowledges that the words "Mission Smile", "Cleft to Smile" and the Mission Smile Logo are exclusive intellectual properties of Mission Smile.

F: Patient Recruitment

1. Patient recruitment model to be formulated jointly by Mission Smile and Hi-tech Medical College & Hospital.
2. Hospital will organize pre-screening camps for recruiting cleft lip and cleft palate patients in appropriate locations/areas in various parts of Odisha and adjoining areas in coordination with Mission Smile onsite Coordinator.

G: Indemnification

Hospital, agrees to indemnify and hold Mission Smile harmless, its affiliates, members, officers, directors, employees, trustees and representatives (each such person, as 'indemnified party') from and against any and all losses, claims, damages and liabilities, related to, arising out of, or in connection with, the actions contemplated by this agreement or the performance by Mission Smile of its obligations contemplated by, this agreement.

H: Renewal

1. This MoU shall stand valid until March 31st, 2020 as per the clauses mentioned under Section H of the Memorandum of Understanding.
2. One month prior to the end of the contract, Hospital shall submit a report of all its previous activities. These reports shall include medical as well as financial information. Based on these reports both parties shall determine whether the contract is to be extended.
3. The cost per surgery may be evaluated at the end of every two years, following which it might be revised keeping in mind the current market value and the inflationary trend of the economy. This would be done after discussions between Mission Smile and Hospital.

I: Termination

1. This agreement can be terminated by either party by giving a 30 days' notice of its intention to do so, in writing to the other party.
2. The agreement shall also stand terminated forthwith if so directed by any statutory body or government department acting within the framework of law.

J: Other

1. Hospital and Mission Smile will work together and with other community based partners and government to identify, educate and schedule surgery for patients with Cleft lip and palate.




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Rhubanswar

2. The Hospital and Mission Smile would uphold all forms of Human Rights and dignity and the 'Rights of a Child' underlined by the United Nations Convention for the Rights of Child (UNCRC). Any violation shall lead to an immediate dissolution of this contract.
3. These shall be no discrimination based on caste, creed, class, gender or religion, any violation shall lead to an immediate dissolution of this contract.

IN WITNESS WHEREOF, the PARTIES hereto have set and subscribed their respective hands, signatures and seals on the day, month and year first written above.

SIGNED, SEALED & DELIVERED

Hi-tech Medical College & Hospital:



Chief Operating Officer

Hi-tech Medical College & Hospital

Jyotirmaya Panda

Chief Operating Officer

Hi-Tech Medical College & Hospital

Health Park, Rasulpur, Bhubaneswar-75



Chief Establishment Officer

Hi-Tech Medical College & Hospital

Witness:-

Mission Smile:



Chief Operating Officer

Mission Smile



Witness:



Program Manager

Mission Smile