



**St. Jude India** ChildCare Centres

**SOP – Medical Emergency Funding Support for Families**

**JANUARY 2026**

## **Background**

Children's treatment-related medical expenses are primarily supported by the treating hospital. However, in certain situations, children and/or their parents require additional medical financial support. This SOP outlines the process to assess, approve, and reimburse such medical expenses in a transparent, compliant, and audit-ready manner.

## **Beneficiaries**

- **Children** undergoing treatment
- **Parents/Guardians** residing at the centre

## **Situations Where Medical Funding Support May Be Provided**

### **A. For Children**

Medical funding support may be considered when:

1. **Hospital Referrals to External Facilities**, due to:
  - Long waiting periods for diagnostic procedures (e.g., MRI, PET scan, 2D Echo, CT scan)
  - Non-availability of specific medical facilities or aids at the treating hospital (e.g., blood bank services, hearing aids, prosthesis, wigs, etc)
2. **Medicines for Communicable Diseases**
  - When required medicines for children or parents are not available at the hospital dispensary
3. **Palliative Care Support**
  - To improve quality of life for palliative children (e.g., air/water beds, crutches, wheelchairs, essential medicines)

Support is provided after assessment when families are unable to afford the required medical expenses.

### **B. For Parents / Guardians**

Medical funding support may be extended when:

- A medical emergency occurs during the centre stay and the parent/guardian is unable to bear the expenses
- Preventive care such as **chickenpox vaccination** is required

## Source of Request

Requests for medical funding support may be initiated by:

- Centre Team
- Occupancy Team
- Counsellor
- Any other authorised St Jude team member

## Approval Authority

**Prior written approval (via email) is mandatory** from any one of the following:

- Chief Programme Officer (CPO)
- Centre Lead (CL)
- Program Lead (PL)
- Occupancy Program Lead

Approval must clearly mention the **reason, estimated amount, and nature of medical support**.

## Reimbursement Process

- **Up to INR 2,000:** Reimbursed through petty cash, subject to approval
- **Above INR 2,000:** Reimbursed via bank transfer to the parent/guardian's bank account
  - Requires valid medical bills and bank account details

**Disbursement Timeline:** Within **15 working days** after document verification

## Documentation Required

- Valid medical bills/receipts
- Email approval from authorised signatory
- Parent/guardian bank account details (for amounts above INR 2,000)

Incomplete documentation may result in delay or rejection of reimbursement.

## **Roles & Responsibilities**

- **Programme / Occupancy / Centre Team:** Assess need, obtain approval, collect documents, and coordinate with the family
- **Accounts Team:** Verify documents and process reimbursement
- **Reporting Manager:** Ensure appropriateness of support and compliance with policy

## **Record Keeping & Compliance**

- All medical funding support must be documented for audit and donor reporting
- Records must be retained as per statutory and organisational requirements
- Family dignity, confidentiality, and data privacy must be maintained at all times