



# ***“Make Railways Better Citizens’ Network”***

*(An initiative by Ministry of Railways and LocalCircles)*

## ***Improving Medical and First Aid Assistance in trains***

1. Any doctor travelling on a train as a passenger should be required to mention it while booking their ticket
2. Doctors should be made to check a Doctor Identification Box during Reservation Process which makes them eligible for a flat discount on their own reservation, and in turn they would be required to help in case of a medical emergency in the train
3. Railways should take mobile numbers of all e-ticket passengers
4. In case of an Emergency Medical need, the safety help line number could be called which in turn could broadcast from the nearest Division Control Centre “need for medical assistance” to any Doctors on the train, the TTE on train, the Station Master at the next station and the upcoming station’s Emergency Response circle
5. The emergency/disaster response community network should also be used such that the passenger/his family could post the need to Railways which can then broadcast it to the Emergency Response circle of the upcoming station
6. Every stationmaster must have a list of doctors available on call in close proximity of their respective railway stations
7. Paramedic/Medical Attendants traveling could also be identified and reached in case of Emergencies
8. TTE should be easily accessible and should have the ability to quickly connect with the guard in case of Emergency
9. There should be at least 5-6 first aid kits on-board every train with a mobile number/person associated with each kit. In case of Emergency, the first aid kit should be made to move towards the passenger
10. TTEs and any attendants should have first aid training so they can be of assistance in an emergency
11. Facility available for Medical and First Aid Assistance should be printed on back side of the ticket – “In case of Medical Emergency”.

*This checklist is prepared from the responses received in the 85,000+ strong ‘Make Railways Better’ Citizens’ Online Community. To join this community, visit <http://tinyurl.com/Make-Railways-Better>*