

## Standard No.CEA/Wellness Centre- 017

# **Clinical Establishment Act Standard for Wellness Centre**

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## Introduction

**In 2010 Clinical Establishments (Registration and Regulation) Act, 2010** has been enacted by the Central Government to provide for registration and regulation of all clinical establishments in the country with a view to prescribe the minimum standards of facilities and services provided by them.

The Ministry has notified the “National Council for Clinical Establishments” and ‘The Clinical Establishments (Central Government) Rules, 2012” under this Act vide Gazette. *This Act is applicable to all kinds of clinical establishments from the public and private sectors, of all recognized systems of medicine including single doctor clinics. The only exception will be establishments run by the Armed forces.*

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## Wellness Centre

### 1. Definition

- 1.1 Wellness is a state of optimal health including the physical, mental and social aspects. A wellness centre is a healthcare facility that provides scientifically proven physical interventions with positive outcomes for improvement or maintenance of (a) physical form (b) promotion of body functions and health life styles (c) enhancement of beauty as perceived by the customer.
- 1.2 Wellness centres can be run by any number of physicians or experts who can practice a wide variety of procedures. These can be standalone centres or is in the services offered by any hospital/ hotel on its own premises or its extension outside its premises.

### 2. Scope (as applicable)

2.1A centre can address all or at least two of the below mentioned services (for detail services of each refer to relevant standard as below).

- |  |                           |
|--|---------------------------|
| a) Gymnasium                                 | CEA /Wellness Centre- 019 |
| b) SPAS                                      | CEA /Wellness Centre- 018 |
| c) Skin hair and cosmetic care centre        | CEA /Wellness centre- 022 |
| d) Beauty salon                              | CEA /Wellness centre- 022 |
| e) Fitness centre                            | CEA /Wellness Centre- 019 |
| f) AYUSH                                     | CEA /Wellness Centre- 020 |
| g) Naturopathy                               | CEA /Wellness Centre- 020 |
| h) Nutritional therapy and weight management | CEA /Wellness centre- 021 |

**Note: A wellness centre need to comply with this standard along with the other relevant standards for wellness centre depending upon their scope of service as above**

### 3. Infrastructure Requirements

- 3.1 The facility shall be developed and maintained to provide safe and secure environment for customers.
- 3.2 It shall be in accordance with the local laws and regulations.

- 3.3 The wellness centre shall be well illuminated, ventilated and clean with adequate water and electricity supply.
- 3.4 The wellness centre shall have mechanism for timely maintenance of the hospital building and equipment.
- 3.5 The wellness centre shall have a prominent board/signage displaying the name of the centre in local language at the gate or on the building of the centre.
- 3.6 The following other signage shall be well displayed in the language understood by the local public in the area:
- a) Name of the doctors with registration number (if applicable).
  - b) Services provided along with the fee structure.
  - c) Timings of the centre (For ex – from 8am -2pm).

#### **4. Furniture &Fixtures**

- 4.1 Furniture and fixtures shall be available in accordance with the services and workload of the centre.
- 4.2 The furniture and fixtures shall be functional all the time.

#### **5. Human Resource**

- 5.1 A suitably qualified and individual heads the organization and manages in ethical manner.
- 5.2 The technical staff employed shall have the relevant education / registration, training and experience to provide service to customer care without supervision.
- 5.3 The additional staff member shall be adequately trained on specific job duties or responsibilities related to customer safety and well being.
- 5.4 Personnel record containing personal and professional information shall be maintained for each staff.
- 5.5 Periodic skill enhancement/up gradation /refresher trainings shall be provided for all categories of the staff relevant to their job profile.

## **6. Equipment/Instruments**

- 6.1 The centre shall have equipment's / instruments as per the scope of services provided.
- 6.2 Adequate space for placement and usage of equipment's and Instruments shall be provided.
- 6.3 The centre shall have adequate equipment to meet work load requirement.
- 6.4 All equipment shall be kept in good working condition at all times. Periodic inspection, cleaning, maintenance of equipment shall be done.

## **7. Drugs and Consumables**

- 7.1 Drugs and consumables as per the scope of services shall be provided.
- 7.2 Storage of drugs, cosmetic and consumables shall be as per manufacturer's guidelines.
- 7.3 The drugs shall be handled by appropriate personnel in accordance of the regional, local and national regulations.

## **8. Support Service**

- 8.1 Support services like registration, billing, etc., can be shared with hotels / hospitals, where applicable.
- 8.2 In a wellness centre minimum one support staff shall be available to meet the care treatment and service needs of the customer. However number may depend upon the workload and scope of the service being provided by the clinical establishment.

## **9. Legal/statutory requirements**

- 9.1 Every application must be accompanied with the documents confirming compliance with local regulations and law.

## **10. Record maintenance and reporting**

- 10.1 Copies of all records and statistics shall be kept with the clinical establishment concerned for at least 3 or 5 years or in accordance with any other relevant Act in force at the time under Section 12(1) (iii) of CEA 2010).
- 10.2 All clinical establishments shall be responsible for submission of information and statistics in time of emergency or disaster or epidemic situation or as required from time to time by National Council CEA 2010.

## **11. Basic Processes**

### **11.1 Registration**

- 11.1.1 Every customer visiting the wellness centre shall be registered.

### **11.2 Counselling / Assessment**

- 11.2.1 Every customer shall undergo counselling / assessment and appropriately guided.
- 11.2.2 For the treatment and procedures wherever applicable the assessment shall be carried out and findings shall be documented legibly in the assessment card with the signature of the expert / physician with date and time. The assessment shall be carried out by authorized personnel.

### **11.3 Infection Control**

- 11.3.1 The centre shall take all precautions to control infections like practicing hand hygiene etc.
- 11.3.2 Availability of clean water for hand washing /liberal use of sanitizer shall be maintained throughout the working hours of the centre.
- 11.3.3 Sanitation and hygiene of the toilets if available shall be maintained.
- 11.3.4 Mopping of all customer care areas with disinfectant shall be done at least once a day

### **11.4. Safety Considerations**

- 11.4.1 Effort shall be made to take care of customer safety aspects like customer fall etc.

11.4.2 Effort shall be made to keep clinic pest and termite free.

### **11.5 Biomedical waste Management:**

11.5.1 Biomedical waste shall be managed in accordance with the BMW management and handling Rules, 1998.

11.5.2 Clinic waste generated shall be segregated at source.

11.5.3 Needles and sharp waste shall be stored in puncture proof container

### **11.6 First Aid**

11.6.1 Provision shall be made for providing First Aid.

11.6.2 Contact details of ambulance hospital etc. shall be available.