Impact Health Collective India — Eligibility & Documents Policy

Dummy organization document for India Nonprofit AI Jam workflow trials (synthetic).

Purpose

This policy explains who SSF serves, what documentation (if any) is requested, and how staff should respond to edge cases. It is designed for consistent, fair, and non-stigmatizing service delivery.

Note: Synthetic policy for training only. Replace with your organization's real guidelines when building a real tool.

Eligibility

- Primary service area: neighborhoods where IHCI runs scheduled camps (announced monthly).
- We do not deny services based on caste, religion, gender, disability, or language.
- We prioritize beneficiaries who have limited access to routine care, including pregnant people and children under 5.

Documents requested (optional, not mandatory)

For most services, no document is required. If a beneficiary has documents, staff may request them to improve follow-up accuracy.

- Any one ID document (Aadhaar, voter ID, ration card, school ID, etc.) — OPTIONAL
- Previous prescription or clinic note — OPTIONAL
- Child health card / vaccination card — OPTIONAL

Important rule: never turn someone away for lack of ID

If someone does not have an ID document, proceed with screening and counseling. Use local contact + landmark description for follow-up coordination if needed.

Special cases and escalation

- Medical emergencies: do not provide medical advice; call local emergency services or refer immediately to the nearest clinic/hospital.

- Sensitive health conditions (HIV, TB, sexual health): follow privacy protocol and escalate to the camp lead for referral guidance.
- Minors: require guardian presence for counseling; otherwise provide general health education and ask them to return with a guardian.

Consent and privacy reminders
- Do not share beneficiary names, phone numbers, addresses, or health details in public channels.
- If using AI tools, do NOT paste personal identifiers or sensitive health information.
- If documenting cases, store securely according to SSF internal practice (training example).

Approved language (staff)
- Use respectful, non-judgmental language.
- Avoid stigmatizing phrasing; focus on support and next steps.
- Confirm understanding: ask the beneficiary to repeat next steps in their own words when possible.