

<i>JSC "ALT University named after Mukhamedzhan Tynyshpayev"</i>	<b>INTEGRATED SYSTEM MANAGEMENT Work Instruction "Regulations on the Health Center" WI-ALT-60</b>	Edition 04 Date: Page 1 of 12
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**APPROVED**  
**Chairman of the Board - Rector of JSC**  
**“ALT University named after**  
**Mukhamedzhan Tynyshpayev”**  
**September 02, 2025**

## **WORK INSTRUCTION**

### **REGULATION ON THE MEDICAL CENTER**

**WI-ALT-60**

**Almaty**

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### 1. SCOPE

1.1. This work instruction is intended for use at the Joint-Stock Company “ALT University named after Mukhamedzhan Tynyshpayev” (hereinafter - JSC “ALT University”) during the operation of the integrated management system in accordance with the requirements of ST RK ISO 9001-2016, ST RK ISO 50001-2019, ST RK ISO 14001-2016, ST RK ISO 45001-2019.

### 2. NORMATIVE REFERENCES

This work instruction uses references to the following regulatory documents:

2.1. Normative references to international and national standards:

- IS ISO 9000:2015 - Quality management systems. Fundamental principles and vocabulary
- ST RK ISO 9001-2016 - Quality management systems. Requirements
- IS ISO 50001:2018 - Energy management systems. Requirements and Application guide.
- ST RK ISO 50001-2019 - Energy management systems. Requirements with guidance for use.

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ST RK ISO 14001-2016 - Environmental management systems. Requirements and Application guide.

ST RK ISO 45001-2019 - Occupational health and safety management systems. Requirements

2.2. National legislative framework:

Law of the Republic of Kazakhstan dated

27.07.2007 No. 319-III - On Countering Corruption

Law of the Republic of Kazakhstan dated

18.11.2015 No. 410-V

Law of the Republic of Kazakhstan dated 13.05.2003

No. 415-II

2.3. Normative references to internal regulatory documents:

CP-ALT-09	-	Social Work
CP-ALT-08	-	Educational Work
WI-ALT-17	-	Rules for Organizing Work with Youth
DP-ALT-01	-	Management of Documented Information
DP-ALT-02	-	Internal Audit
DP-ALT-03	-	Management of Nonconformities and Corrective Actions
DP-ALT-04	-	IMS Management Review
DP-ALT-05	-	Risk Identification, Assessment and Management
DP-ALT-06	-	Information Exchange, Involvement and Consultation
DP-ALT-07	-	Identification, Access and Assessment of Compliance with Legal and Other Requirements in the Field of EnMS
DP-ALT-08	-	Management of Operations Related to Significant Energy Consumption
DP-ALT-09	-	Monitoring of Performance Indicators According to EnMS Criteria
DP-ALT-10	-	Methodology of Energy Analysis and Indicators of Energy Efficiency

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DP-ALT-11	-	Identification of Hazards, Environmental Aspects and Risk Assessment. Management of Legal and Other Requirements in the Field of Environmental Management
DP-ALT-12	-	Monitoring of Compliance with Legal Requirements for Labor and Environmental Protection
DP-ALT-13	-	Incident Investigation. Emergency Management and Response
DP-ALT-14	-	Waste Management
WI-ALT-19	-	Anti-Corruption Policy
WI-ALT-38	-	Regulation on the Disciplinary Council for Considering Student Responsibility
WI-ALT-40	-	Internal Rules of Procedure
WI-ALT-91	-	Regulation on the Social Council

### 3. TERMS, DEFINITIONS AND ABBREVIATIONS

3.1. This work instruction uses terms and their definitions in accordance with international and national standards ST RK ISO 9001-2016, ST RK ISO 50001-2019, ST RK ISO 14001-2016, ST RK ISO 45001-2019, regulatory legal acts of the Republic of Kazakhstan, and internal regulatory documents of JSC "ALT University".

3.2. The following designations and abbreviations are used in this work instruction:

IMS	-	Integrated Management System
ПИ	-	Work Instruction
DAPQ	-	Department of Academic Policy and Quality
ДИ	-	Job Description
ПП	-	Regulations on Departments
Vice-Rector for CSD	-	Vice-Rector for Corporate and Social Development
DESW	-	Department of Educational and Social Work
ЮД	-	Legal Department
AD	-	Accounting Department
GP	-	General Practitioner
DIM	-	Department of Infrastructure Management
ITD	-	Information Technology Department

### 4. RESPONSIBILITY AND AUTHORITY

4.1. All employees of JSC "ALT University" are responsible for the proper application of the requirements of this work instruction in their activities.

4.2. The management representative has the authority to demand the elimination of nonconformities with the criteria of this work instruction, both in an operational manner and based on the results of certification, inspection, and internal audits of the integrated quality management system of JSC "ALT University".

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## 5. GENERAL PROVISIONS

### 5.1. Owner of the work instruction.

The owner of the work instruction “Regulation o on the Medical Center” is the Director of the Department of Educational and Social Work (hereinafter - Director of the DESW). The Director of the DESW is responsible for the organization, functioning, and compliance with the requirements of this work instruction.

The Medical Center is located on the 3rd floor, in pavilion 4, in room 4301 of the Main Academic Building (MAB) at 97 Shevchenko St. Premises at “ALT University” are allocated for carrying out medical activities. Medical services are provided by the licensed medical organization “NURLAB MEDIKAL CLINIC No. 1” in Almaty, in accordance with the agreement on medical care for students within the guaranteed volume of free medical care in the Compulsory Social Health Insurance (CSHI) system. In the main academic building, medical care is provided by a general practitioner and a nurse. To serve students living in Student Dormitories (hereinafter - SD), medical posts are located in SD No. 1, SD No. 2, SD No. 3, and SD No. 4. Work in the Student Dormitories is carried out by day and night medical staff, according to the work schedule. A 24/7 Call Center operates at the medical center, with the contact number 8-747-718-07-09. Control over the medical activities of the medical center is carried out by the chief physician of the medical organization “NURLAB MEDIKAL CLINIC No. 1” in Almaty, located at: 259 Raiymbek Ave, Almaty, and the Director of the DESW of JSC “ALT University”.

The medical activities of the medical center are carried out in accordance with the legislation of the Republic of Kazakhstan (RK), the regulatory documents of the Ministry of Health of the RK, the Charter of “ALT University”. The medical center maintains accounting and reporting documentation in the prescribed manner and submits it to the chief physician. The operating hours of the medical center are determined in the established manner in relation to the working hours of “ALT University”. In accordance with the organizational structure of “ALT University”, the work of the medical center is supervised by the Director of the DESW. In its activities, the medical center is guided by the regulatory documents of the Ministry of Education and Science of the Republic of Kazakhstan (MES of the RK), the Ministry of Health of the RK, the Labor Code of the RK, the Charter and Internal Rules of Procedure, and this Regulation. The medical center carries out its activities based on a plan of medical examinations. The medical center reports monthly and at the end of the academic year according to the work plan to the Vice-Rector for Corporate and Social Development and the chief physician of the medical organization “NURLAB MEDIKAL CLINIC No. 1”.

## 6. TASKS AND FUNCTIONS OF THE MEDICAL CENTER

The main task of the medical center is to provide first aid, as well as to carry out preventive measures. In accordance with its main tasks, the medical center carries out the following:

- providing emergency and first pre-medical aid for sudden illnesses, injuries, poisonings, referring patients and injured persons to a polyclinic or hospital, and, if necessary, organizing their transportation;
- releasing students from classes and internships for medical reasons until the end of the academic day by issuing a health certificate, which is exchanged at the polyclinic for a certificate of temporary disability of the student;
- participation in the development of measures to reduce morbidity;

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- organizing awareness-raising work among young people on disease prevention (tuberculosis, AIDS/HIV, etc.);
- promoting a healthy lifestyle among young people;
- providing qualified therapeutic care using available equipment and medications;
- organizing fluorographic examinations of students;
- identifying and keeping records of the contingent of long-term and frequently ill students;
- preparatory measures for organizing preventive medical check-ups and clinical examinations of students;
- providing primary medical care to employees of "ALT University";
- providing anti-relapse treatment as prescribed by a doctor for individuals under clinical supervision living in the SD;
- timely referral to the polyclinic and monitoring the attendance of patients under clinical supervision for follow-up medical examinations, check-ups, and treatment;
- conducting sanitary and educational work among students of "ALT University";
- organizing regular preventive medical examinations of students at the polyclinic and coordinating work based on the results of medical indications;
- participation in activities to prevent the spread of drug addiction, HIV infection, smoking, and alcoholism in the student environment;
- organizing work to keep records of orphans, disabled persons, and tuberculosis patients, in collaboration with the Department of Educational and Social Work;
- under the guidance of the polyclinic's therapist and sanitary doctors of sanitary-epidemiological stations, the medical center conducts anti-epidemic measures (preventive vaccinations, identification and monitoring of persons who have been in contact with infectious patients, etc.);
- verification of certificates of exemption from classes for health reasons issued by other medical organizations.

## **7. ORGANIZATION OF THE MEDICAL CENTER'S ACTIVITIES**

To provide medical care and treatment for sick students, the medical center has the following set of premises:

- reception room;
- procedure room;
- gynecology room; - isolation room.

The management of "ALT University", in accordance with current regulations, allocates the necessary premises for the medical center that meet sanitary and hygienic requirements, and organizes its repair and provision with medications. The medical center is equipped with the necessary medical inventory and equipment, and a set of medications for providing primary medical care. The medical center has natural lighting, sinks for hand washing with hot and cold water supply, heating, sewerage, and telephone communication.

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## **8. INTERACTION WITH OTHER DEPARTMENTS**

8.1. The medical center interacts with the structural departments of “ALT University” on matters concerning the medical center within its functions: the DIM - on issues of purchasing equipment, furniture, maintenance and repair of existing equipment and premises; the ITD - on issues of servicing copying and duplicating office equipment, prevention, repair, computer modernization, installation and maintenance of local computer networks and communication equipment, installation of licensed software and provision of consulting services; with the institutes of “ALT University”, the admissions committee; with the Institute of Military Affairs.

8.2. The medical center exchanges information with other structural departments of “ALT University” through the “Documentolog” platform.

## **9. ANALYSIS AND UPDATING OF THE RI**

9.1. This work instruction shall be updated as amendments and additions are made to the legislative and regulatory legal acts of the RK and the internal regulatory documents of “ALT University”.

## **10. RISK IDENTIFICATION, ASSESSMENT AND MANAGEMENT**

10.1. Identification, assessment, and management of risks of this WI shall be carried out in accordance with DP-ALT-05.

## **11. APPROVAL AND IMPLEMENTATION**

11.1 Approval of this WI is carried out with the Quality Management Representative (QMR), the specialist responsible for the IMS.

## **12. STORAGE, PROTECTION, RECOVERY AND WITHDRAWAL OF DOCUMENTS**

12.1 The head of the developer department is responsible for transferring the approved original and the electronic version in Word format of this WI for storage to the DAPQ.

12.2 Storage, protection, recovery, and withdrawal of documents of this WI shall be carried out in accordance with DP-ALT-01.

## **13. AMENDMENT OF DOCUMENTS**

13.1 Amendments to this WI shall be made in accordance with DP-ALT-01.

## **14. ACCESS TO DOCUMENTS. CONFIDENTIALITY**

14.1 Working copies of this WI are stored electronically in all departments where activities are carried out on which the effectiveness of the functioning of the IMS documented information depends.

14.2 Access to documents and confidentiality of this WI shall be carried out in accordance with DP-ALT-01.

Appendix 1

<p><i>JSC "ALT University named after Mukhamedzhan Tynyshpayev"</i></p>	<p><b>INTEGRATED SYSTEM</b></p> <p><b>MANAGEMENT</b></p> <p><b>Work Instruction</b></p> <p><b>"Regulations on the Health Center" WI-ALT-60</b></p>	<p>Edition 04 Date: Page 8 of 12</p>
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**List of medications and medical devices for providing emergency medical care for anaphylactic shock**

Approved by the Joint Commission on the Quality of Medical Services of the Ministry of Health of the Republic of Kazakhstan dated July 30, 2020, Protocol No. 109

Name (INN)	Trade name	Quantity	Expiration date
Epinephrine 0.18%-1.0	Adrenaline 0.1%-1.0	10 amp	
Prednisolone 30 mg	Prednisolone 30 mg	3 ampoules	
Dexamethasone 4 mg-1.0	Dexamethasone 4 mg-1.0	5 ampoules	
Physiological saline 0,9%-400,0	Physiological saline 0,9%-400,0	2 ampoules	
<b>List of additional drugs and medical devices</b>			
Diphenhydramine 1%-2.0	Dimedrol 1%-2.0	10 amp	
Chloropyramine 2%-1.0	Suprastin 20 mg – 1.0	5 ampoules	
Adhesive plaster	Adhesive plaster	1 pc	
Alcohol wipes	Alcohol wipes	1 pack	
Bulb syringes (for mucus suction)	Bulb syringes (for mucus suction)	1 pc	
Ambu bag	Ambu bag	1 pc	
Oxygen	Oxygen	1 pc	
Sterile tongue depressors	Sterile tongue depressors	2 pcs	
Sterile gloves	Sterile gloves	7-8 pairs	
21G System	21G System	2 pcs	
Vasofix 20G	Vasofix 20G	2 pcs	
Tourniquet	Tourniquet	1 pc	
Tonometer, stethoscope	Tonometer, stethoscope	1 pc	
Syringe 2.0	Syringe 2.0	5 pcs	
Syringe 5.0	Syringe 5.0	5 pcs	
Syringe 10.0	Syringe 10.0	5 pcs	

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Syringe 20.0 ml	Syringe 20.0 ml	5 pcs	
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Appendix 2

**LIST OF MEDICAL DOCUMENTATION**

No.	Document Title	Storage Location of Documented Information	Note
1	Log of Outpatient Registration	E-version	
2	Log of Infectious Diseases (form 060/u)	hard copy	
3	Log of Operating Time of Germicidal Irradiators (quartz treatment)	hard copy	
4	Log of Routine and General Cleaning in Rooms	hard copy	
5	Log of Pediculosis Inspection for residents of the SD	hard copy	
6	Log of Disinfectant Use	hard copy	
7	Log of Refrigeration Equipment Temperature	hard copy	
8	Log of Receipt and Dispensing of Medical Drugs	hard copy	
9	Orders, regulations, instructions	paper version, electronic version	
10	Requests, memos	electronic version	
11	Log of Contacts with Infectious Diseases	hard copy	

**17. CHANGE REGISTRATION SHEET**

Edition Number	Effective Date	Changes	Signature
1	2	3	4

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