

TANS Helplines SOP [28.November.2023]

This SOP [Standard Operating Procedure] will be included in the TANS bye-laws and may be modified as and when necessary, with the approval of TANS Executive Council.

TANS helplines will start functioning from 01/Dec/2023.

It is complimentary to all TANS life and associate members. No fee will be charged by TANS or the TANS members voluntarily manning the helplines. It will not be accessible to anyone who is not a TANS life or associate member.

TANS Life members will voluntarily man the helplines for a minimum period of three months, after being cleared by the TANS Secretary and ratified by TANS Executive Council. TANS Secretary will call for volunteers to man the helplines every three months. TANS members who are willing to man the helplines will inform their willingness to TANS Secretary, who after authenticating their TANS membership, will send the list to the TANS Executive Council for ratification. Volunteers manning the TANS helplines have the option of continuing or exiting the helplines at the end of every three-month period.

Any life or associate TANS member wanting to make use of the TANS helpline should contact the TANS Secretary, who will present the list of TANS members in that helpline to the contacting member. After the communication between the member using the helpline and the member(s) with whom the discussion is conducted is completed, feedback should be given by both members to TANS Secretary to help improve the TANS helpline service.

The communication between the two can be in-person or by other means.

All communication between the two members will be private among the two, and TANS will not ask for or be given any details of the communication, unless the two members consider that other TANS members can benefit from their communication, in which case TANS Secretary will save the information in a library under the different headings for future reference, after getting approval from the Executive Council in every instance.

The communication will be limited to discussing possible options to the best of the knowledge of the TANS member manning the helpline based on questions raised and information provided by the member seeking help.

TANS members seeking help from the TANS helplines must do due diligence on their own before following or implementing any of the options. They should consult and take official opinion from professionals (including but not limited to Doctors, Neurosurgeons, Lawyers, Auditors etc.), officials etc., outside TANS Helplines about the options discussed with the volunteers manning the help lines before deciding the course of action.

TANS or any of its members, including but not limited to Office Bearers, Executive Council members, members manning the helplines with whom the options were discussed etc., will not be legally, financially or in any way responsible for the options discussed by the two TANS members.

In course of time, with the approval of TANS EC, the current list of TANS helplines below may be increased or decreased.

In course of time, with the approval of TANS EC, TANS Helplines may have an additional/ evolve into an online forum by using the login facility on the TANS website.

All communication with TANS Secretary must be only by email to TANSassn@gmail.com

TANS helplines

1. Clinical dilemmas
 2. Clinic, Department, Hospital, Neurosurgery unit - starting & managing
 3. Educational events – organising
 4. Emergency help [by TANS Secretary & Joint Secretary only]
 5. Employment choices
 6. Exam preparation
 7. Fellowship choices
 8. Group practice
 9. Insurance & billing negotiation
 10. Medico-legal, consent & documentation
 11. Migrating abroad
 12. Officials & bureaucrats – interacting
 13. PG course [DrNB & MCh] starting procedures
 14. Publication, presentation, research & thesis
 15. Retiring/ slowing down professionally
 16. Tamil publications
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